



Train the Trainer MODULE

Date 6th – 8th February 2019

- 1 Point of departure**
- 2 Module schedule**
- 3 Location and costs**
- 4 Lecturers**
- 5 Certificate**
- 6 Registration Form**

1 Point of departure

The aviation market is continuously growing and develops dynamically. The constant changes are challenging the industry and training and management personnel in aviation companies. For this reason the regulator has implemented several rules concerning constant development and training of aviation staff. For example, it is by regulation expected that the operators carry out Crew Resources Management (CRM) or Team Resources Management (TRM) trainings to improve safety. Furthermore, it specifically mentions the benefits of regular continuation training for trainers.

This module aims at training the trainers, who train employees and post holders in aviation companies as external or internal trainers. Hence, all educators in aviation companies are welcome in our train-the-trainer module to learn more about new methodologies, procedures and lessons learned.

The module will be held during three consecutive days and address the following issues:

- Understand how we (human beings) learn
- Know-how to design courses effectively
- Learn how to instruct successfully
- Develop advanced presentation skills
- Know how to make good assessments and evaluate competences
- Understand CRM elements
- Refresh standard operating procedures
- Discuss lessons learnt from safety management
- Discuss leadership, communication and culture factors
- Learn about stress and workload management
- Learn about situation awareness and decision making
- Deepen knowledge on sleep, fatigue and vigilance
- Receive a personal assessment and make an assessment of the course instructors

2 Module schedule

Day 1: 6th February 2019

Time	Topic and content	Lecturer
From 9.00	Welcome Coffee	
09.30 – 10.00	Welcome and administration	Andreas Wittmer
10.00 – 10.30	How we learn Design a course Instructional technics	Andreas Wittmer Céline Mühlethaler
12.00 – 13.30	Lunch break	
13.30 – 15.00	Advanced presentation skills (Workshop)	Andreas Wittmer
15.00 – 15.30	Coffee break	
15.30 – 17.00	Assessment and competence evaluations	Andreas Wittmer
18.30	Networking Dinner (costs included in registration fee)	

Day 2: 7th February 2019

Time	Topic and content	Lecturer
8.30 – 10.00	CRM Elements	Joel Hencks
10.00 – 10.30	Coffee break	
10.30 – 12.00	Standard Operating Procedures	Joel Hencks
12.00 – 13.30	Lunch break	
13.30 – 15.00	Safety Management: Lessons learnt	Joel Hencks
15.00 – 15.30	Coffee break	
15.30 – 17.30	Leadership, Culture, Communication	Andreas Wittmer
17.30 – 18.00	Open questions and discussion	Andreas Wittmer

Day 3: 8th February 2019

Time	Topic and content	Lecturer
8.30 – 10.00	Stress and Workload Management	Céline Mühlethaler
10.00 – 10.30	Coffee break	
10.30 – 12.00	Situation Awareness and Decision Making	Céline Mühlethaler
12.00 – 13.30	Lunch break	
13.30 – 15.00	Sleep, Fatigue and Vigilance	Joel Hencks Céline Mühlethaler
15.00 – 15.30	Coffee break	
15.30 – 17.00	Assessment of participants (Workshop) Assessment of trainers	Joel Hencks Andreas Wittmer Céline Mühlethaler
16.00 – 17.30	Open questions and closing of the module	Andreas Wittmer

3 Location and costs

Location: Hotel Einstein Kongresszentrum, St. Gallen

Costs:

Participation fee for train-the-trainer Module (3 days) including a certificate of participation from CFAC-HSG:

- **Regular participants** **CHF 2'550.--**
- **Supporter CFAC-HSG** **CHF 2'370.--**

Public transport to the hotel

Take the train toward St. Gallen, and exit at the St. Gallen main station. Hotel Einstein is walking distance (5 – 10 min) from the main train station, close to the cathedral.

Directions to the hotel from Zurich Airport

The hotel is located 80 kilometers, or about a 50-minute drive, from the Zürich Airport. From the airport, take highway A1 to Winterthur/St. Gallen. Drive 75 kilometers. Then take the St. Gallen-Center exit.

4 Lecturers

Dr. Andreas Wittmer, Managing Director of the Center for Aviation Competence at the University of St. Gallen, Senior Lecturer at the University of St. Gallen, the Module University Vienna, University of Applied Sciences in Chur and Zurich University of Applied Sciences in Winterthur.

Professional experience:

- University of St. Gallen
Center for Aviation Competence, Managing Director,
- University of St. Gallen
Institute for Systemic Management and Public Governance, Deputy Director
- Lindberg International AS (DK)
Country Manager Benelux and Switzerland (work on new branch in Brussels and Switzerland during 2 years)
- Aarhus School of Business (DK)
Department of Economics, Research Associate (Research and Analysis) (1 year)
- Credit Suisse, Zurich
Investment Accountant during 2 years

More information about Andreas Wittmer:

https://www.alexandria.unisg.ch/Personen/Person/W/Andreas_Wittmer

Joel Hencks, Managing Director, AeroEx GmbH, official Partner of the Center for Aviation Competence at the University of St. Gallen.

Professional experience:

- 2016 University of St. Gallen, Center for Aviation Competence, Fellow
- 2014 International Civil Aviation Organization (ICAO), Industry Study Group on Operational Safety Data
- 2006 European Aviation Safety Agency „EASA“-External Expert Flight Operations & Horizontal Disciplines; Member of several EASA Rulemaking Groups regarding Flight Operations, Flight and Duty Times & SMS.
- 2006 Compliance Monitoring & Safety Manager for several Commercial Operators
- 2004 Accredited Auditor for Aviation Companies
- 2003 Referent for „Aviation Safety Management Systems“ and Air Law (Accredited by the „International Business Aviation Council“)
- 2001 Managing Director of Consulting companies in aviation with a focus on certification of aviation companies as well as management systems
- 1999 Captain of several plane types with different companies
- 1999 Flight Instructor
More information about AeroEx: <http://www.aeroex.eu/>

Dr. Céline Mühlethaler, Senior Lecturer and Head of Research Group of the Human Factor Department at the Centre for Aviation, Zurich University of Applied Sciences

Professional experience:

- Guest lecturer at the department of ergonomics in Aviation at TU Munich (technical university)
- Research Associate at University of Bern, Department of Work and Organizational Psychology
- Responsible employee for quality assurance and development at the Philosophical-human Science Faculty, University of Bern, Switzerland
- Psychological assistant in the military recruitment centre in Sumiswald, Armed Forces Joint Staff, Swiss Army

More information about Céline Mühlethaler: <https://www.zhaw.ch/de/ueberuns/person/muhe/>

5 Certificate

The Center for Aviation Competence of the University of St. Gallen provides a Certificate of Attendance “CRM Trainer”.

Please note

All participants will receive a certificate of attendance from the CFAC-HSG. Please attach your CV, Diplomas and certificates to this registration form.

The number of participants is limited and therefore the registration will be handled following the rule “first come, first serve”. Registrations are binding and have to be submitted directly to the Center for Aviation Competence.

The registration fees have to be paid no later than 30 days after receiving the invoice and before the first course day. A refund of the registration fee in case of cancellation due to extraordinary circumstances will be handled individually and depending on the costs already occurred.

6 Registration Form

Registration Train the Trainer Module

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Date: 6 – 8 February 2019
Location: Hotel Einstein Kongresszentrum, St.Gallen
Registration deadline: 1st February 2019
Registration address: postadress: CFAC-HSG, Andreas Wittmer, Dufourstrasse 40a, CH-9000 St. Gallen
via e-mail: CFAC-HSG, cfachsg@unisg.ch

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Registration for the Aviation Management Module including a **certificate of attendance from CFAC-HSG.**

- Registration for regular participants 2'550 CHF
- Registration for supporter CFAC-HSG (discount) 2'370 CHF

Supporter CFAC-HSG

- yes no I would like to become a supporter and profit from a 10 % discount

Name _____ First Name _____ Age _____

Organization _____ Function _____

Street _____ ZIP, Place _____

Country _____ Tel. _____

E-Mail _____

Date _____ Signature _____