

# MAINTENANCE RESOURCE MANAGEMENT (MRM) FOR FIRST LINE SUPERVISORS

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Maintenance Resource Management (MRM) for First Line Supervisors is a training course designed to assist aviation technicians in developing leadership, management, and interpersonal skills not normally taught in aviation operations.

This course is a must for all first line supervisors, technicians, and support personnel.

During the course you will build the knowledge and skills to confidently manage yourself and others, be safer and more efficient, become an effective communicator, deal with conflict, and be a productive team member who can lead and motivate your team.



**NBAA PDP Approved**

FAA Accepted Number:  
C-IND-IM-100122-K-006-03

## CURRICULUM (16 hours)

| SUBJECT  | HOURS     |
|--|-----------|
| <b>DAY 1</b>   | 8         |
| <ul style="list-style-type: none"><li>• Course Introduction</li><li>• Assertiveness</li><li>• Attitudes</li><li>• Perception and Image</li></ul>                         |           |
| <b>DAY 2</b>   | 8         |
| <ul style="list-style-type: none"><li>• Synergy and Teamwork</li><li>• Leadership</li><li>• Motivation</li><li>• Conflict Resolution</li><li>• Decision Making</li></ul> |           |
| <b>TOTAL</b>   | <b>16</b> |

## OTHER AVAILABLE COURSES:

- AIMM Initial (40 hours)
- AIMM Refresher (24 hours)
- Aviation Customer Service (16 hours)
- Effective Writing & Communication (8 hours)
- Aviation Finance for Technicians (8 hours)

For more information, please contact:

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