

Management of difficult situations - Disruptive Passengers

(7 hours training)



LEVEL

Initial training



TARGET AUDIENCE / RELEVANT STAFF

Any agent in contact with customers.



OBJECTIVES

- Understand mechanisms of triggering a conflict and prevent its occurrence.
- Know how to manage a conflict situation.
- Stress Management and professional attitude maintenance.



CONTENTS

Theoretical

- Understanding of the phenomenon.
- Conflict definition.
- Regulatory and legal aspects.
- Principles of prevention: Identify a sensitive situation to better anticipate: different types of customers and difficult behaviors / Information conveyed by body, gestures and looks / Conditions of occurrence, escalation and spread of conflict / Evaluate situations .
- Taking human factors into account.
- Know how to analyze the passenger.
- Defuse conflict situations: Managing a difficult situation / Effective methods to defuse tensions / Identify the needs and expectations of the client / Analyze the causes of dissatisfaction / Reciprocity of behaviors in the customer relationship.
- Know how to communicate: Active listening and reformulation / Constructive Solutions / Establish a positive relationship: principles of good communication
- Attitudes and actions: Get to know each other better in order to better manage a difficult situation: Understand your emotions for a better self-control / Understand your own behavior in front of customer / Develop affirmation of self in respect of the other.
- Safety distances: Know how to protect yourself / Know how to protect yourself psychologically and physically.
- Stress Management: Manage your emotions and maintain a positive attitude / Stress management techniques / Know how to manage and analyze your cold reactions.

 **Duration** indicative basis

7 hrs / 1 day

 **Prerequisites**

There are no prerequisites for this course.

 **Method**

- Theoretical course in classroom.
- Active participatory method with experience sharing.
- A qualified and experienced trainer provides the training action

 **Validity**

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 **Contact**

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