



AV053-4D: Organizational Behaviors in the Aviation Culture

Training Description:

This intensive course is to reinforce effective efforts to achieve best practices in the aviation culture. In order to recognize the importance of culture, organizations must have a full understanding of cultural influences on their operations if culture efforts are to succeed. The basic premise of this course is that it is essential to build on the strengths of national culture and to enhance professional and organizational cultures to establish a robust aviation culture.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the concepts of organizational behavior and its application in managing people especially in an aviation environment
- ✓ Apply the different approaches to organizational behavior and enhance the human relate
- ✓ Understand the implications of cultural aspects on aviation management effectiveness
- ✓ Better appreciate the workplace safe culture
- ✓ Discover the various communications, inter-personal, and leadership skills for a better aviation culture within the organization and outside partners

Training Designed for:

This course is designed for all aviation employees.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ Importance of Organizational Behavior
- ❖ Management Functions
- ❖ Different types of Management and their impact on the workplace
- ❖ Aviation management considerations

DAY TWO:

- ❖ Foundations of Individual Behavior
- ❖ Personality and Behavior in Organizations
- ❖ Culture analysis (Onion diagram)
- ❖ Internal Communication
- ❖ Aviation cultural symbols and rituals

DAY THREE:

- ❖ What is (Emotional intelligence)?
- ❖ Emotions and Moods in the Workplace
- ❖ How to boost your employees' potentials?
- ❖ Operational excellence
- ❖ Service Delivery

DAY FOUR:

- ❖ Attitudes and Values in the Workplace
- ❖ Aviation human factors
- ❖ Aviation values; Communication, Safety, Quality and Sustainability
- ❖ Course Conclusion
- ❖ POST-TEST and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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