



N B A A 2 0 T H A N N U A L

SCHEDULERS & DISPATCHERS CONFERENCE

JANUARY 14-16, 2009

LONG BEACH, CALIFORNIA

LONG BEACH CONVENTION
& ENTERTAINMENT CENTER

ATTENDEE BROCHURE



NBAASeminars
TAKE YOUR KNOWLEDGE TO NEW HEIGHTS

HONOR OUR HERITAGE WHILE REACHING FOR NEW HEIGHTS

On January 14–16, 2009, we will celebrate the 20th Anniversary of the NBAA Schedulers and Dispatchers Conference. Don't miss this milestone event and celebration! Join us in Long Beach, California for three days of instruction and training specifically focused on the skills Schedulers and Dispatchers of every experience level require. In addition, the opportunity to network with your industry peers and providers is unparalleled in this intimate gathering of scheduling professionals. This year, our 20th Anniversary Conference will feature a look back at highlights and achievements during the evolution of the profession, as well as a look toward the future of Schedulers and Dispatchers. Be a part of history when we Honor Our Heritage While Reaching For New Heights.

AGENDA

Monday, January 12, 2009

(Pre-Conference)

SPDP/PDP classes will be held at the Regency Ballroom Hyatt Regency Long Beach, 200 South Pine Avenue, Long Beach, CA 90802. There is an additional fee for these classes. (Continental breakfast, breaks, lunch and handout materials are provided.)

7:30 am – 8:00 am

SPDP/PDP Registration and Continental Breakfast

8:00 am – 5:00 pm

NBAA SPDP/PDP Course #1:
Scheduling and Dispatch Function (1-day Course)
Meets PDP Objective Ops2

Presented by Embry-Riddle Aeronautical University

This course is designed for those flight department employees who will be scheduling and dispatching business aircraft or will be establishing scheduling and dispatch procedures using industry resources (e.g., NBAA Management Guide, software packages) in order to conduct safe and efficient flight.

8:00 am – 5:00 pm

NBAA SPDP/PDP Course #2:
Highly Effective Teams at Work (1-day Course)
Meets PDP Objective BM4

Presented by ServeElements

This course encourages participants to think differently about teams and how they work, and introduces several new motivational concepts that can enhance teamwork such as finding talent through a strength-based philosophy, diversity, mutualism and inclusiveness. Project management, which requires team work to be effective, will be used as the application example. Attendees will learn to coordinate a team of qualified individuals by identifying internal and external talent in order to acquire the highest level of expertise and achieve department goals. This course is highly interactive and includes videos, role plays, breakout sessions and group discussions.

8:00 am – 5:00 pm

NBAA SPDP/PDP Course #3:
Human Factors (2-day Course)

Meets PDP Objective PM9

Presented by Global Jet Services, Inc.

This two-day course helps aviation department personnel improve their

communication and manage human performance in all work environments. It will explore the different possible scenarios that may cause a well-meaning scheduler, dispatcher, aviation technician or flight crew member to make an error. This will include the error chains and links of causing an accident and, how we are affected by errors caused by the "Dirty Dozen," and explore the development of personnel safety nets to avoid such incidents. The program will include aviation case studies and in-depth discussions and group exercises. This course is recommended for schedulers, dispatchers, aviation maintenance technicians, flight crew members, supervisors and managers, aviation line personnel and any other aviation professional affected by aircraft operations. The ultimate goal of this course is to reduce the number of accidents by improving communication and human performance in the work environment and increasing business aviation efficiency through safer maintenance and flight operations.

Tuesday, January 13, 2009

(Pre-Conference)

7:00 am – 1:00 pm

NBAA Schedulers & Dispatchers Golf Tournament

8:00 am

Shotgun Start for Schedulers & Dispatchers Golf Tournament at Skylinks Golf Course

SPDP/PDP classes will be held at the Regency Ballroom Hyatt Regency Long Beach, 200 South Pine Avenue, Long Beach, CA 90802. There is an additional fee for these classes. (Continental breakfast, breaks, lunch and handout materials are provided.)

7:30 am – 8:00 am

SPDP/PDP Registration and Continental Breakfast

8:00 am – 5:00 pm

NBAA SPDP Course #4:
International Operations (1-day Course)

Meets SPDP Objective FO2

Presented by Universal Weather and Aviation, Inc.

This course identifies and explains issues to be considered when scheduling international flights. It will introduce and familiarize the attendees with the tools, resources, and techniques necessary to accurately plan an itinerary and arrange logistical support for an international

trip. Course participants will work a trip from the initial request phase through the planning, operational and post flight phases. The trip will be designed to illustrate and contextualize all the issues that must be considered for the successful completion of any international flight schedule. The importance of communicating trip requirements to the crew and passengers along with the use of checklists will be stressed. Topics to be discussed are: regulatory and procedural differences, personal requirements (e.g. visas), diplomatic permits, health requirements, over-water operations, country requirements, crew flight, duty and rest requirements, aircraft and crew security, aircraft documentation and customs and immigration requirements.

8:00 am – 5:00 pm

[NBAA SPDP/PDP Course #5: Finance and Budgeting Accounting \(1-day Course\)](#)
Meets PDP Objectives BM2/BM3

Presented by Embry Riddle Aeronautical University
This course covers the basics of budgeting, forecasting, financial management, taxation and cost recovery for a flight department. It also provides an accounting primer to allow aviation professionals to better understand accounting principles and financial reports. The financial, taxation and insurance considerations of aircraft acquisitions and ownership are presented.

12:00 noon – 8:30 pm

[NBAA Schedulers & Dispatchers Conference Registration](#)

Long Beach Convention & Entertainment Center

1:00 pm – 3:00 pm

[Advisory Council Meeting](#)

2:00 pm – 3:00 pm

[Catering Working Group](#)

4:00 pm – 4:45 pm

[Ambassador Meeting](#)

Long Beach Convention & Entertainment Center

5:00 pm – 6:00 pm

[First-Time Attendee Meeting](#)

Long Beach Convention & Entertainment Center
Sponsored by FlightSafety International

6:00 pm – 8:30 pm

[Welcome Reception in the Exhibit Hall](#)

Long Beach Convention & Entertainment Center

6:00 pm – 8:30 pm

[Exhibit Hall Open](#)

Wednesday, January 14, 2009

All events will be held at the Long Beach Convention & Entertainment Center

7:30 am – 5:30 pm

[Registration](#)

7:30 am – 8:00 am

Continental Breakfast

8:00 am – 10:00 am

[Opening General Session](#)

Welcome by NBAA Schedulers & Dispatchers Committee Chairwoman Anne-Marie Smith, Steelcase Aviation

[Keynote Speaker](#)

Walt Disney once said, “You don’t build it for yourself, you know what people want, and you build it for them.” This fundamental principle still guides the best practices of the Walt Disney World resort, the world’s number one vacation destination and acknowledged benchmark in providing world-class guest service. Our keynote speaker joins us from The Disney Institute to explain the concept of “Guestology”: The Magic of Measurement. In this fast-paced, thought-provoking presentation, they will share personal stories, anecdotes, and key business insights gleaned from their own experiences serving guests as a Walt Disney Cast Member. Hear how the goal of exceeding your customer’s expectations can be brought to life through Guestology – Disney’s process of knowing and understanding the needs, wants and expectations of tens of millions of guests each year.

Highlighting the vision and ideals of Walt Disney, Disney Institute is a recognized leader in experiential training, leadership development, benchmarking and cultural change for business professionals across the globe.

10:00 am – 5:30 pm

[Exhibit Hall Open](#)

(Exhibits closed from 12:00 noon to 1:00 pm during lunch)

10:00 am – 10:45 am

[Refreshment Break in Exhibit Hall](#)

10:45 am – 12:00 noon

[Break-Out Sessions](#)

[Communicating with Aircraft in Flight – Room 103ABC](#)

(Beginner Session; SEBA Level 1&2)

Presented by Abi Gonzaga, Honeywell Aerospace and Scott Hamilton, Satcom Direct, Inc.

How often have you had to get an important message to a flight crew or passenger while the aircraft is still airborne? Or, how often have your passengers had important business activities to conduct while enroute on an extended flight without computer connectivity or online access to email, presentations, or the Internet? These are only some of the communication challenges most business travelers experience. Session attendees will learn about some of the advances in aviation technology and services that make it easier to communicate with business aircraft, and that can enable increased productivity and communication for in-flight passengers.

[Fuel Saving Tools You Can Use – Room](#)

102ABC

(Intermediate Session; SEBA Level 3)

Presented by Derek Lang, DB Aviation, Trish Jones, Colleen Corporation and Erik Perkins, ExxonMobil Corporation

Do you feel that you have the best tools to save your company money on fuel? You will have the chance to hear from a panel of FAR Part 91 and 135 schedulers who will share their secrets of success. Topics will include contract fuel, software programs, fuel management companies and negotiating prices with an FBO directly.

The Greening of Business Aviation – Room 101AB

(General Session, SEBA Level All)

Presented by Eli Cotti, NBAA

The act of “Going Green” has ingrained itself in all aspects of our society; from building homes and commercial buildings to manufacturing and transportation. What is business aviation doing to become more environmentally responsible and how has the “Green Phenomenon” affected the way we operate and manufacture airplanes? This session will attempt to answer these questions and many more in a non-political, unbiased forum.

Managing Major Projects – Room 203ABC

(Advanced Session; SEBA Level 4)

Presented by Thorsten Hisam, Embry Riddle Aeronautical University and Patrick Ross, Embry Riddle Aeronautical University

Is your flight department going to be experiencing major projects or changes such as a hangar expansion, fuel farm addition, or software package changeover? How do you assist various departments when working on a fleet strategy assessment? Growing your capabilities, knowledge and demonstrating leadership skills by being directly involved in these types of projects will increase your value to your company. Learn the skills of an efficient and valuable project manager in this course.

Dispatch Resource Management – Room 202ABC

(Intermediate Session; SEBA Level 3)

Presented by Bob Gould, Global Jet Services

Many of the problems encountered by flight crews and aircraft dispatchers have very little to do with the technical aspects of flight operations. Instead, most are associated with poor group decision-making, ineffective communication, inadequate leadership, and poor task or resource management. Historically, aircraft dispatcher training programs have focused almost exclusively on the “how to” aspects of dispatching and on an individual dispatcher’s performance; these programs did not effectively address resource management issues fundamental to safe flight. Human factors awareness should be an everyday part of a Dispatcher’s workplace environment and culture. More importantly, the resourcefulness displayed while making critical decisions is a skill every Scheduler/Dispatcher can use to their advantage.

12:00 noon – 1:00 pm

Lunch

(Exhibit Hall Closed)

1:00 pm – 2:15 pm

Break-Out Sessions

Part 135 Scheduling for Beginners – Room 103ABC

(Beginner Session; SEBA Level 1&2)

Presented by Lance Warren, Nashville Jet Charters and Craig Curtis, Pentastar Aviation
Industry veterans will discuss basic scheduling for FAR Part 135 operators. Explore crew scheduling and flight coordination. Learn about maintenance differences between Part 135 and Part 91 operations. Get tips on trip preparation and a list of valuable reference resources you can use to make every trip a success!

Part 91 Scheduling for Beginners – Room 102ABC

(Beginner Session; SEBA Level 1&2)

Presented by Larry Mueller, Gama Aviation, Inc., Sharon DeFreitas, CIGNA Corporation and Robyn Carpenter, Professional Flight Management

Are you a new FAR Part 91 scheduler or interested in this career? Join our interactive session on scheduling in a Part 91 flight operation. Our panel of veteran schedulers will share their expertise on what strategies have worked best for them, as well as those practices to avoid. Topics will include basic scheduling concepts and terminology, trip planning from start to finish, and how to get the most out of your scheduling software. Finally, the session will teach you how to successfully leverage the many resources including Regional Groups, NBAA membership, conferences and SPDPs, available to you.

Flight Department Budgeting, Accounting and Finance Fundamentals – Room 101AB

(Intermediate Session; SEBA Level 3)

Presented by Nel Stubbs, Conklin & de Decker

Costs associated with operating your aircraft can be substantial and difficult to identify and understand. This workshop will define operating costs and provide an overview of the aviation budgeting processes and basic accounting principles needed to develop a department budget. At the completion of this workshop, each participant will have a better understanding of how to identify, understand and manage the costs associated aviation department operation.

Flight Planning in Today’s Complex Airspace – Room 203ABC

(Advanced Session; SEBA Level 4)

Presented by Mike Cetinich, Jeppesen and Lou Volchansky, Federal Aviation Administration

This session will take an in-depth look at the regulations and requirements surrounding flight planning with RNAV, RAIM, ETOPS and ICAO filing. An FAA representative will provide the most up-to-date information for 2009.

Using Human Factors to Improve Your Performance – Room 202ABC

(General Session; SEBA Level ALL)

Presented by Kellie Rittenhouse, Pentastar Aviation and Danielle Tanner, Pentastar Aviation

Sick and tired of work, or could work be making you sick and tired? All schedulers have stressful days! We often work long hours, and the stress and fatigue can affect our performance, physical well-being and safety. Even the way our offices and desks are configured can negatively affect our health. These are only a few of many human factors that can affect our performance and safety of operations. In this session you will learn how you can change the way you work to improve your performance and your health. Learn what many companies are doing today to build a healthier, safer environment for their employees, and learn how to apply them to your flight department.

2:15 pm – 3:30 pm

Ice Cream Social in Exhibit Hall

3:30 pm – 5:30 pm

Break-Out Sessions

Friction Control and Listening Skills – Room 103ABC

(Beginner Session; SEBA Level 1&2)
Presented by Shari LeDonne Frisinger, CornerStone Strategies, LLC

Are you ‘feeling’ what is being said, or simply hearing their words? At times our emotions can get in the way of clear and accurate communication, especially with that “dreaded dialogue.” Rather than react to conflict and tension on a purely emotional level, learn to manage and control these disagreements confidently and proactively. This session will help you develop your listening skills by familiarizing you with five listening approaches and communication derailers. The session will also guide you through a step-by-step process to resolve friction, minimize negative emotions and prevent subsequent miscommunications. There will be group participation in role playing and practice using true-to-life experiences.

Time Management: Get That Monkey Off Your Back! – Room 102ABC

(General Session; SEBA Level ALL)

Presented by Jodie Brown, Summit Solutions

Do you wish you were better at managing your time? In this workshop you will learn ways to manage three kinds of time: other people, tasks and self-imposed. You also will learn:

- The five degrees of empowerment and initiative
- How to maximize time through technology
- Polite ways to establish boundaries
- Three tips to improve personal discipline and reduce distraction
- Techniques on how to minimize re-work

- Methods to create office/communication systems that work
- Techniques to improve memory and decrease forgetfulness

Mini-IOC Part 1 – Room 101AB

(Intermediate Session; SEBA Level 3)

Presented by Darryl Young, Universal Weather & Aviation, Inc. and Richard Ballew, Air Routing International

If your next trip requires international travel, then the detailed regional overviews offered in this session will be valuable to you. Packed with useful, specific information about operating overseas, Part 1 covers Europe, Russia and China. (Part 2 is presented on January 15, 1:00 pm – 3:00 pm and covers Africa, the Middle East and the “Star” countries.)

Managing and Enhancing Personnel Performance – Room 203ABC

(Advanced Session; SEBA Level 4)

Presented by Dr. Mario Martinez, ServiceElements International, and Lisa Schmitt, ServiceElements International

Every supervisor, manager and executive must master the essentials of leadership to be effective. One leadership challenge is managing employees who are at different levels of performance and potential. In this interactive session, we will uncover a versatile management tool to help you identify the various reasons why your many employees perform at different levels. This tool can be applied to yourself, as well as to the people you manage. You will also learn about a coaching model to help you practically and effectively improve



employee performance.

Understanding the Advance Passenger Information System (APIS) – Room 202ABC
(General Session; SEBA Level ALL)
Presented by Scott O'Brien, NBAA

As new security programs are developed for business aviation, operators conducting international flights may face additional requirements, such as submitting passenger manifest information through the Customs and Border Protection's Advance Passenger Information System (APIS). This presentation will provide an overview of the proposed APIS submission requirements for FAR Part 91 operators and review current APIS requirements for Part 135 air carriers. In addition, an update on security programs and best practices for business aircraft will be provided.

Thursday, January 15, 2009

All Events will be held at the Long Beach Convention & Entertainment Center

8:00 am – 5:00 pm

Registration

8:00 am – 8:30 am

Continental Breakfast outside the meeting rooms

8:30 am – 5:00 pm

Exhibit Hall Open

8:30 am – 10:15 am

Break-Out Sessions

Developing an International Checklist – Room 103ABC

(Beginner Session; SEBA Level 1&2)
Presented by David Small, Cox Enterprises, Inc. and Phil Linebaugh, Universal Weather & Aviation, Inc.

Are you planning your first international trip or have you done many before? Either way, you need to be more prepared than ever before in today's complex international environment. Where do you start? How do you determine if you have covered all your bases? From trip inception to the aircraft landing at home base, every stage of the trip poses unique challenges that need to be overcome to ensure a positive experience for your passengers. This session will provide a foundation in developing a checklist to help you facilitate successful international trips.

Global Cultural Etiquette – Room 102ABC

(General Session; SEBA Level ALL)
Presented by Terri Morrison, Getting Through Customs

Failure to understand and appreciate cultural sensitivities can be a stumbling block to doing business effectively overseas. This session will help you develop a respect for regional, country, and cultural differences worldwide. Learn the importance of understanding the uniqueness of cultures and how to apply the skills of proper business etiquette and manners to

become more successful. This session will also cover cell phone and PDA etiquette (texting, calling, and email-

ing). Speaker Terri Morrison is the co-Author of Kiss, Bow, or Shake Hands.

Tax Implications of Personal Use of Company Aircraft – Room 101AB

(Intermediate Session; SEBA Level 3)
Presented by Kent Jackson, Jackson, Wade & Blanck, LLC and Jed R. Wolcott, Wolcott and Associates, PA

The IRS, FAA and SEC each have separate, sometimes conflicting rules for dealing with personal use of company owned or chartered aircraft. These rules changed significantly in 2004 and continue to evolve. This session will explore the specific IRS rules and regulations, FAA regulatory considerations, and SEC disclosure requirements for companies (private and public) and employees who use the corporate aircraft. This session also will address the differences between business, personal and entertainment use of aircraft and how to deal with the inevitable mixed-use flights. Record keeping and internal reporting will be discussed, and will include practical examples and "real life" situations. A question and answer period will follow.

New York City Area Airspace Overview – Room 203ABC

(Advanced Session; SEBA Level 4)
Ralph Tamburro, New York TRACON traffic management, Ernie Snellings, NBAA GA Desk and Dean Snell, NBAA GA Desk

How often do your executives/customers ask, "Which is the best airport to use in the New York Metro area?" There are many factors to consider when answering this question. Session attendees will receive an overview of the New York Metro airspace and examine the air traffic flow complexities associated with this complicated area. They will also gain knowledge of airport specific details on how each airport is affected by various runway configurations.

NBAA Educational Initiatives – Room 202ABC

(General Session; SEBA Level ALL)
Presented by Jay Evans, NBAA, Elizabeth Larson, Chevron Corporation and Erik Perkins, ExxonMobil Corporation

Are you taking full advantage of your NBAA Membership?

Attend this session to learn what you can do to assist your flight department in getting the most out of your membership dollars. This session will cover a variety of topics, such as: NBAA staff role overview, NBAA GA Desk, educational opportunities including PDP/SPDP, defining the SEBA and CAM program, NBAA's Airmail, legislative initiatives, an overview of various conferences and seminars, and how to get involved locally. Attend this session and get the most out of your NBAA Membership and look like a hero in your flight department!

10:15 am – 11:00 am

Refreshment Break in Exhibit Hall

11:00 am – 1:00 pm

Luncheon Program

Featuring Ralph Hood and Training and Scholarship Presentations

(Exhibit Hall Closed during lunch)

Join us for this special luncheon program featuring our training and scholarship winners, SPDP plaque recipients, and special guest speaker Ralph Hood. Well-known in aviation circles, Ralph is an award winning writer and author whose presentations combine wit, practical advice and an in-depth understanding of the aviation industry. He will serve as both emcee and presenter, revealing the Top 5 Milestones that changed the way Schedulers and Dispatchers do their job, as voted on by the S&D community.

1:00 pm – 2:30 pm

Break-Out Sessions

Flight Departments and Service Team Providers as a Customer Service Team – Room 103ABC (General Session; SEBA Level ALL)

Presented by Marilyn Sullivan, Del Monte Aviation, Mi Kosasa, Bradley Pacific, Dianne Tarantino, Air Routing International, Pam Lohman, Melvin Simon & Associates and Walter Chartrand, Air BP Aviation Services

Teamwork is an essential element for aviation success. Learn how vendors can help make a scheduler/dispatcher's job more efficient, economical and easier through:

- Customer service – Vendors can be extended members of your scheduler/dispatch team.
- Benefits – Vendors can provide discount rates on hotel, cars, catering assistance
- Cost Information – Vendors are a source for data on fuel costs, ramp fees, handling fees and landing fees

Also learn how schedulers and dispatchers can help their vendors with:

- Correct and updated arrival/departure dates and times
- Tail number, aircraft make and type
- Request for any special needs

Speak and Present Like a Pro – Room 102ABC (General Session; SEBA Level ALL)

Presented by Shari LeDonne Frisinger, CornerStone Strategies, LLC

Public speaking can be challenging, but don't let your fears prevent you from reaching your goals! Join this interactive session to learn one critical thing you must do for all speaking engagements and at least three tips to ease your nerves while presenting in front of an audience. You will walk away from this session armed with the tools

needed for speaking and creating PowerPoint presentations like a pro!

Implementing a Safety Management System – Room 203ABC

(Advanced Session; SEBA Level 4)

Presented by Lucille Fisher, Quality Resources, LLC, Sharon Forbes, Elizabeth Dornak, DuPont Aviation and Mark Antunes, MGM Mirage Aviation

A Safety Management System (SMS) can be an operational cornerstone for your flight department. Commercial flight departments operating under ICAO will be required to have a SMS in 2009, and non-commercial operators will need an SMS by November 2010. Your role and participation as the scheduler or dispatcher will be crucial to the development, integration and successful implementation of your flight department's SMS. Take home the knowledge and tools to proactively mitigate risk within your flight department and take practical steps towards the development of a SMS for your flight department.

Thinking Three Steps Ahead: The Chess Game of Business Aviation – Room 202ABC

(Intermediate Session; SEBA Level 3)

Presented by Jeff Daniels, Zurich

The classic strategy of winning at chess is to think three steps ahead of your opponent. Anticipate what is going to happen, before it happens. This is the tactic that successful aviation managers use to run their departments. In order to be ready to deal with problems and situations that may occur, managers must try and ascertain what contingencies could arise. What if my plane breaks down in a relatively remote city overseas with the chairman on board? The company is expanding in Asia, what type of aircraft will we need to fly there? Fuel prices are through the roof and the budget is being scrutinized closer than ever; how do I keep within the budget and still maintain the level of service to which my customers are accustomed? These are the questions aviation managers must be prepared to answer. Come to this session and learn how to think three steps ahead of your aviation problems.

Mini-IOC Part 2 – Room 101AB

(Please note this session is 30 minutes longer than the other sessions at this time period)

(Intermediate Session; SEBA Level 3)

Presented by Michael Ouellete, Baseops International and Stacy Hodges, Jeppesen

If your next trip requires international travel, then the detailed regional overviews offered in this session will be valuable to you. Packed with useful, specific information about operating overseas, Part 2 covers Africa, the Middle East and the "Stan" countries. (Part 1 is presented on January 14, 3:30 pm – 5:30 pm and covers Europe, Russia and China.)



2:30 pm – 3:45 pm

Refreshment Break in Exhibit Hall

3:45 pm – 5:00 pm

Break-Out Sessions

Best Practices for Schedulers – Room 103ABC

(Beginner Session; SEBA Level 1&2)

Presented by Gerald Grady, CSX, Sharon Forbes, DuPont Aviation and Sue Pickelman, Pentastar Aviation

Hindsight is 20/20. Would you do anything differently if faced with the same situation again? Is there a better way to handle routine tasks? This breakout session provides an opportunity to exchange ideas, tips and techniques with fellow schedulers and dispatchers so you can develop effective strategies for handling various scenarios common to most flight departments. Experienced schedulers and dispatchers will present their views and share procedures for dealing with: customer/scheduling interface, scheduling/crew communications, scheduling procedures/protocol documentation, checklists, etc. Audience participation is expected, as your knowledge and experience may benefit others.

Generational Strangeness: Communication across the Ages – Room 102ABC

(General Session; SEBA Level ALL)

Presented by Christine Hill, ServiceElements International and Anthony Palombo, ServiceElements International

Do you work with someone who is texting while you're trying to conduct a meeting or with someone who refuses to carry a PDA because it's too complicated? Do you work with someone who refuses every promotion they are offered and is out the door at 5:00 pm on the dot? If so, this session is for you... Communication styles are generally equated with personality, gender, and even occupation. However, intergenerational communication challenges now exist in the aviation workplace. In this fun and interactive session, participants will work together to define the communication tendencies of different generations, and the challenges that occur in the workplace as a result.

Participants will leave the session with

solutions to solve communication challenges across the ages, thereby increasing organizational effectiveness.

Successful Strategies for Regional Groups – Room 101AB

(General Session; SEBA Level ALL)

Presented by Theresa Lushina, Motorola, Kathy Larsen, Flightcraft and Trish Jones, Colleen Corporation

Regional scheduler and dispatcher groups have been around almost as long as the S&D Conference. What has made the longest-lived regional groups successful? Learn what steps to take to establish and sustain a successful regional group.

Maximizing the Value of Your Flight Department – Room 203ABC

(Advanced Session; SEBA Level 4)

Presented by Adam Schulman, The Boeing Company

It's no secret that flying business aircraft can be costly. In this session, learn how to unlock and promote the value of business aviation, to those both internal and external to your flight department. Using the framework of "the value proposition," economic concepts will be brought to life through aviation and non-aviation examples. You will learn how to create and measure value, as well as key strategies for reporting and promoting value to senior management. Special attention will be focused on performance data analysis, fleet strategy assessments and industry benchmarking.

Runway Analysis – Room 202ABC

(Intermediate Session; SEBA Level 3)

Presented by Jeff Daniels, Zurich and Greg Garner, Air Routing International

Runway analysis is a critical component to flight planning for both FAR Part 91 and 135 operations. Learn how airport characteristics, weather and operating rules affect aircraft performance. Deter-

mine how takeoff and landing weights impact fuel efficiency. Increase your dispatching awareness by learning more specifics of runway analysis.

6:00 pm – 10:00 pm

Off-Site Networking Evening Special Event

This year's evening event is a reunion celebrating 20 years of the Schedulers & Dispatchers Conference on Thursday, January 15. It will be held at the Long Beach Hyatt and is included in your registration fee. More information will be available soon on the web site. All Exhibitors are encouraged to attend this great networking event.

Friday, January 16, 2009

9:00 am – 11:00 am

Registration

9:00 am – 10:00 am

Continental Breakfast in the Exhibit Hall

10:00 am – 11:45 am

Break-Out Sessions

Understanding Handling Fees – Room 103ABC

(Beginner Session; SEBA Level 1&2)

Presented by Bris Gannett, Air Routing International, Ken Eiken, Universal Weather & Aviation, Inc., Gary Dietz, AT&T and Trevor King, Signature Flight Support

Did you just get a bill for air navigation fees for a trip that was completed three months ago? What is the difference between the fees charged by your trip support provider and the third-party fees they pass through to you? A panel consisting of service providers, a worldwide ground support provider, and a flight department representative will discuss these questions and more. Attendees will gain valuable understanding critical in reconciling the trip against the charges received.

Cross Border Issues – Room 102ABC

(Intermediate Session; SEBA Level 3)

Presented by U.S. Customs and Border Protection, Canadian Border Services and other international agencies

What is a "Southern Border of Entry" airport? Where is 30 degrees south latitude? Who contacts CANPASS? What is cabotage, and to whom does it apply? This panel of experts will discuss issues related to flying across the borders of Canada, the USA and Mexico. Topics to be covered include CANPASS, cabotage, cross-border documentation requirements and future regulations.

Managing Risk in an Emergency – Room 101AB

(General Session; SEBA Level ALL)

Presented by Fred Gammon, Qualcomm Incorporated and Sherry Whitcomb, Qualcomm Incorporated

An emergency within your flight department can come in many forms - from minor to catastrophic. But the one thing you can count on: they always take you by surprise! It is essential to have a plan for handling the catastrophic emergency, but it is far more likely the emergency will be less than catastrophic. Having a team that is empowered,

understands their responsibilities and can work together is a must in handling and resolving all degrees of misfortune. The role of the scheduler/dispatcher in these situations can be critical. This session will dissect an actual emergency: We will evaluate decisions made, actions taken, adjustments done, and roles department members played in resolving an emergency situation, as well as the ramifications of those actions and the long-term complexities that require attention well after the situation is resolved.

LIFT OFF to High Altitude Leadership – Room 203ABC

(Advanced Session; SEBA Level 4)

Presented by Betty Shotton, Berkana Consulting Group

In this world of volatile fuel prices, unpredictable demand, increasing regulation and uncertainty, it is easy to lose sight of the potential and possibilities inherent in your staff, yourself and your organization.

This dynamic presentation will help you develop a plan to give purpose and meaning to your work as a leader, as well as direction to your career and life. Topics will include:

- An assessment that will help you determine if you are stuck and what new direction you'd like to pursue
- A presentation on the "Six Stages to High Altitude Leadership," which will support and propel you to action
- Small group discussions following the presentation to gain insight into new possibilities

To Be Or Not To Be ... A Licensed Dispatcher? – Room 202ABC

(Beginner Session; SEBA Level 1&2)

Presented by Danny Mortenson, Airline Ground School, Craig Curtis, Pentastar Aviation, Cindy Polfliet, Schwan's and Amy Thornton, Holly Corp. Many schedulers will face this decision sometime during their career. What does a licensed dispatcher do and what does it take to become one? Does it add value to your flight department? Is this the right choice for you and your career path? Our panel will provide answers to these tough questions and help you make an informed decision.

12:00 noon – 2:00 pm

Grand Prize Luncheon

Speaker NBAA President and CEO, Ed Bolen

GENERAL INFORMATION

HOTEL INFORMATION

There are a number of hotels with special

Conference rates for the NBAA 20th Annual Schedulers & Dispatchers Conference. They are available this year on our web site at www.nbaa.org/seminars.

ONLINE REGISTRATION

NBAA is pleased to offer the convenience of online registration to all Attendees. To access our online registration, please visit www.nbaa.org/seminars. Simply follow the step-by-step instructions providing all requested information. A credit card is required to register on line. You will receive confirmation of your registration upon completion of the process. If you have any questions regarding registration, please contact NBAA Registration at registrations@nbaa.org or by phone at (202) 478-7770.

ATTENDEE PRICING

Price includes Tuesday evening Welcome Reception, all continental breakfasts, lunches and breaks, the Thursday evening networking event, all break out sessions, handouts and entrance into the Exhibit Hall.

REGISTER ON LINE AT WWW.NBAA.ORG/SEMINARS

S&D Conference

Tuesday, January 13 – Friday, January 16

Conference Member Price \$750

Conference Non-Member Price \$900

NBAA SPDP/PDP Course #1:
Scheduling and Dispatch Function (1-day Course)
January 12

NBAA SPDP/PDP Course #2:
Highly Effective Teams at Work (1-day Course)
January 12

NBAA SPDP Course #4:
International Operations (1-day Course)
January 13

NBAA SPDP/PDP Course #5:
Finance and Budgeting Accounting (1-day Course)
January 13

1-day SPDP/PDP Member Price \$475

1-day SPDP/PDP Non-Member Price \$625

NBAA SPDP/PDP Course #3:
Human Factors (2-day Course)
January 12 & 13

2-day SPDP/PDP Member Price \$875

2-day SPDP/PDP Non-Member Price \$1025

SUBSTITUTION/CANCELLATIONS

Please email your cancellation and/or substitution request to registrations@nbaa.org or send via fax to (202) 478-0036. A 10%

processing fee will be processed for cancellations received in writing prior to **12/30/2008**. **There will be NO REFUNDS AFTER 12/30/2008.**

FIRST-TIME ATTENDEE OR VETERAN?

Whether you are a First-Time Attendee or a Veteran Attendee, there are great opportunities for you to become involved in one of NBAA's most successful conferences. Attendees who have participated in past Conferences are invited to participate in the Ambassador Volunteer Program. Ask anyone who's been to the Schedulers & Dispatchers Conference: our volunteers are the key to our success! With over 2500 Attendees expected this year, it is even more vital that we have your help. Take advantage of this opportunity and help give back to the Conference by answering "YES" during the registration to be an Ambassador Volunteer.

First-Time Attendees, welcome to one of the best conferences NBAA has to offer! The First-Time Attendee meeting kicks off Tuesday afternoon, January 13, prior to the opening reception. The meeting starts with a short mixer, followed by an overview with helpful tips to get the most out of your Conference experience. At the meeting you will also receive a First-Time Attendee Passport sponsored by Jeppesen – your entry to win TWO ROUND TRIP TICKETS! The Passport is filled with information about the Conference, the host city, and space for notes and contact names – not to mention the entry form and instructions on how to win. If Long Beach is your first Conference, be sure to answer "YES" when asked if you are a First-Time Attendee during the online registration process.

NBAA'S STANDARDS OF EXCELLENCE IN BUSINESS AVIATION (SEBA) PROGRAM

To help Attendees decide which sessions would be most suited to their needs, each presentation is designated with a SEBA Level. NBAA's Standards of Excellence in Business Aviation (SEBA) program was created to encourage continuing education practices within the business aviation community. The program was developed by the NBAA Operations Committee in collaboration with the Association's Flight Attendants, Schedulers & Dispatchers and Maintenance Committees. SEBA has four levels for the business aviation scheduler and dispatcher career. SEBA level one corresponds to the basic career entry level, and is suited to someone transitioning into this career; SEBA level two is best suited to those who have two to five years experience; SEBA level three is geared more toward those with over five years experience; and SEBA level four is related to management experience and career broadening options. For more information, visit: www.nbaa.org/seba.

NOTE TO ALL ATTENDEES

Don't forget to bring plenty of business cards for networking and the grand prize drawings. The dress code for all events is business casual (slacks, skirts, blouses, sweaters, and blazers for

women, and slacks, polo shirts, button-down shirts, blazers or sweaters for men). NBAA also recommends wearing comfortable shoes for walking. Meeting rooms have a tendency to be cool – bring a sweater or jacket.

BOOKSTORE

The S&D Bookstore allows Attendees and Exhibitors to purchase books and other resources that relate to aviation, personal growth, career development and Conference sessions.

If you have a recommendation, please send it to dgreen@nbaa.org no later than **December 1, 2008**. Recommendations for books must be related to at least one of the following subjects: 1) aviation 2) personal growth 3) professional development; and should include the following information: Title, Author, Publisher, and contact information of the person making the submission. All recommendations are subject to NBAA/Committee approval and publisher availability.

GOLF TOURNAMENT

This year's Schedulers & Dispatchers Golf Tournament will be held on Tuesday, January 13 at 8:00 am at the Skylinks Municipal Golf Course. In 2004, Skylinks Golf Course was deemed the premiere golf course in Long Beach. A championship 18-hole links-style course designed by Cal Olsen, Skylinks boasts rolling fairways, and is the only course in Long Beach lining its fairways and rough with Bermuda grass and it's greens with bent grass. Skylinks Golf Course is the place for golfers of any level looking for a superior golfing experience. Registration for the Golf Tournament is found with Attendee registration at www.nbaa.org/seminars.

Cost: \$95.00 per player (includes greens fees, cart fees, range balls, continental breakfast and Awards Luncheon)

PHOTO USE PERMISSION

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written descriptions, and, without notifying such person, to use his or her name and

such images for any purpose of NBAA, including advertisements for NBAA and its programs.

CAR RENTAL

Enterprise is the official car rental company of NBAA. Save an additional 10% through Enterprise Rent-A-Car. Whether you're at home or away, at a general aviation or commercial airport Enterprise has the right car, truck, van or SUV to meet your needs. With Enterprise, you

will enjoy great savings on more than 550,000 vehicles. Plus, their rates at airports are up to 20% lower than other rental car companies. And with more than 5,500 neighborhood and airport locations, there's sure to be a location near you. To take advantage of this great offer, you must book through www.enterprise.com and use your special NBAA discount number NA16100.

Enterprise

(800) 736-8222

Discount Code: NA16100

JET BLUE

JetBlue is extending a 5% discount on airfare to the NBAA 20th Annual Schedulers & Dispatchers Conference for anyone flying into Long Beach or Burbank Airports. Attendees wishing to take advantage of this special offer need to use the web site below to book tickets, and must travel to Long Beach or Burbank airports between Saturday, January 10 and Tuesday, January 13; and depart from Long Beach or Burbank between Thursday, January 15 and Sunday, January 18. Once you are logged on to the web site, you can click on "where we jet" for departure cities into Long Beach or Burbank.

Link: www.jetblue.com/promo
Code: NBAASD09
Discount: 5%
Valid Cities: Any City to Long Beach, CA



or Burbank, CA

Travel Dates: Outbound: January 10-13, 2009
Return: January 15-18, 2009
Promo Valid: July 10, 2008-January 8, 2009

CHILDREN

The NBAA Schedulers & Dispatchers Conference is a business event. Children under 12 are never permitted on the Exhibit Floor – under any circumstances. Children ages 12 to 18 will be permitted into the Exhibit Hall during official Exhibit hours only, provided that they register, pay appropriate fees and are accompanied by an adult at all times. NBAA will not be held responsible by or for any cause whatsoever.



NBPA

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