



COURSE DESCRIPTION

Instructor's Guide COURSE DESCRIPTION	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Course Code:</td> <td>CJSC02420</td> </tr> <tr> <td>Duration:</td> <td>2 Working Days</td> </tr> <tr> <td>Issued:</td> <td>2020</td> </tr> </table>	Course Code:	CJSC02420	Duration:	2 Working Days	Issued:	2020
Course Code:	CJSC02420						
Duration:	2 Working Days						
Issued:	2020						
<p>Course Title : COMMUNICATIING EFFECTIVELY</p>							
<p>Course Purpose:</p> <p>This programme is aimed at equipping participants with the necessary communication skills for dealing with customers, colleagues and people in general.</p>							
<p>Target Population:</p> <p>The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.</p>							
<p>Topics that will be covered:</p> <ul style="list-style-type: none"> • Communication Process • Understanding the link between personality and communication styles • Understanding the impact of inter-cultural differences • Understanding the difference between direct and indirect communication • Understanding the difference between formal and informal communication • Receiving feedback from others • Providing feedback to others • Handling difficult communication situations • Identifying your development needs in communication • Identifying your strengths in communication • Role plays and case studies 							