



Udaan Version 2.0

by Special Persona Learning Gallery

**GIVE WINGS TO YOUR CAREER!
PREPARE WITH AVIATION VETERAN MS. ASTHA GILL**

**PERSONALITY ENHANCEMENT COURSE
WITH SPECIALIZATION IN AVIATION – (Job specific)**

DURATION OF COURSE - 3 MONTHS

(Dual Benefit Program - Preparing You For The Field Of Your Choice!)

Bharati College's Personality Enhancement and Aviation Course is designed to empower students with the necessary skills to excel personally and professionally. The affordable course is led by industry veteran Ms Astha Gill, ensuring high-quality training and continuous support. Students will be well-prepared for future opportunities and capable of achieving their career goals.

This comprehensive program intends to provide dual benefits to the students.

Our objective is to help you develop your overall personality which can fetch you a job in any industry you aim to enter.

The advanced course will also prepare you for the Aviation Industry, thereby making you ready for your dream career.

Go through the program details to understand the detailed curriculum.

MONTH 1: PERSONALITY ENHANCEMENT COURSE (PD) ONLY

Week 1: Introduction to Personality Enhancement

- Understanding personality
- Self-assessment and goal setting
- Basics of grooming and personal hygiene

Week 2: Communication Skills

- Verbal and non-verbal communication
- Active listening and empathy
- Building rapport and networking

Week 3: English Fluency and Public Speaking

- Enhancing vocabulary and grammar
- Overcoming stage fright
- Structuring and delivering speeches

Week 4: Confidence Building and Social Etiquette

- Developing self-confidence
- Body language and presentation skills
- Social and dining etiquette

MONTH 2: PERSONALITY ENHANCEMENT AND INTRODUCTION TO AVIATION

Week 5: Advanced Grooming and Personal Branding

- Professional attire and grooming standards
- Creating a personal brand
- Social media presence

Week 6: Aviation Industry Overview

- Introduction to the aviation industry
- Roles and responsibilities of cabin crew
- Basic terminologies and concepts

Week 7: Conversational Skills for Cabin Crew

- Handling passenger queries and complaints
- Effective communication in emergencies
- Cultural sensitivity and inclusivity

Week 8: Interview Preparation – Introductory Round

- Self-introduction techniques
- Highlighting strengths and experiences
- Mock introductory interviews

MONTH 3: ADVANCED AVIATION TRAINING AND PERSONALITY ENHANCEMENT

Week 9: Written and Online Test Preparation

- Types of tests conducted by airlines
- Practice tests and evaluation
- Time management and accuracy

Week 10: Group Discussions and Teamwork

- Importance of group discussions in interviews
- Techniques for effective participation
- Mock group discussions

Week 11: Personal Interview Skills

- Common questions and how to answer them
- Handling stress and maintaining composure
- Mock personal interviews with feedback

Week 12: Final Preparation and Continuous Support

- Recap of all modules
- Final mock interviews and assessments
- Guidance on continuous learning and support

COURSE BENEFITS

Personality Enhancement Course (PE)

- Students become well-groomed, confident individuals
- Prepared to use their enhanced social skills at various places like-university and job interviews, and public speaking in general and formal platforms.
- Enhanced communication and interpersonal skills

Advanced Skill Enhancement Course in Aviation and Hospitality

- Comprehensive preparation for cabin crew interviews
- In-depth understanding of the aviation industry
- Continuous support from Ms. Astha Gill post-course

PERSONALITY ENHANCEMENT TRAINING PROGRAM:

1. SOCIAL INTELLIGENCE

Social intelligence is the human capacity to use our brains to effectively navigate through complex emotional situations and negotiate different social relationships. It is an ability that helps us adjust according to different working environments. An essential trait for any job profile.

We Focus on -

PRACTICAL LESSONS ON SOCIAL ETHICS, ETIQUETTE, AND MANNERS.

IMPORTANCE OF SOCIAL INTELLIGENCE

- Industry experts have confirmed that thousands of employees lost their jobs due to their lack of social incompetence.
- Earlier, talented people thought they only had to be good at their jobs to guarantee their place in a company. However, the recent change in business approach has made all these employees rethink their style of working.
- They now realize that they can't be just employees in desk jobs, and have to start taking a larger interest and part in the improvement and growth of the organization.
- Technology has made people self-centered, in the sense that people might be interacting with people online happily, but the same people will be ignoring those sitting beside them!!!
- This boundary that people have drawn around them makes them look isolated and uninterested in any real-world communication, making the lack of human communication and relationships a pressing problem of our times.
- It is no surprise then that people having better social skills have more friends, are in more relationships, and know how to nurture a relationship. This leads them to have successful careers and generally happier lives.

2. PERSONAL GROOMING AND CORPORATE DRESSING

There is no doubt in accepting the fact that your personality is the biggest asset you have that can take you to the heights of success.

Now, the question arises how can personal grooming help you in achieving your career goals?

The answer is simple! If you look presentable, confident, and professional, you have already made a positive statement before your employer with your personality. This means that the employer has already made some good assumptions about you.

OUR PROGRAM WILL TAKE YOU THROUGH:

- **BUSINESS DRESSING ETIQUETTE:** *"A man is known by his dress and address". Donning the right business attire will not only help you make a mark of your own but also climb the success ladder in the shortest possible time span.*

- **IMPORTANCE OF CORPORATE DRESSING:** Corporate dressing refers to the art of dressing formally and appropriately. Corporate dressing helps an individual to dress according to his work profile and organizational culture.
- Formal dressing, if done correctly goes a long way in shaping one's personality. People take you seriously if you are dressed sensibly. Remember no one likes to speak to an individual who does not know how to carry himself/herself. Going to work formally helps you create an image of yourself. Dressing correctly helps to stand apart from the rest and be a role model for others.
- **CORPORATE DRESSING FOR MEN AND WOMEN:** The dressing etiquette for both genders varies drastically. Knowledge of the same will help one understand gender-based dressing, in fact, we also focus on personality-based dressing based on individual personality.
- **CORPORATE DRESSING AND PERSONAL GROOMING - Personal** grooming and corporate dressing go hand in hand. Donning an expensive business suit will not help if you are not neat and clean. Here comes the importance of personal grooming. Personal grooming is defined as the art of cleaning and maintaining one's body parts. Personal grooming is essential for everyone irrespective of the gender and nature of the profession. Personal hygiene, if neglected can ruin your personality.
- **PERSONAL GROOMING TIPS - Men and Women:** Hygiene, Fitness and Health care.

3. COMMUNICATION SKILLS AND SOFT SKILLS:

- SPEECH:** How to make your speech loud and clear.
- STYLE:** Clarity comes with style which needs training in many cases.
- VOLUME:** We want to be heard, but our speech volume needs to be monitored.
- TONE:** It can make or break things for one! Tone training can be rewarding.
- VOICE MODULATION:** To make communication impressive and meaningful.
- CONFIDENCE TO SPEAK** in front of others.
- LANGUAGE FAMILIARITY-** Activities that can make one familiar with a language most commonly used in the corporate world (English)
- ARTICULATION-** The formation of clear and distinct sounds in speech (Vowels and Consonants)
- MANAGING LISPING-** A speech issue that can ruin the conversational skills of a person.
- MTI- Mother Tongue influence** can be a barrier to success. However, a neutral accent is achievable.
- GENERAL BEHAVIOR** while communicating, **PROFESSIONALISM** in conversation, **HOSPITALITY** that makes communication positive, and learnings on **GLOBAL LANGUAGE ACCEPTANCE**.

4. BODY LANGUAGE, DEPORTMENT AND NON-VERBAL COMMUNICATION:

- BODY LANGUAGE** is a major communication tool and with or without realizing it, we give off signals to others all the time about our state of mind.

- b) **DEPORTMENT** is about the way we carry ourselves and the implications that it has.
- c) **NON-VERBAL COMMUNICATION** is the Non-linguistic transmission of information through visual, auditory, tactile, and kinesthetic channels.

Our Module will take you through activities and exercises that will help you improve these 3 essential traits with special Focus on –

Facial Expressions, Hand gestures, Posture, walking style, Eye contact, Listening Skills, Touch, Smile etc.

5. INTERVIEW TECHNIQUES:

- a) **HOW TO PLAN FOR THE D-DAY?** - The interview day is one of the most important days of our life. We must prepare, do our homework, and make sure no stone is left unturned. We help you list down all that is required and together start the work to construct your ladder to success.
- b) **WHAT TO SAY AND WHAT NOT TO SAY?** - Answering techniques talk about your overall personality. So, at the time of the interview, you will have to show Style, finesse, and intelligence. We prepare together to help you outshine your competitors.
- c) **PROFESSIONAL ATTIRE** - We help you dress for success. What to wear, what will look nice on you, dress code and protocol, all have to be kept in mind!
- d) **HOW TO PRESENT YOURSELF** – Our Personality enhancement program will surely help you ‘dress to turn heads’!
- e) **EXPECTATIONS OF THE INTERVIEWER** – This is another part of our groundwork before we take the flight to the interview venue. For this, regular mock interviews will be conducted and all the possible non-technical rounds will be practiced.
- f) **INTERVIEW ETHICS** – Code of conduct and professional behaviour you must learn from us so that you can save yourself from embarrassment.
- g) **HOW TO ACCEPT FAILURES AND WHAT TO DO IF UNSUCCESSFUL** – Our counselling sessions are a great source of motivation that makes your struggle meaningful. We make you learn that challenges are easy to withstand if you are with yourself.

BENEFITS OF JOINING THE AVIATION INDUSTRY

- Company Uniform Gives One A Reputed And Professional Profile.
- Free Tickets For Self And Family.
- Free Travel Worldwide.
- Get To Work For One Of The Most High-Profile Industries.
- Enjoy - All Employment Benefits Offered By The Airline.
- Employment Opportunities At A Young Age.
- Min. Qualification Required - 10+2
- Candidates From Any Educational Background Can Join The Aviation Industry - Bcom, Bba, Bca, Btech, B.Sc., Masters...all Can Apply.

HIGHLIGHTS OF THE PROGRAM

- **SHORT DURATION** – Aiming at the required Knowledge, Developing the desired Skills, and Enhancing the Correct Attitude required for this Dynamic industry.
- **CONVENIENT** - Special Persona and Bharati College mutually believe in giving wandering ambitious souls and Aviation aspirants the right track within their possible domain.
- **AFFORDABLE** - Aviation and Personality enhancement courses are not affordable for many candidates, the exorbitant fee charged by the academies is making many students waste the hard-earned money of their parents and many even have to give up on their dream to join the industry!
- **ACCOMPLISHED TRAINERS AS FACULTY** – Bharati College and Special Persona Learning Gallery believe in delivering the best, with no compromise on the quality of education- whatsoever! Our Training program is well-researched and developed by an industry expert who holds more than 2 decades of experience in the field of Aviation. (The Trainer's profile is detailed on the last page)

SYLLABUS

GROOMING

- Dressing style and Corporate Grooming
- Make-up techniques
- Health and Hygiene
- Skincare

CUSTOMER SERVICE AND HOSPITALITY

- Guest Delight
- Soft Skills
- Social Intelligence
- Emotional Intelligence
- People Handling Techniques
- Etiquette and Mannerism

COMMUNICATION SKILLS

- Conversational skills
- Verbal and Nonverbal communication
- People Handling Techniques
- Initiating and Ending a Conversation

PUBLIC SPEAKING

- To enhance the understanding of performing in stress
- Listening skills
- Confidence Building
- Impromptus

INTERVIEW SKILLS

- How to Prepare a Resume.
- Interview Practice for all rounds
- Practice sessions: Group discussions,
- Role Plays and Group Exercises
- Mock Interviews

HOW TO BECOME A PART OF THE AVIATION INDUSTRY

- Cabin Crew/Ground Staff Profile
- Aviation world and job opportunities
- Prerequisites, Preparation and Performance.

ABOUT SPECIAL PERSONA LEARNING GALLERY

Special Persona is a very well-nurtured and cherished project of the Aviation veteran, Educationist Trainer and Author– Ms. Astha Gill with a Mission to transform and craft the aspirants into Walloping and Prodigious Personalities.

AIM

Special persona aims to channelize every aspiring professional's efforts in the right direction.

It aims at making every student meet the wow hidden in them.

It also aims at delivering nothing but the best to every learner by walking with them, they get the confidence to stand alone to face every battle of life.

DELINEATING MS. ASTHA GILL

- Aviation Veteran, Educationist, Author and Trainer. (Almost 25 years of Industry experience)
- Post Graduate - Masters in Education and Personnel Management.
- Pursuing PhD in education
- Train the Trainer accreditation from 3 Formal international organizations.
- Empaneled as a **Subject-matter expert with the Aircraft Accident and Investigation Bureau. (Ministry of Civil Aviation)**
- Former Cabin Safety Inspector with the **Directorate General of Civil Aviation (DGCA).**
- In-flight investigations, Inspections, Rule formulation, Approval, Audits, etc.
- **Accomplished Trainer** - Hospitality, Services, Crew resource management, Behavioral skills, Leadership programs, Train the Trainer, and many other Technical and non-technical training for Aspiring Cabin Crew, Flight Attendants, In-flight supervisors, In-Flight Managers, Pilots, and employees of different departments.
- **Performance manager** – (M/s Jet Airways I. Ltd.)
- **More than 15 yrs. of Flying experience** - Senior Flight attendant on Domestic and international routes.

To know more about us, visit our website - specialpersona.in