SNEAD STATE
COMMUNITY COLLEGE

CELEBRATING 125 YEARS

Deadline to Register
October 20, 2022
www.snead.edu/aviationtraining

Location
Southern Museum of Flight
4343 73rd St N
Birmingham, AL 35206

Contact for Information

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Workforce Development
Aviation Training

in partnership with **CAE**

Maintenance Resource Management - $2,275
October 31 - November 1, 2022 ~ 8:00am - 5:00pm ~ *Lunch on Your Own*

This course is essential for all first line supervisors, technicians, and support personnel. The class is designed to assist aviation technicians with the development of leadership, management, and other interpersonal skills not commonly provided within aviation operations.
During the course, you will build upon your knowledge and skills to:
* Become a more productive team member
* Successfully manage yourself and others
* Become more efficient and safety-conscious
* Become an effective communicator
* Develop improved conflict resolution tools
* Positively motivate your team members
* Inspire others by your leadership

Aviation Project Management - $2,275
November 2 - 3, 2022 ~ 8:00am - 5:00pm ~ *Lunch on Your Own*

The objectives of this course will describe key techniques and information for Project Managers (PM) to plan and manage their next project regarding:
* Project Management
* Delegation
* Time Management and Organizational Skills
* Communication
* Conflict Resolution

Aviation Customer Service - $1,240
November 4, 2022 ~ 8:00am - 5:00pm ~ *Lunch on Your Own*

Regardless of the product or service, customers will generally have a choice to do business among competing companies. Most of these will offer similar products at comparable prices. Often, the key competitive advantage for a given company is its level of customer service.
The Aviation Customer Service course provides the skillset that aviation personnel should acquire to ensure excellent customer service and retain customer loyalty.
* Superior Customer Service
* Communication
* Image, Perception, Protocol
* Dealing with Conflicts
* Negotiation