

## Aviation Leadership and Management Skills Development - Communication & Assertiveness –1 Day

### Introduction

Aviation Leaders are aware of the potential impact of their decisions (good or bad) moreover they have the capacity to make what can be sometimes considered as tough decisions. Aviation Leaders also know what they want to achieve and have the strength of character to pursue their objectives even in the face of opposition and often in spite of failures.

Attributes found in Leaders include Integrity not to promise what cannot be delivered conversely to stand by their commitments. To demonstrate honesty and to set an example to their team both in their professional and their personal lives. To demonstrate a genuine attitude to trust and to seek to earn the trust of their team. To demonstrate dedication to the team and the task to work relentlessly to achieve the shared goals.

Our Soft Skills Aviation Leadership and Management Skills Development training courses are designed to engage with the student and to specifically focus on:

- The needs and challenges of an effective Aviation Leader
- The techniques to improve and develop Management Skills

### Who is the Course for?

Persons who are involved in managing at a Senior Level to oversee and maintain EASACompliant approvals In particular, Nominated Persons, Technical Managers, Line Managers and anyone with a fundamental need to develop Aviation Leadership and Management Skills.

### What is the Benefit of this Training –What will I learn?

- a) Awareness of effective Communication Strategies & Techniques.
- b) b) To understand the opportunities and challenges related to the Development of Personal Communication Skills.
- c) c) Be able to explain the key elements required to ensure effective communication engagement.
- d) e) Awareness of Effective Communication Techniques.
- e) f) To focus on the needs of the Manager and Business area owner to Communicate in an effective way.

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Date	On Demand
Category	Personal Development
Venue	On Demand
Level	Basic
Price	On Demand

## Why Should I Choose SAS for the training?

Sofema Aviation Services a Regulatory training and consulting company with 45 years of commercial aviation experience and 12 years of operational experience. Since we started we have provided certificates to approx 25,000 delegates we have grown for 2 primary reasons!

The first is that we are professional and we listen to our customers. Please visit our download area as an example of how we engage with our customer.

The second is not only the fact that our prices are far more cost-effective than our competitors it is that our discount program leaves all the others way behind – please do not take our word for it [check it out!](#)

## What Makes SAS Aviation Leadership and Management Skills Development - Communication & Assertiveness –1 Day Different?

Because our courses are written by people who have lived through the regulations, from the introduction in the early '00s. EASA Part M is an essential regulation related to the management of the aircraft.

At Sofema Aviation Services our focus is on accepting that compliance with EASA Regulations is, in fact, minimum compliance. Interpreting the regulations in a way which enables the development and optimization of our business is where we should see an opportunity to drive efficiency and cost-saving.

## Detailed Content / Topics - The following Subjects will be addressed

- Meaning of Communication
- Process of Communication
- Communication is a Dynamic Process
- What Makes a Good Communicator?
- Principles for Co-Operative Communication
- The Role of Non Verbal Communication
- Communication & Assertiveness Considerations
- Building Confidence as a Coach or Mentor
- The Role of Feedback – Delivering Feedback as a “Positive”
- Using Assertive Techniques to Deal with Conflict
- Developing your Communication Skills
- Preparing a Presentation
- The use of Humour in Presentations
- Considering Non-Verbal Communication to Enhance Your Presentation
- Presentations that “Stand Out”
- Knowing how to engage your Audience

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## Target groups

It is for Accountable Executives and Senior Managers together with persons who are involved in managing at a Senior Level to oversee and maintain. EASA Compliant approvals in particular, Nominated Persons, Technical Managers, Line Managers and anyone with a fundamental need to develop Public Speaking & Assertiveness Competencies.

## Pre-requisites

A background in the aviation environment.

## Learning Objectives

You will learn how to familiarize with effective communication strategies, how to provide for Practical activities to explore the various techniques used in effective management and how to consider methodologies to ensure the most effective communication process in the workplace.

## What do People Say about Sofema Aviation Services Training?

*"This training offers very good explanations of difficult topics."  
"All aspect were useful, the examples were great."  
"This training helped me to develop some new skills."  
"The instructor is very resourceful and intelligent."  
"Having a visual material helps a lot the learning process."*

## Duration

1 day – Start at 09.00 and finish at 17.00, with appropriate refreshment breaks.

Sofema Aviation Services offers a flexible approach to developing all in-company training courses which are specific to the client's needs. If you would like additional information concerning how course content may be configured to be more appropriate for your organisation please email [office@sassofia.com](mailto:office@sassofia.com)

To register for this training, please email [office@sassofia.com](mailto:office@sassofia.com) or Call +359 28210806

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