

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Adv Certificate in Cabin Crew Leadership & Service

Practitioner Level



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference AV-AHC-P • Aviation Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	AV-AHC-P
AWARD	Certificate
ASSESSMENT	440 marks — 264 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Advanced Customer Service Techniques

5 chapters · 30 classes 65 marks

• 1 Understanding Advanced Customer Service Dynamics — 6 classes

› 1.1 Unpacking Customer Service Dynamics

› 1.2 Identifying Customer Needs in Complex Scenarios

› 1.3 Analyzing Emotional Intelligence in Customer Interactions

› 1.4 Applying Conflict Resolution Strategies Effectively

› 1.5 Leveraging Cultural Competence in Diverse Environments

› 1.6 Implementing Feedback for Continuous Improvement

• 2 Techniques for Managing Passenger Expectations — 6 classes

› 2.1 Understanding Passenger Expectations: A Deep Dive

› 2.2 Setting Realistic Expectations: Communication Strategies

› 2.3 Tailoring Communication to Different Passenger Needs

› 2.4 Navigating Difficult Situations: Techniques for Conflict Resolution

› 2.5 Implementing Active Listening to Enhance Service Quality

› 2.6 Applying Feedback to Improve Passenger Experiences

• 3 Conflict Resolution and Emotional Intelligence on Board — 6 classes

› 3.1 Understanding Passenger Emotions: Basic Frameworks

› 3.2 Identifying Conflict Triggers: Common Scenarios on Board

› 3.3 Applying Emotional Intelligence: Enhancing Communication Skills

› 3.4 Strategies for Conflict De-escalation: Techniques and Tools

› 3.5 Implementing Active Listening: Building Rapport with Passengers

› 3.6 Practicing Real-world Conflict Scenarios: Role-playing Exercises

• 4 Cultural Sensitivity and Personalized Service Strategies — 6 classes

› 4.1 Understanding Cultural Norms in Customer Service

› 4.2 Developing Empathy for Diverse Passengers

› 4.3 Identifying Personal Needs Through Active Listening

› 4.4 Tailoring Service for Individual Passenger Preferences

› 4.5 Navigating Cross-Cultural Communication Barriers

› 4.6 Implementing Inclusive Service Techniques Onboard

• 5 Leveraging Feedback for Continuous Service Improvement — 6 classes

› 5.1 Understanding the Role of Feedback in Service Excellence

› 5.2 Identifying Effective Feedback Channels

› 5.3 Analyzing Customer Feedback for Actionable Insights

› 5.4 Implementing Feedback-Driven Service Improvements

› 5.5 Encouraging a Feedback-Friendly Environment

› 5.6 Evaluating the Impact of Feedback on Service Performance

• 1 Understanding Conflict Dynamics in Cabin Crew Operations — 6 classes

- › 1.1 Identifying Sources of Conflict in Cabin Crew Scenarios
- › 1.2 Analyzing Conflict Dynamics in In-Flight Operations
- › 1.3 Recognizing Individual Reactions to Conflict
- › 1.4 Strategies for Effective Communication in High-Stress Situations
- › 1.5 Applying Techniques to De-escalate Conflicts
- › 1.6 Evaluating Conflict Resolution Outcomes in Cabin Crew Settings

• 2 Communication Skills for Effective Conflict De-escalation — 6 classes

- › 2.1 Understanding the Basics of Effective Communication in Conflict
- › 2.2 Identifying and Overcoming Communication Barriers
- › 2.3 Developing Active Listening Skills for Conflict De-escalation
- › 2.4 Practicing Empathy to Build Rapport and Trust
- › 2.5 Utilizing Non-Verbal Communication to Diffuse Tension
- › 2.6 Applying Communication Techniques in Real-World Conflict Scenarios

• 3 Cultural Sensitivity and Emotional Intelligence in Conflict Resolution — 6 classes

- › 3.1 Understanding Cultural Differences in Conflict Resolution
- › 3.2 Recognizing and Respecting Diverse Perspectives
- › 3.3 Developing Emotional Intelligence for Effective Communication
- › 3.4 Identifying Personal Biases and Their Impact on Conflict
- › 3.5 Applying Cultural Sensitivity Techniques in Disputes
- › 3.6 Practicing Conflict Resolution Scenarios with Cultural Awareness

• 4 Negotiation Techniques and Problem-Solving Strategies — 6 classes

- › 4.1 Identifying Sources of Conflict in Cabin Crew Environments
- › 4.2 Understanding Key Negotiation Principles for Conflict Resolution
- › 4.3 Developing Effective Communication Skills for Negotiation
- › 4.4 Applying Problem-Solving Strategies in Cabin Crew Scenarios
- › 4.5 Practicing Active Listening Techniques in Conflict Situations
- › 4.6 Evaluating Negotiation Outcomes and Learning from Experiences

• 5 Leadership in Conflict Management and Team Coordination — 6 classes

- › 5.1 Understanding Leadership Roles in Conflict Management
- › 5.2 Analyzing Team Dynamics During Conflicts
- › 5.3 Implementing Effective Communication Strategies
- › 5.4 Developing Conflict Resolution Skills
- › 5.5 Evaluating Conflict Resolution Outcomes
- › 5.6 Applying Leadership Techniques in Team Coordination

• 1 Understanding Leadership Roles and Responsibilities in Aviation — 6 classes

- › 1.1 Exploring Core Leadership Concepts in Aviation
- › 1.2 Identifying Key Leadership Roles in Aviation Operations
- › 1.3 Understanding Responsibilities of Aviation Leaders
- › 1.4 Analyzing Challenges Faced by Aviation Leaders
- › 1.5 Developing Effective Communication Strategies for Leaders
- › 1.6 Applying Leadership Styles in Real-Life Aviation Scenarios

• 2 Effective Communication and Influencing Skills — 6 classes

- › 2.1 Understanding the Basics of Communication in Aviation
- › 2.2 Exploring Verbal and Non-Verbal Communication Techniques
- › 2.3 Identifying Barriers to Effective Communication
- › 2.4 Developing Active Listening Skills for Cabin Crew
- › 2.5 Mastering Assertiveness for Leadership in the Cabin
- › 2.6 Applying Influencing Skills to Enhance Crew Performance

• 3 Cultural Competency and Conflict Resolution — 6 classes

- › 3.1 Understanding Cultural Differences in Aviation
- › 3.2 Identifying and Acknowledging Biases
- › 3.3 Building Effective Cross-Cultural Communication
- › 3.4 Strategies for Managing Cultural Conflicts
- › 3.5 Enhancing Collaboration in a Diverse Workforce
- › 3.6 Applying Cultural Competency in Leadership Scenarios

• 4 Crisis Management and Decision-Making in Aviation — 6 classes

- › 4.1 Understanding Crisis Scenarios in Aviation
- › 4.2 Analyzing Decision-Making Models for Emergencies
- › 4.3 Identifying Key Stakeholders in Crisis Situations
- › 4.4 Applying Quick Decision-Making Techniques
- › 4.5 Engaging Communication Strategies During Crises
- › 4.6 Evaluating Crisis Management Outcomes

• 5 Developing Leadership Skills for Career Advancement — 6 classes

- › 5.1 Understanding Core Leadership Principles
- › 5.2 Identifying Personal Leadership Styles
- › 5.3 Enhancing Communication and Conflict Resolution Skills
- › 5.4 Applying Decision-Making Strategies in Real Scenarios
- › 5.5 Building and Maintaining Team Motivation
- › 5.6 Creating a Personal Leadership Development Plan

• 1 Understanding Personal Resilience in Aviation — 6 classes

- › 1.1 Exploring the Foundations of Personal Resilience in Aviation
- › 1.2 Identifying Stressors and Their Impact on Cabin Crew Performance
- › 1.3 Analyzing the Role of Emotional Intelligence in Building Resilience
- › 1.4 Developing Mindfulness Techniques for Stress Management
- › 1.5 Applying Cognitive Behavioral Strategies to Enhance Resilience
- › 1.6 Crafting a Personal Resilience Action Plan for Aviation Challenges

• 2 Developing Emotional Intelligence and Coping Strategies — 6 classes

- › 2.1 Understanding Emotional Intelligence: Key Concepts and Components
- › 2.2 Recognizing and Managing Your Own Emotions
- › 2.3 Interpreting and Responding to Others' Emotions
- › 2.4 Developing Empathy and Effective Communication Skills
- › 2.5 Building Stress Management and Coping Techniques
- › 2.6 Applying Emotional Intelligence in Real-life Scenarios

• 3 Effective Communication and Conflict Resolution — 6 classes

- › 3.1 Understanding the Fundamentals of Effective Communication
- › 3.2 Identifying and Overcoming Barriers to Communication
- › 3.3 Developing Active Listening Skills for Better Interaction
- › 3.4 Mastering Non-verbal Communication Techniques
- › 3.5 Strategies for Constructively Managing Conflict
- › 3.6 Applying Effective Communication in Conflict Resolution Scenarios

• 4 Leadership Skills for Cabin Crew — 6 classes

- › 4.1 Understanding Leadership Dynamics in Cabin Crew
- › 4.2 Developing Effective Communication Strategies
- › 4.3 Cultivating Emotional Intelligence for Leadership
- › 4.4 Enhancing Decision-Making Skills in High-Pressure Environments
- › 4.5 Building Team Cohesion and Collaboration
- › 4.6 Applying Leadership Skills to Real-World Cabin Crew Scenarios

• 5 Continuous Professional Development in Cabin Crew — 6 classes

- › 5.1 Understanding the Importance of Continuous Professional Development
- › 5.2 Identifying Development Opportunities within the Cabin Crew Role
- › 5.3 Setting Personal and Professional Development Goals
- › 5.4 Engaging in Reflective Practice for Growth
- › 5.5 Utilizing Feedback to Enhance Performance
- › 5.6 Creating a Personalized Development Plan

• 1 Understanding Aviation Safety Regulations — 6 classes

- › 1.1 Explore the Evolution of Aviation Safety Regulations
- › 1.2 Understand Key International Aviation Safety Organizations
- › 1.3 Analyze the Role of ICAO in Safety Regulation Development
- › 1.4 Examine UK CAA Safety Standards and Implementation
- › 1.5 Interpret Common Safety Protocols and Compliance Requirements
- › 1.6 Apply Safety Regulations to Cabin Crew Scenarios

• 2 Emergency Equipment and Procedures — 6 classes

- › 2.1 Understanding Emergency Equipment Types and Functions
- › 2.2 Conducting Pre-Flight Checks for Emergency Equipment
- › 2.3 Responding to In-Flight Medical Emergencies
- › 2.4 Executing Evacuation Procedures
- › 2.5 Utilizing Communication Systems in Emergencies
- › 2.6 Reviewing Real-world Case Studies and Lessons Learned

• 3 Risk Assessment and Mitigation Strategies — 6 classes

- › 3.1 Understanding Risk: Identifying Potential Hazards in Aviation
- › 3.2 Analyzing Scenarios: Methods for Risk Assessment
- › 3.3 Exploring Tools: Utilizing Risk Assessment Models
- › 3.4 Developing Strategies: Creating Effective Risk Mitigation Plans
- › 3.5 Implementing Controls: Applying Mitigation Strategies Onboard
- › 3.6 Evaluating Effectiveness: Monitoring and Adjusting Plans

• 4 Crew Resource Management and Communication — 6 classes

- › 4.1 Understanding Crew Resource Management Principles
- › 4.2 Recognizing Barriers to Effective Communication
- › 4.3 Developing Assertiveness and Decision-Making Skills
- › 4.4 Enhancing Teamwork through Active Listening
- › 4.5 Applying Conflict Resolution Techniques in Cabin Crew
- › 4.6 Implementing Effective Briefing and Debriefing Practices

• 5 Compliance with International Aviation Laws — 6 classes

- › 5.1 Understanding International Aviation Laws
- › 5.2 Identifying Key International Regulatory Bodies
- › 5.3 Interpreting Safety and Compliance Regulations
- › 5.4 Applying Standard Operating Procedures in Compliance
- › 5.5 Analyzing Case Studies on Regulation Breaches
- › 5.6 Developing Effective Compliance Strategies

• 1 Understanding Customer Service in Aviation — 6 classes

- › 1.1 Recognizing the Importance of Customer Service in Aviation
- › 1.2 Identifying Customer Needs and Expectations
- › 1.3 Exploring the Role of Communication in Enhancing Service
- › 1.4 Understanding Cultural Sensitivity and Diversity in Aviation
- › 1.5 Implementing Effective Problem-Solving Techniques
- › 1.6 Applying Customer Feedback to Improve Service Quality

• 2 Designing Service Protocols for Effective Delivery — 6 classes

- › 2.1 Understanding Service Protocol Fundamentals
- › 2.2 Analyzing Key Elements of Cabin Crew Service Design
- › 2.3 Exploring Effective Communication Strategies
- › 2.4 Developing Coherent Service Procedures
- › 2.5 Coordinating Team Roles for Optimal Service Delivery
- › 2.6 Evaluating and Refining Service Protocols

• 3 Coordination and Team Dynamics in Cabin Crew — 6 classes

- › 3.1 Understanding Cabin Crew Roles and Responsibilities in Team Settings
- › 3.2 Exploring Effective Communication Strategies for Cabin Crew
- › 3.3 Developing Collaborative Problem-Solving Skills Among Crew Members
- › 3.4 Enhancing Team Cohesion Through Trust-Building Exercises
- › 3.5 Coordinating Efficient Service Delivery During Flight Operations
- › 3.6 Applying Conflict Resolution Techniques in Cabin Crew Scenarios

• 4 Cultural Sensitivity and Personalized Service — 6 classes

- › 4.1 Understanding Cultural Sensitivity: Key Concepts and Importance
- › 4.2 Identifying Cultural Differences: How to Recognize and Appreciate
- › 4.3 Developing Personalized Service: Tailoring Experiences for Diverse Cultures
- › 4.4 Effective Communication: Strategies for Cross-Cultural Interactions
- › 4.5 Handling Cultural Misunderstandings: Techniques and Best Practices
- › 4.6 Implementing Culturally Sensitive Practices: Real-life Applications and Scenarios

• 5 Handling Service Challenges and Continuous Improvement — 6 classes

- › 5.1 Identifying Common Service Challenges in Cabin Operations
- › 5.2 Employing Effective Communication Strategies to Manage Service Disruptions
- › 5.3 Implementing Proactive Problem-Solving Techniques
- › 5.4 Utilizing Feedback for Continuous Service Improvement
- › 5.5 Developing Adaptive Leadership Skills in Service Environments
- › 5.6 Evaluating and Refining Service Protocols for Optimal Performance