



Co-Guard GmbH

TABLE OF CONTENTS

1. SAFETY MANAGEMENT SYSTEM

- SMS 001 Safety Management – Indoctrination
- SMS 002 Safety Management for Safety Professionals
- SMS 003 Safety Management for Accountable Managers

2. HUMAN FACTORS

- HF 001 Human Factors Initial Training
- HF 002 HF Continuation 1 – Improving Safety by better Communication
- HF 003 HF Continuation 2 – Human Error in Context

3. TRAINING FOR TRAINERS/ ASSESSORS

- ToT 001 Training for Trainers – Teaching effectively
- ToT 002 ToT Continuation training – Active learning in the classroom
- AT 001 Assessors Continuation Training – Assessing Objectively

4. ORGANISATIONAL DEVELOPMENT

- OD 001 Learning: a pre-requisite for Just Culture
 - OD 002 Aligning your Organisation: Safety Culture
- And OD Modules:
- OD 0001 Change management
 - OD 0002 Team Building
 - OD 0003 Effective Communication and Interviewing
 - OD 0004 Conflict management
 - OD 0005 Leadership

5. PART 21 DOA, POA AND MOA

6. YOUR CONTACT

1. SAFETY MANAGEMENT SYSTEM

Safety management System (SMS) is a systematic approach to managing safety in an organisation. Depending on the size and the operation, such system supports an organisation in identifying hazards, prioritising mitigation actions and managing risk. SMS consists of four pillars:

1. Safety Policy
2. Hazard Identification
3. Safety Assurance
4. Safety Promotion

Basic training will always include these four pillars and its 12 founding elements. All training is in line with ICAO guidelines, the latest EASA regulations and guidelines and aviation best practices. Our training is customised in terms of appropriateness to the organisation (size, operation and stage of SMS development) as well as specified training needs and wishes. We use three 'building' blocks, accommodating training to the required responsibilities at various levels in the organisation.

SMS 001	INDOCTRINATION	1 DAY
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Indoctrination training is for all people in the organisation using or being affected by SMS. This training introduces basic principles like safety, hazards and risk. Training exercises are designed to recognise and work with these on a daily basis. The training clearly outlines what safety roles are assigned in an organisation and the important part each staff member plays in your management system.

SMS 002	SAFETY MANAGEMENT FOR SAFETY PROFESSIONALS	2 DAYS
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Safety Professionals are the people in your organisation who are actively involved in managing safety and making your management system work. Their role in your management system is crucial and success does not only depend on great (inter)personal skills, but also management- and communication skills.

The technical aspects of the role of a safety professional include hazard identification, risk assessment and analysis. In this workshop we work on both social and technical skills of an effective safety professional.

SMS 003	SMS FOR ACCOUNTABLE MANAGERS	1 DAY
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Management play an important and distinctive role in managing safety. While support and buy-in from all levels of the organisation is important, management decision affect the support and facilitation of any process of change related to SMS integration immensely. This training is especially designed for managers and their role in managing safety in a learning organisation.

WHAT OTHERS SAID

'Building up a robust and reliable Safety and Quality system is a step-by-step process in which organisational learning and trust are essential. Her training achieves that very essence' – QA-manager Zurich

2. HUMAN FACTORS IN AVIATION MAINTENANCE

HF 001 HUMAN FACTORS INITIAL TRAINING 2 DAYS

Human Factors (HF) is part of every safety and compliance management of every Part 145 organisation (aviation maintenance). The initial course is built in accordance with the EASA approved syllabus, Part P145.A.30 (e). Initial training focuses on awareness of the interaction between humans and their context. All data, all examples and all cases are taken and updated to increase the relevance to aviation maintenance today. The training style is very interactive, so that HF theory can be experienced and practiced during the course in a safe environment.

LEARNING OBJECTIVES AND EXPECTATIONS

HF is about understanding humans and their behaviours in their work place and where possible, reducing human error by optimising the conditions in which people work. The initial training explains and lets experience our capabilities as well our limitations relevant for aviation maintenance. Awareness enables people to organise themselves and others better in their working environment. It supports their decision making on what adjustments are needed in their environment which can include regulation, procedures, correct tooling, etc.

WHAT OTHERS SAID:

‘ Human Factors is critical to the safe and effective carrying out of high risk industries and helps find and combat these issues that inevitably arise from human performance – the training was well presented, thorough and immensely helpful’ - Quality Assurance - 2014, Basel, CH

‘Very positive training for young people in the group’ – Quality Assurance - 2014, Basel, CH

Tout ce qui est sécurité, types d’incidents, les conséquences au problèmes. L’écoute à autrie, les respect et les valeurs du travail en équipe (function, les différentes types de categories. – Production – 2014, Basel, CH

HF 002: HF CONTINUATION- IMPROVING SAFETY BY BETTER COMMUNICATION 1 DAY

This continuation course builds upon initial Human Factors (HF) training and includes recent regulatory changes. We focus on communication in general with a special attention to reporting. Why has voluntary reporting become a requirement and what are the main challenges? How can organisations overcome these and what can we learn from each other?

LEARNING OBJECTIVES AND EXPECTATIONS

In most organisations a voluntary reporting system faces many challenges, not in the least because of a deep-rooted resistance of bringing failures, mistakes or even small things into the open. Learning objectives are for the attendants to explain why reporting and open communication is at the heart of managing safety, to explain what their role is in the overall management system and what can be done to overcome our challenges.

WHAT OTHERS SAID

‘Overall a good refresh of general knowledge in relation to safety, hazard, violation and involuntary outcome’; I have to be pro-active by sending reports, even for small problems; how to identify human factors (what, how, when, where) and find means to reduce/ alleviate the issues’ (P145, P21 staff in the Basel area (2013).

HF 003: HF CONTINUATION- HUMAN ERROR IN CONTEXT 1 DAY

This continuation course builds upon initial Human Factors (HF) training and includes regulatory and other recent changes. In this particular training we focus on Human Error and our understanding of Human Error over the years. Our understanding and especially our judgement of performance influence the way we judge each other. Our understanding of performance also informs our capability to learn, especially in organisations where most things go right, but sometimes, something may go wrong.

LEARNING OBJECTIVES AND EXPECTATIONS

After this one-day course people can differentiate between types of errors and so-called violations and discuss their usefulness in practice. All participants will be able to explain why people have different points of view and apply strategies how agreement, or at least better judgement can be reached.

WHAT OTHERS SAID

‘Human Factors is not reduced to speak two hours about a piece of cheese’; To err is human but it is important to learn from mistakes; the topics are very light but profound... important and very necessary. Interaction between skills are educational and entertaining. Handled well by the facilitator, thanks! - P21 and P145 employees- Basel 2013

TRAINING FOR TRAINERS/ ASSESSORS

TOT 001 TRAINING FOR TRAINERS – TEACHING EFFECTIVELY 3 DAYS

Most ToT focus on technical skills: teaching methods, use of voice, use of white board/ flip-charts, power-point and so on; all essential elements of any given ToT training. Added value of this course is the inclusion of the role of the learner and what essential skills teachers can apply to engage them in their learning process. In other words, an effective trainer holds both the essential technical skills and understands how people learn.

LEARNING OBJECTIVES AND EXPECTATIONS

In this workshop we look at how people learn and then adapt our teaching strategies effectively and efficiently. We practice teaching styles, preparation of training and building rapport with your audience.

ATTENDEES

The workshop is designed for teachers and trainers with or without classroom training experience. All people with an interest in teaching or training are welcome.

TOT 002 TOT CONTINUATION TRAINING- ACTIVE LEARNING IN THE CLASSROOM 1 DAY

Our main focus in this workshop is on learning and how to facilitate this process efficiently and successfully. One of the lead principles we will work with is that T≠L: a lot of teaching does not guarantee much learning, while a little teaching can result in much learning!

LEARNING OBJECTIVES AND EXPECTATIONS

A fantastic benefit for teachers/trainers is that the pressure to 'entertain' is much reduced, while your training becomes more effective in term of students' learning. A positive result is an improved rapport with your class and a lot of energy left at the end of a work day.

ATTENDEES

The workshop is designed for teachers and trainers with classroom training experience.

WHAT OTHERS SAID

Very interesting, good refresh; Very well presented course, very impressed. Recommended!

Provided the climate/ opportunity to reflect on our teaching skills; (Part 147 instructors, Brussels 2014)

AT 001 ASSESSORS CONTINUATION TRAINING – ASSESSING OBJECTIVELY 1 DAY

The assessor organisation training is especially designed for the P147 organisation or for people with a P147 assessors approval. The main focus is on objectivity and how to remain objective during the assessment.

WHAT OTHERS SAID

This is a newly designed course. We are looking forward to your feedback!

4. ORGANISATION DEVELOPMENT TRAINING

Organisation development is about managing people in your organisation. Each organisation is different; not only in terms of size and operation, but also in 'soft skills', interaction and behaviour. Two workshops are customisable to your organisation and other OD courses can be specially designed for you.

OD 001 LEARNING: A PRE-REQUISITE FOR JUST CULTURE

In Aviation and other high risk industries it has been advocated for decades that safety is jeopardised by human error and violation. As a more or less logical consequence, processes and procedures were captured in regulation and compliance became increasingly important in safety. More recent insights have put learning and accountability at the core of safety and the success of your organisation. Just Culture balances organisation learning and accountability.

A success in Just Culture lies in understanding human error, incidents and accidents and the assumptions we hold today. This workshop uses critical thinking to support the organisation and its members to come to their conclusion on how to shape their Just Culture.

WHAT OTHERS SAID

This workshop is new in this form. The concepts have been presented at the EAMTC meeting in Berlin in September 2015 and comments included 'one of the best I may have ever seen' (P147 training manager).

OD 002 ALIGNING YOUR ORGANISATION: SAFETY CULTURE

Most Safety training focuses on ICAO and regulatory outlines, including the technical features of SMS (see above). Increasingly, more attention is given to 'safety culture'. Culture is mentioned in training and the manual as a prerequisite for SMS, practical insight in how to work with your organisational culture, is hard to find.

We use the socio-technical viewpoint and reveal that (safety) management and culture go hand-in-hand, one cannot manage the organisation successfully without affecting your (safety) culture. Yet a thorough understanding of this relation and how we can actively work with notions of culture, really make a difference in terms of success. The people in your organisation are key to your performance and giving this part of integration extra attention pays off.

ATTENDEES

The training is useful for anyone in an organisation who is involved with safety, change processes or operations.

WHAT OTHER SAID

In this format this training is new. We are looking forward to your feedback!

OD MODULES

OD 0001 CHANGE MANAGEMENT

Change is a natural element of (organisational) life and many take place without much notice. In other cases, change triggers resistance and sometimes so much that we can observe a decrease in performance or in the most extreme cases being forced to abandon a project. Change management training gives insight of how

processes of change take place and how such processes can be managed from the outset to facilitate an easier transition.

OD 0002 EFFECTIVE TEAMS

People naturally form groups in- and outside the working place. Groups are also purposely created, most of the time with the intention to have work carried out more effectively and efficiently. Is every task suitable to be performed in groups? And when does a group become a team?

Creating an effective team is not as easy as putting some people together and give them something to do. Effective teamwork relies on many different aspects from the formation to the end-result.

OD 0003 EFFECTIVE COMMUNICATION AND INTERVIEWING

Even from the moment before people are born, we communicate. It is something we do all our lives, yet, despite life-long practice it remains a difficult skill to master. More often than not, 'bad communication' is an issue at the workplace.

Our communication gets disturbed in many ways and are communication channels often confused. But do we actually say what we mean, how much do we interpret and how much of our real messages are transferred using non-verbal communication? Are we asking the right questions and how well do we listen? This training uses practical exercises and gives pragmatic tools to improve communication in the working place.

OD 0004 CONFLICT MANAGEMENT

Conflict is a natural part of organisations. Conflicting goals, views and situations create a challenging environment every now and then. At the same time, conflict generates creativity, supports decision making and progress and in cases provide clarity. How is conflict viewed in your organisation?

Conflict should and can be managed in an organisation to prevent them resulting in aborting projects, hampered workflow, slow decision making and in worst case scenario, valuable people leaving. The aim is to prevent conflicts becoming harmful to people and the organisation, while embracing their existence and their positive consequences.

We train communication tools for giving feedback, receiving feedback, observation and interpretation. With role-play and using real scenario's, we support people handling conflict constructively.

OD 0005 LEADERSHIP

Leadership is a skill or aspect of character that come more naturally to some than others. Based on good performance, people get promoted, but they are not always prepared for this (new) role. What consequences does 'being a leader' actually have? Your tasks have changed, but what about your position, relations and expectations raised?

People's behaviours change with leadership applied, but not all people respond the same. Situation and context are influential factors also. What is expected of a leader? How to guide and lead a team with so much diversity? Insights in one's own capability, the use of real-life examples and classroom exercise and guidance prepare for a leadership role; for example in Safety Management.

5. PART 21 DOA, POA AND MOA

Through our partnership with ADSE, we were able to expand our training offering. Please, contact ADSE mr. Pieter Ruitenberg (pieter.ruitenberg@adse.eu) for more information.

- Certification Verification Engineer (CVE) Seminar
- Certification Verification Engineer (CVE) Advanced Seminar
- CS 25.853 Flammability Awareness Seminar
- EASA & Part 21 Introduction Seminar
- EASA Management Awareness Seminar- NEW!
- EASA Part 21 subpart J Seminar
- EASA Part 21 subpart G Seminar
- Cabin Safety Management Seminar
- Oxygen System Seminar
- Optimising your Design Organisation: from compliance to performance
- EWIS: from concept to installation and certification seminar.

6. YOUR CONTACT

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