

THE EXCEPTIONALLY HUMAN AIRPORT EXPERIENCE

The Exceptionally Human Airport Experience provides extraordinary insights so every member of an airport's workforce, from the executive team to frontline employees, can enhance and improve their workplace communication practices. Engaging and informative, this book weaves storytelling, research, and practical tips together to produce an empowering narrative that will inspire all airport workers to create an exceptionally positive experience for all those who work at and travel through their airport.

"Brian provided us with an effective communication tool that we were able to put into use immediately. His practical approach to communication enabled our folks to stay engaged and leave better able to serve our customers."

– Karen Scott, Interim Executive Director, Louisville Airport Authority

"Just when you think you have heard and read it all, Brian brings this to market. He delves into the complicated arena of communications, with easily digestible ways of understanding how to navigate among all the distractions each of us face everyday. Brian guides his audiences to become better communicators by drilling down on it as both an art and a science. It is outstanding."

– Jack Ferguson, President, JFP Solution, former President and CEO of PHLCVB

"The customer service training delivered by Brian was extraordinary – full of practical tips and highly interactive! The workshop engaged the audience, even the critics!"

–Keesha Lane, Training & Development Manager, Philadelphia International Airport



Brian Shapiro is a dynamic communication expert, author, educator, and keynote speaker with 20+ years experience in consulting, training, higher education, and the performing arts. An affiliated faculty member at The University of Pennsylvania, he is the president of Shapiro Communications, a professional development company that ensures an airport's communication practices produce the healthiest customer, client, and employee experiences possible. Brian and his family currently reside in Philadelphia, PA.

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Forward by Dimitri Coll, Associate Director, ASQ, ACI World