



## COURSE DESCRIPTION

Instructor's Guide  <b>COURSE DESCRIPTION</b>	Course Code: CJSC02120
	Duration: 2 Working Days
	Issued: 2020
Course Title : HANDLING DIFFICULT PEOPLE	
Course Purpose:  This course will enable participants to apply the key skills to deal with a customer' emotional behaviour and achieve a win-win situations. It will cover the need to be assertive without being aggressive through verbal and non-verbal communication and how to give strokes to defuse tension.	
Target Population:  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.	
Topics that will be covered: <ul style="list-style-type: none"><li>• Understanding Communication</li><li>• Overcoming Barriers to Communication</li><li>• Non-verbal Communication</li><li>• Active Listening</li><li>• Stroking</li><li>• Skills for Handling Difficult Customers</li><li>• Role Play</li></ul>	