

Social Environment

- Contemporary Operations
- National Culture
- Identity and Power
- Regulatory Culture
- Organizational Culture
- The Four P's

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Basic Communication

- Written and Voice
- ICAO Alphabet
- Voice Under Stress
- Readbacks and Hearbacks

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Crew Resource Management (CRM)

- Team Approach
- Essentials
- Subject Domains
- Maintenance of the Team
- Role of the Copilot

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