TECHNICAL
EDUCATION
ACADEMY

School of Engineering

COURSE PROGRAMME

000267

WELL012 - Well Operations Crew Resource Management



Learn from the Best in the Business!

Course overview

Intermediate level

Why take this course

Well Operations Crew Resource Management (CRM) training program is a comprehensive course designed to equip individuals with the necessary non-technical skills required to enhance safety and performance in Well Operations environments. This training program is crucial for individuals working in or responsible for the safety management of Well Operations, as it provides a deep understanding of the factors that impact human performance, communication, teamwork, leadership, decision making, and situation awareness.

In today's rapidly changing and challenging environment, Well Operations personnel require not only technical skills but also non-technical skills to manage risks and ensure operational success. Well Operations CRM training program has been developed by experts in the field to provide individuals with the skills and knowledge they need to succeed in their roles. The training program is structured into modules, with each module covering a critical aspect of non-technical skills.

Participants will learn how to identify and mitigate risks associated with the loss of situation awareness, distractions, cognitive bias, and tunnel vision. They will also gain an in-depth understanding of different approaches to decision making and techniques to avoid decision errors that can cause difficulties in Well Operations. Effective communication is essential in Well Operations environments, and the training program equips participants with the necessary skills to communicate effectively and recognize factors that can impair communication.

The importance of effective teamwork cannot be overemphasized, particularly in Well Operations environments where safety is paramount. Participants will learn how to contribute effectively as team members and understand the characteristics of effective teamwork. Leadership is also a critical component of safety management, and the training program equips participants with effective leadership skills and techniques to motivate teams and maintain high safety standards.

Finally, participants will develop an understanding of the factors that impact human performance, including cultural differences and the importance of sleep, work schedules, and shift patterns to effective performance. They will also recognize the types of human failure and the operational situations where the risk of human error can be significantly increased.

Overall, the Well Operations Crew Resource Management training program is a must-attend for anyone involved in Well Operations, from Well Operations personnel to managers and supervisors overseeing Well Operations teams or involved in the decision-making process. The training program provides participants with a holistic understanding of the non-technical skills required for safe and successful Well Operations, enhancing their ability to manage risks and ensuring the success of the organization.

Course overview — continued

Who it is for and how it helps

This training course is designed for individuals who work in Well Operations environments or are responsible for the safety management of such operations. It is ideal for:

• Well Operations personnel such as drilling engineers, rig supervisors, wellsite geologists, and well intervention specialists.

• Safety professionals responsible for the safety management of Well Operations.

• Managers and supervisors overseeing Well Operations teams or involved in the decision-making process for such operations.

• Anyone involved in the planning, execution, or support of Well Operations, including contractors and service companies.

Overall, this training course is suitable for anyone who wants to develop their non-technical skills related to situation awareness, decision making, communication, teamwork, leadership, and human performance in the context of Well Operations.

What you will learn

- Demonstrate an understanding of the common causes and symptoms of situation awareness problems and develop relevant SA skills for Well Operations environments
- Recognize different approaches to decision making and apply techniques to correctly define problems, avoiding decision errors that can cause difficulties in Wells Operations
- Apply effective communication skills and recognize workplace, personal, and inter-personal factors that can impair effective communication
- Contribute effectively as a team member in Well Operations environments by demonstrating an understanding of effective teamwork characteristics and the different roles and responsibilities that contribute to team performance
- Demonstrate an understanding of effective leadership characteristics and techniques to motivate a team and maintain high standards for safety management
- Recognize the factors that impact human performance, including non-technical skills and cultural differences, and apply strategies to minimize the potential for human failure on critical activities
- Demonstrate an understanding of the key types of human failure and the operational situations where the risk of human error can be significantly increased

Curriculum

Modules 01–05

01 Situation Awareness (SA)

- Common causes and symptoms of SA problems
- Inattention, distraction, cognitive bias, and tunnel vision
- SA skills development for Well Operations environments

02 Decision Making

- Different approaches to decision making, including strengths and weaknesses
- Importance of correctly defining problems to avoid decision errors
- Workplace, personal, and inter-personal factors affecting decision making

03 Communication

- Characteristics of effective communication
- Factors that impair effective communication
- Difference between instruction/order and dialogue
- Importance of timely and effective feedback
- Appropriate types of communication for different situations
- Communication skills development for Well Operations environments

04 Teamwork

- Critical importance of effective teamwork to Well Operations safety
- Characteristics of effective teamwork
- Examples of how different roles and responsibilities contribute to effective team performance
- Factors that can impair effective teamwork
- Individual behavior's influence on team dynamics and performance
- Team working skills development for Well Operations environments

05 Leadership

- Critical importance of effective leadership to safety management
- Characteristics of effective leadership
- How a leader's personal behavior affects others

Curriculum

Modules 05–06 · Module 05 — continued

- Techniques and behaviors to motivate a team effectively
- Importance of setting and maintaining high standards
- Leadership skills development for Well Operations environments

06 Factors Impacting Human Performance

- Factors that influence an individual's ability to remain alert and perform to a high standard
- Importance of non-technical skills to operational safety
- Major accidents where limitations in human performance have been significant contributory factors
- Examples of how the loss of alertness and distraction can increase risk to operations
- Types of human failure and risks to safe operations
- Operational situations where the risk of human error can be significantly increased
- Strategies and actions to minimize the potential for human failure on critical activities
- Importance of sleep, work schedules, and shift patterns to effective performance
- Cultural differences, potential impacts, and mitigations
- Factors in the design and layout of plant and equipment that can impact human performance and mitigations

Joining the programme

Contact the Academy and quote course code 000267 to confirm dates, delivery format, prices and enrolment terms.

Training for your team

Tell us your business goals, the roles and number of participants, and your preferred dates and location. This will help us discuss the right training option.

Preparing for the programme

The published programme does not specify any prerequisites. Contact us before enrolling to confirm how to prepare.

Discuss your training needs

mail@tecedu.org
www.tecedu.academy

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