



## LEADERSHIP IN AIRPORT MANAGEMENT

### *Type*

Online (15 hrs + 10 hrs Exercises / project)

In-Class (5 days)

### *Audience*

Middle, Senior and Executive Management

### *Course Objectives*

Enable participant to get familiarized with the concepts to be able to:

- Understand the Essence and Competencies of Managing and Leading
- Be Mindful of the Elements of Delegation
- Appreciate the Value of Feedback
- Understand the Components of Emotional Intelligence

### *Course Contents*

- Vision and Values
- Experiencing the Brand – Service Revisited2
- The Managerial Functions
- Managing and Leading Competences
- Lead by Example
- Guidelines of Delegation
- Valuing Feedback
- Emotional Intelligence
- Mindful and Personal Leadership