

PROFESSIONAL DEVELOPMENT



(Sample modular Course contents)

SUBJECT	HRs
Customer Service (2.5 Hours) Moving to a service economy Customer service defined Facts about customer service Customer service is everybody's business Your job as a customer service employee What customers expect	
Motivation (1.5 Hours) How to know what your people want Motivation self-assessment worksheet People's true wants Effective motivation tips Making people feel important is a must <u>Ways to inflate the ego of people</u>	
TOTAL	4

ESSENTIALS FOR THE AVIATION PROFESSIONAL

Professional Development

This course is designed to meet 2 key customer requirements: a highly-focused, performance-enhancing solution and total content flexibility. Using a modular design and delivery approach, GLOBALJET works closely with the customer to assemble the "essential elements" needed to achieve specific goals in the shortest time possible. Sales Account Managers will outline a proposal to meet the needs requested of the aviation operation, regardless of scale. Course length is dictated by the customer's set of issues to address. This curriculum choice has proven to be a highly successful and cost-effective method to achieve rapid gains in productivity.

Customers may leverage these interpersonal aspects for improving overall efficiency:

- Image & Perception
- Communication
- Conflict Resolution
- Negotiation
- Teamwork
- Motivation

For more information on this Essentials For The Aviation Professional course please contact:

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**Course Length
(customer specified)**

Other GLOBALJET courses available for your aviation career path of success:

Professional Development

AIM

AIM Refresher

MRM

MRM Refresher

Project Management for the Aviation Professional

Aviation Customer Service

Aviation Fundamentals

International Etiquette

Effective Writing and Communications

Aviation Finance

