

PROFESSIONAL DEVELOPMENT



MAINTENANCE RESOURCE MANAGEMENT (MRM) Refresher

Professional Development

This course is a thorough review of our 16-hour Maintenance Resource Management class for first-line supervisors, technicians, and support personnel. This condensed class will further assist aviation technicians with the development of leadership and management and will reinforce other interpersonal skills obtained from the original MRM class.

SUBJECT	HRs
DAY 1	8
Course Introduction	
Communication	
Assertiveness	
Attitudes	
Image and Perception	
Synergy and Teamwork	
Leadership	
Motivation	
Conflict Resolution	
Decision Making and Problem Solving	
Human Factors in MRM	
<u>Stress and Fatigue Management</u>	
TOTAL	8

**Course Length
1 Day (8 Hours)**

FAA IA Approval Code:

C-IND-IM-130607-K-006-016



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Professional Development

AIM

AIM Refresher

Project Management for the Aviation Professional

Aviation Customer Service

Aviation Fundamentals

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International Etiquette

Effective Writing and Communications

Aviation Finance

For more information on this MRM Refresher course

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