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Nota di contenuto	Front Cover; Crew ResourceManagement; Copyright; Contents; Foreword; Preface; PART 1The Nature of CRM; Chapter 1Why CRM? Empirical and Theoretical Bases of Human Factors Training; Introduction; 1.1The Evolution and Growth of CRM; 1.2The Single-Pilot Tradition in Aviation; 1.3Human Error in Flight Operations; 1.4Group Processes and Performance in the Aviation Environment; 1.5Theoretical Leveraging of CRM Training; 1.6The Evolution of CRM Training; 1.7CRM and Traditional Management Development Training; 1.8Research Findings; 1.9Open Issues for Research; 1.10Conclusions; 1.11CRM Redux Chapter 2Teamwork and Organizational FactorsIntroduction; 2.1 Updating the Definition of CRM; 2.2Teamwork Redefined; 2.3Traits of a Good Team; 2.4Errors; 2.5Standard Operating Procedures (SOPs); 2.6 Organizational Factors; 2.7Developing SOPs; 2.8Safety Cultures and Organizations; 2.9Safety Culture; 2.10Summary; Chapter 3Crews as Groups: Their Formation and their Leadership; 3.1Individual Versus Crew Orientation; 3.2Crews, Groups and Teams; 3.3Group Process and Leverage; 3.4Leadership; 3.5Leadership at Formation: A Critical

Leverage Point; 3.6Group Shells

3.7Implications for Effective Crew Leadership3.8Conclusion; Chapter

4Communication and Crew Resource Management; Introduction; 4.1

torical View of Communication and Flight Safety; 4.2Functions of

Communication; 4.3Issues and Advances in Communication; 4.4

Summary; Chapter 5Flight Crew Decision-Making; Introduction; 5.1

Aviation Decision-Making; 5.2What Factors Make Decisions Difficult?;

5.3Behaviors that Characterize Effective Crew Decision-Making; 5.4Can

We Train Crews to Make Better Decisions?; 5.5Conclusions: The Future

of Aviation Decision-Making

Chapter 6CRM (Non-Technical) Skills - Applications for and Beyond the

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esthetists' Non-Technical Skills (ANTS); 6.3Non-Technical Skills for

Surgeons (NOTSS); 6.4Scrub Practitioners' List of Intra-operative Non-

Technical Skills (SPLINTS); 6.5Nuclear Power Control Room Teams; 6.6

Systems Analysts: Non-Technical Skills for Critical Incident

Management; 6.7Domain Specificity; 6.8Individuals or Teams?; 6.9Basic

Teaching of Non-Technical SkillsnbspConcepts; 6.10Not Just for Crises;

6.11Where Angels Fear to Tread

PART 2CRM Training ApplicationsChapter 7The Design, Delivery and

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How Should CRM Training be Assessed innbspthe Future?; 7.5

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Management (CRM) Team Skills; 8.1The Beginning; 8.2Discussion of

Relevant Research; 8.3Definition and Description of LOFT

8.4Essential Features of LOFT

Sommario/riassunto

Crew (or Cockpit) Resource Management training originated from a NASA workshop in 1979 that focused on improving air safety. The NASA research at that time found the primary cause of the majority of aviation accidents to be human error, and further showed the main problems to be failures of interpersonal communication, leadership, and decision making in the cockpit. By the time of publication of our first edition of CRM, was celebrated as the convergence of a concept, an attitude and a very practical approach to pilot training. Equally important was the convergence and enthusiastic support of
