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2017 PDP COURSE DIRECTORY

Welcome to the *2017 PDP Course Directory*, where you can explore the wealth of learning opportunities offered by the NBAA Professional Development Program (PDP). Through enrollment in PDP courses, instructors with real-world experience in the business aviation industry will provide you with quality instruction to help you increase your professional knowledge and advance your career goals.

A range of customized PDP courses are offered by NBAA and other education providers year-round at convenient locations across the country, as well as via distance and online learning – ideal for professionals in a fast-moving industry like business aviation.

Details about the 2017 program are outlined in this booklet and on the NBAA website at www.nbaa.org/pdp. For more information, contact NBAA at pdp@nbaa.org.

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Plan ahead. Register early!

(202) 783-9000 • pdp@nbaa.org • www.nbaa.org/pdp

ABOUT THE PROGRAM

NBAA's Professional Development Program (PDP) was developed to prepare business aviation professionals for management roles within business aviation flight departments. The program encourages participation in coursework, recognizes outstanding participants and rewards those seeking careers in business aviation. Anyone who occupies or aspires to a management position in a company involved with business aviation is encouraged to participate.

PDP courses teach the skills needed to be an effective manager, which are the same regardless of a person's specialty background. All members of the flight department are good candidates for management training, whether supervisory pilots, maintenance personnel, line service personnel, schedulers, dispatchers or flight attendants.

Established training organizations and educational institutions, known as approved PDP providers, offer courses year-round through a variety of convenient and flexible delivery methods, including on-site seminars, Internet courses and video instruction. To date, over 11,000 courses have been completed.

Courses are offered in five specialized areas, known as PDP objectives:

- **Business Management** – Management issues related to financial matters of the flight department, as well as contracting, confidentiality and community relations.
- **Human Resources** (formerly Personnel Management) – Management issues related to staffing, training, performance and compliance with human resource requirements.
- **Leadership** – Issues related to strategic planning, team building, decision-making, communication and currency with professional knowledge.
- **Operations** – Management issues related to the operation of aircraft to ensure safe and efficient service.
- **Aircraft Maintenance & Facilities Services** (formerly Technical and Facilities Services) – Management issues related to aircraft, facilities and ground support equipment.

Students earn a certificate of achievement for each PDP course completed. Later, the student receives a PDP completion plaque that can be customized to show the level of achievement as he or she progresses through the program.

All PDP objectives are designed to prepare students for participation in NBAA's Certified Aviation Manager (CAM) program, which is covered in greater detail at the end of this course directory and online at www.nbaa.org/cam.

PRICING AND REGISTRATION

NBAA courses are those administered directly by the association and typically held in conjunction with NBAA's Business Aviation Convention & Exhibition (NBAA-BACE) and other association conferences throughout the year.

FOR NBAA COURSES

Members receive a discount on all NBAA courses. In 2017, one-day NBAA PDP courses are \$595 for NBAA members and \$750 for non-members. Two-day courses are \$995 for NBAA members and \$1,150 for non-members.

Exceptions to these prices include:

- Flight Operations Manual Workshop: \$2,050 for members and \$2,195 for non-members (without manual: \$995 for members, \$1,150 for non-members)
- Emergency Response Planning Workshop: \$1,350 for members and \$1,525 for non-members
- Technical Operations Manual Workshop: \$650 for members and \$800 for non-members

NBAA is pleased to offer the convenience of online registration for all NBAA-hosted PDP courses. The latest information about course pricing and registration is posted as it becomes available on the NBAA web site at www.nbaa.org/events. All pricing is subject to change.

FOR OTHER PROVIDER COURSES

For PDP courses not hosted by NBAA, see the All Courses by Provider section. Contact individual PDP providers for the latest schedule and registration instructions, and see the Expanded Listings by Provider for additional course descriptions and pricing details on select 2017 courses.

ABOUT NBAA

Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful. NBAA members get a registration discount on not only NBAA PDP courses, but also other major NBAA events like the Business Aviation Convention & Exhibition, annual conferences and regional forums.

Not a member? Contact NBAA at (800) FYI-NBAA or info@nbaa.org, or join today by visiting www.nbaa.org/join/pdp.

Learn more! Visit www.nbaa.org/pdp

NBAA COURSES BY DATE

NBAA hosts several PDP courses throughout the year as part of its association events calendar. The following 2017 NBAA events, listed by date, will be taught by approved PDP providers on behalf of the association. Additional courses offered by other approved PDP providers are listed separately in this course directory. Events are subject to change; for the latest information, visit www.nbaa.org/events.

FEB. 6, 2017

Goal Achievement and Performance Reviews

Meets Objectives: L2, HR5

Presenter: Dr. Shari Frisinger, Cornerstone Strategies, LLC

Location: Fort Worth, TX | Time: 7:30 a.m. – 5:00 p.m.

Goal-setting has been touted as one of the primary paths to achievement, and performance evaluations can be the most effective way to increase productivity. This course will cover a variety of ways to accomplish goals and strengthen employee development through structured goal setting, managing difficult discussions and demystifying the apprehensions and barriers associated with performance evaluations.

Held in conjunction with the Schedulers & Dispatchers Conference.

FEB. 7, 2017

SMS From The Top Down

Meets Objective: L7

Presenter: Sunshine McCarthy, Baldwin Aviation Safety & Compliance

Location: Fort Worth, TX | Time: 7:30 a.m. – 5:00 p.m.

Most organizations are already far along in establishing a formal Safety Management System (SMS) – they just don't realize it. They have an operations manual, SOPs, training objectives and aircraft maintenance procedures. Most are aware of personal safety in the workplace, environmental concerns and security concerns, both domestic and abroad. Aviation professionals are prepared to recognize situations that would elevate risk, such as fatigue, bad weather and pressure from others. With all these things well in hand, what operators need is organization, structure and a way to develop missing elements.

The purpose of this course is to acquaint participants with the principles of safety management systems (SMS) and to help them understand how to transform their current safety program into a functioning, living, breathing SMS. This one-day course will be of interest to management, flight and maintenance personnel, and safety officers who wish to develop a formal SMS.

Held in conjunction with the Schedulers & Dispatchers Conference.

Developing Strategic Vision, Mission and Goals in Business Aviation

Meets Objective: L1, L2

Presenter: Dr. C. Daniel Prather, Aviation Training Solutions

Location: Fort Worth, TX | Time: 7:30 a.m. – 5:00 p.m.

This course will equip participants to strategically position their business aviation

department with a properly developed vision, mission, goals, objectives and business plan. By aligning these with corporate business objectives, an aviation department can more fully support the mission of the company and fulfill an effective role for the entire organization.

Held in conjunction with the Schedulers & Dispatchers Conference.

FEB. 14, 2017

Managerial Communications

Meets Objective: L4

Presenter: Phil Gibson, ERAU

Location: Miami, FL | Time: 7:30 a.m. – 5:00 p.m.

This course is designed for flight department personnel who want to disseminate information using effective verbal and non-verbal communication strategies and engage personnel in order to enhance performance and understanding at relevant levels of the corporation. Communication techniques, tools, barriers and technologies are presented in a practical manner to assist in the management of a corporate flight department.

Held in conjunction with the NBAA Leadership Conference.

MARCH 17, 2017

Aviation Security/Personal Protection and Awareness Training

Meets Objective: Ops8

Presenter: Kris Cannon, Aviation Secure USA

Location: Atlanta, GA | Time: 7:30 a.m. – 5:00 p.m.

This course is designed for flight department personnel who want learn more about personal protection and security awareness. The presenter will take through several scenarios that prepare you for real life situations regarding aircraft and passenger security, risk management and assessment, hotel security and much more.

This course is held in conjunction with the NBAA International Operators Conference.

MAY 5, 2017

Strategic Leadership: How to Inspire, Influence and Achieve Results

Meets Objective: L3

Presenter: Jodie Brown, Summit Solutions, LLC

Location: West Palm Beach, FL | Time: 7:30 a.m. – 5:00 p.m.

As a developing leader, you want to close the gap between any differences in how we believe we are behaving and what is perceived by others. To this end, we will follow two essential areas for leadership development: personal perception and communication styles and skills. This workshop is designed around current situations and case studies to help participants confront and solve issues surrounding individuals and teams.

Held in conjunction with the NBAA Maintenance Conference.

MAY 15-16, 2017

Practical Aviation Risk Management

Meets Objective: HR9

Presenter: Robert Gould, Bravo Golf Aviation

Location: Washington, DC | Time: 7:30 a.m. – 5:00 p.m.

This course is designed for students to use the theory of individual human performance (human factors) to develop methods to achieve practical risk awareness, risk identification and risk management. The first day covers the theory and safety nets for individual performance, and the second day covers the practical application for risk management. Two case studies are included to show the importance of maintaining personal risk awareness in the workplace and during flight/maintenance operations. The course includes a review of numerous applicable FAA FARs needed to understand the relationship of maintenance to operations and technicians to flight crew. The course is taught through presentations, videos and extensive class participation for the exchange of ideas and experiences. This course is an important basis for understanding risk management within a safety management system.

Held at NBAA headquarters in Washington, DC.

SEP. 11-12, 2017

Management Fundamentals for Flight Departments Workshop

Meets Objective: L1, L2

Presenter: NBAA and Walter Kraujalis, AeronomX

Location: Washington, DC | Time: 7:30 a.m. – 5:00 p.m.

This two-day workshop gives flight department managers key information about safe operations, regulatory compliance, basic management practices, budgeting and accounting, cost controls, vendor selection and tracking, records and reports, planning for the future and other issues. Other topics covered in the workshop include: personnel issues, internal and external communications, case studies, templates and forms and checklists that are useful in daily flight management.

Held at NBAA headquarters in Washington, DC.

OCT. 8, 2017

Regulatory Compliance and Documentation

Meets Objective: Ops3

Presenter: Kent Jackson and Kali Hague, Jackson & Wade

Location: Las Vegas, NV | Time: 7:30 a.m. – 5:00 p.m.

This course is designed to give flight department personnel an overview of the various federal and state regulatory requirements facing aircraft owners and operators, and methods for compliance with those requirements. The course will expose students to the major compliance requirements of the DOT, FAA, IRS, TSA, OSHA, DOA and many other federal and state agencies. Students will then work through record-keeping techniques and best practices and discuss audit standards and safety management systems. The course culminates in an exercise in which students are asked to put their knowledge into practice to address several common scenarios facing flight departments.

Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

OCT. 8-9, 2017

Emergency Response Planning Workshop

Meets Objective: Ops5

Presenter: *The VanAllen Group*

Location: Las Vegas, NV | Time: 7:30 a.m. – 5:00 p.m.

Every aviation department should have the ability to implement its emergency response plan at a moment's notice. This practical, two-day workshop will help your company be prepared in the event of a worst-case scenario, give you the knowledge needed to put together an effective response and provide tips for updating your company's emergency response plan at least every other year. Participants will learn the issues involved in aviation-related disasters, which can also readily be applied in non-aviation events.

Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

Flight Operations Manual Workshop

Meets Objective: Ops1, Ops4

Presenter: *NBAA and Walter Kraujalis, AeronomX*

Location: Las Vegas, NV | Time: 7:30 a.m. – 5:00 p.m.

All flight departments should have up-to-date flight operations manuals that set forth policies and procedures to ensure safe and effective flight operations. This workshop focuses on employing the International Standard for Business Aircraft Operations (IS-BAO) to meet this goal. Flight departments that demonstrate compliance with IS-BAO standards are eligible to receive a certificate of registration from IBAC.

This highly interactive workshop covers safety management systems, standard operating procedures, flight operations, training, administration/organization, maintenance and international standards. The instructor draws upon the experience of workshop participants to demonstrate how flight departments really operate. Participants will leave the workshop with sufficient knowledge and materials to develop an IS-BAO-compliant draft manual upon arrival back at home base.

Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

OCT. 9, 2017

Effective Leadership in Aviation

Meets Objective: L5

Presenter: *Bob Hobbi, Service Elements*

Location: Las Vegas, NV | Time: 7:30 a.m. – 5:00 p.m.

This full-day course is designed to enhance the personal effectiveness and professional knowledge of individuals pursuing or currently in the position of aviation department manager. Topics will include: defining what is an effective leader; identifying needs and growing staff; time management; decision making; leading groups; role playing for leadership effectiveness; and identifying and utilizing resources.

Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

Community Relations

Meets Objective: BM8

Presenter: John Scribner, ERAU

Location: Las Vegas, NV | Time: 7:30 a.m. – 5:00 p.m.

This course is for flight department personnel who will be interested in community relations and public relations issues. Community service opportunities, community concerns, noise abatement, environmental issues, airport administration and media-
tion strategies are discussed.

Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

OCT. 13-14, 2017

Management Fundamentals for Flight Departments Workshop

Meets Objective: L2, L3

Presenter: NBAA and Walter Kraujalis, AeronomX

Location: Las Vegas, NV | Time: 7:30 a.m. – 5:00 p.m.

This two-day workshop gives flight department managers key information about safe operations, regulatory compliance, basic management practices, budgeting and accounting, cost controls, vendor selection and tracking, records and reports, planning for the future and other issues. Other topics covered in the workshop include: personnel issues, internal and external communications, case studies, templates and forms and checklists that are useful in daily flight management.

Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

Learn more! Visit www.nbaa.org/pdp

ALL COURSES BY PROVIDER

If you are unable to make it to one of the 2017 NBAA courses listed above, or if you don't find the objective you need through an NBAA course, the following approved PDP providers offer courses throughout the year at locations nationwide. Contact the individual training organizations and educational institutions listed below for the latest course details. (Information current as of October 2016 but subject to change.)

AERONOMX

Contact: Walter Kraujalis, (727) 233-3429 or walterkraujalis@gmail.com

Web: <http://www.aeronomx.com/>

- NBAA Flight Operations Manual Workshop – Employing the International Standard for Business Aircraft Operations (IS-BAO) (Ops1, Ops4)
- NBAA Management Fundamentals for Flight Departments Workshop (L2, L3)

AEROTECHNA SOLUTIONS

Contact: Len Beauchemin, (770) 514-7241 or lbeauchemin@aerotechna.com

Web: www.aerotechna.com

- NBAA Technical Operations Manual Workshop (T8)

AVIATION SECURE USA, INC.

Contact: Kris Cannon, training@aviationsecureusa.com

Web: <http://www.aviationsecureusa.com/>

- Aviation Security/Personal Protection and Awareness Training (Ops8)

AVIATION TRAINING SOLUTIONS

Contact: Dr. C. Daniel Prather, (951) 902-9206 or info@dprather.com

Web: www.dprather.com

- Developing Strategic Vision, Mission and Goals in Business Aviation (L1, L2)
- Effective Leadership in Business Aviation (L3)
- Enhancing Productivity Through Business Aviation (BM1)
- Staffing Needs for Aviation Departments (HR1, HR2)

AVIEM INTERNATIONAL, INC.

Contact: Dr. Carolyn V. Coarsey, (404) 881-2819 or carolyn@higherresources.com

Web: www.aviem.com

- Emergency Response and Family Assistance for Business Aviation (Ops5)

BALDWIN AVIATION SAFETY & COMPLIANCE

Contact: Sunshine McCarthy, (843) 342-5434 or smccarthy@baldwinaviation.com

Web: www.baldwinaviation.com

- SMS From the Top Down (L7)

BRAVO GOLF AVIATION

Contact: Robert Gould, (413) 320-3977 or bravo-golf-aviation@earthlink.net

Web: www.bravogolfaviation.com

- Practical Aviation Risk Management (HR9)
- Aviation and Maintenance Human Factors Refresher (HR8)

CONVERGENT PERFORMANCE, LLC

Contact: Andy Kay, (703) 441-9213 or info@convergentperformance.com

Web: www.convergentperformance.com

- Pilot Reliability Certification (HR9)
- Maintenance Reliability Certification (L6)

CORNERSTONE STRATEGIES, LLC

Contact: Dr. Shari Frisinger, (281) 992-4136 or shari@cornerstonestrategiesllc.com

Web: www.cornerstonestrategiesllc.com

- Creating and Maintaining a Vibrant Company Mindset (L1)
- Goal Achievement (L2)
- Dynamics of Empowered Leadership (L3)
- The Perceptive Leader (L4)
- Conducting Valuable Performance Reviews (HR5)

EMBRY-RIDDLE AERONAUTICAL UNIVERSITY

Contact: Extended Campus/Corporate Aviation Management Certificate Program, (866) 574-9125 (toll-free), (386) 226-7694 or training@erau.edu

Web: www.proed.erau.edu

- CE 2111 – Value Proposition, Analysis for Corporate Aviation (BM1)
- CE 2112 – Flight Department Finance, Budgeting and Accounting (BM2, BM3)
- CE 2113 – Community Relations (BM8)
- CE 2121 – Strategic Vision and Planning (L1, L2)
- CE 2122 – Leadership Motivation (L3)
- CE 2123 – Managerial Communications (L4)
- CE 2124 – Professional Development (L5)
- CE 2125 – Human Factors (HR9)
- CE 2131 – Standard Operating Procedures and Processes (Ops1)
- CE 2132 – Scheduler and Dispatcher Function (Ops2)
- CE 2133 – Recordkeeping and Regulatory Compliance (Ops3)
- CE 2141 – Workload Management and Training (HR1)
- CE 2142 – Employee Training Programs (HR2, HR3)
- CE 2143 – Staffing and Team Building (BM6, HR4)
- CE 2144 – Performance Reviews and Feedback Systems (HR5)
- CE 2145 – Compensation and Rewards Programs (HR6, HR7)
- CE 2146 – Human Resource Management, Law and Ethics (HR8)
- CE 2152 – Aviation Maintenance Management (T2, T5, T8)
- CE 2153 – Customer Service Programs (T4)
- CE 2154 – Aviation Security (T6, BM5)
- CE 2155 – Vendor Management (T7)
- CE 2157 – Aviation Safety Audits (T2)

GLOBAL JET SERVICES, INC.

Contact: J.D. McHenry, (860) 651-6090 or sales@globaljetservices.com

Web: www.globaljetservices.com

- Aviation Maintenance Management (L3)
- Human Factors (HR9)
- Maintenance Resource Management (L6)

GREY OWL AVIATION CONSULTANTS, INC.

Contact: Richard Komarniski, (204) 848-7353 or richard@greyowl.com

Web: www.greyowl.com

- Human Factors (HR9)

INTERNATIONAL BUSINESS AVIATION COUNCIL

Contact: Jason Starke, (832) 538-9107 or jstarke@ibac.org

Web: www.ibac.org

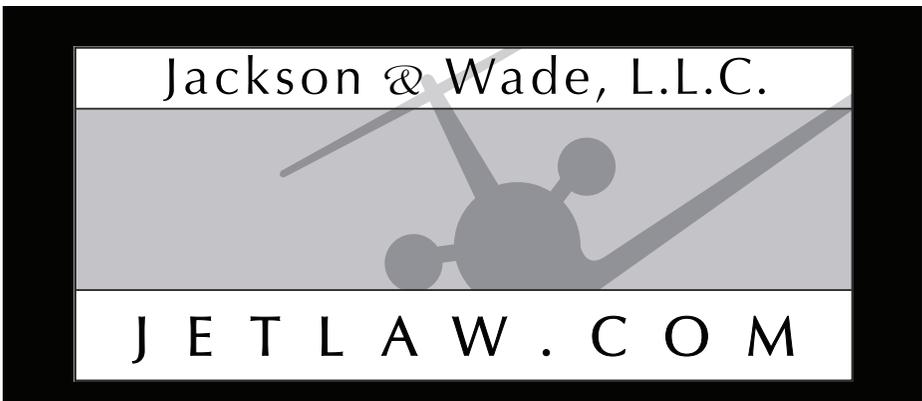
- Fundamentals of IS-BAO Workshop (Ops4)

JACKSON & WADE, LLC

Contact: Kent S. Jackson, (913) 338-1700 or kjackson@jetlaw.com,
or Kali M. Hague, khauge@jetlaw.com

Web: www.jetlaw.com

- Regulatory Compliance and Documentation (Ops3)



PDP COURSE:

Regulatory Compliance and Documentation

NBAA Business Aviation Convention & Exhibition (BACE)
Las Vegas, NV • October 8, 2017

Contact

Kent S. Jackson: kjackson@jetlaw.com

Kali M. Hague: khauge@jetlaw.com

(913) 338-1700

www.jetlaw.com

KANSAS STATE UNIVERSITY

Contact: Dr. Tara Harl, (785) 826-2622 or tlharl@ksu.edu

Web: www.salina.k-state.edu/aviation

- Business and Corporate Aviation Management (BM1)

MOORE LIFE LEADERSHIP, LLC

Contact: Scott A. Moore, (804) 314-6313 or scott@morelifelead.com

Web: moorelifeleadership.com

- Leadership with a Vision (L1, L2)
- Aviation Leadership (L1, L2, L3)

NATIONAL BUSINESS AVIATION ASSOCIATION (NBAA)

Contact: Tyler Austin, (202) 783-9267 or taustin@nbaa.org

Web: www.nbaa.org/pdp

While NBAA hosts several courses each year that are developed and taught by other providers, the following three courses were developed by NBAA:

- Flight Operations Manual Workshop (for IS-BAO) (Ops1, Ops4)
- Management Fundamentals for Flight Departments Workshop (L2, L3)
- Technical Operations Manual Workshop (T8)

OHIO UNIVERSITY

Contact: Bryan Branham, (740) 591-7780 or branham@ohio.edu

Web: www.ohio.edu/aviation

- AVN 4800 – Business in Aviation (BM1)

PAR TRAVEL TECH, INC.

Contact: Phil Roberts, (937) 248-1191 or phil.roberts@partraveltech.com

Web: www.partraveltech.com

- Introduction to Business Aviation (BM1)
- Principles of Aviation Leadership (L1, L2)

SAINT LOUIS UNIVERSITY

Contact: Center for Aviation Safety Research, (314) 977-8725 or casr@slu.edu

Web: <http://parks.slu.edu/research/centers-labs-facilities/CASR>

- Safety Management Systems for Managers (L7)

SERVICEELEMENTS

Contact: Bob Hobbi, (480) 538-0123 or bhobbi@serviceelements.com

Web: www.serviceelements.com

- Teams in Business and General Aviation, Performance Enhancing Tools (BM6)
- Aviation Service Solutions and Strategy (L3)
- Effective Leadership in Aviation (L5)
- Capitalize on Human Resources (HR4)

SINCLAIR COMMUNITY COLLEGE

Contact: Kent Wingate, (937) 512-2242 or kent.wingate@sinclair.edu

Web: www.sinclair.edu

- AVT 1140-222 – Introduction to Business Aviation (BM1)
- AVT-141-225 – Principles of Aviation Leadership (L1, L2)

SUMMIT SOLUTIONS LLC

Contact: Jodie Brown, (303) 670-8178 or jodie@summit-solutions.com

Web: www.summit-solutions.com

- Strategic Leadership: How to Inspire, Influence and Achieve Results (L3)
- Building, Coordinating and Developing a Flight Department Team (BM6)
- When Leaders Talk: Mastering Communications Skills (L4)

UNIVERSITY OF DUBUQUE

Contact: Steven Accinelli, (563) 589-3179 or saccinel@dbq.edu

Web: www.dbq.edu

- AVI 344 – Corporate Aviation (BM1)

UNMANNED SAFETY INSTITUTE

Contact: Josh Olds, (407)-499-2052 or josh.olds@argus.aero

Web: https://usi.matrixlms.com/visitor_catalog_class/show/49548

- Small UAS Ground School (Ops7, Ops9)

THE VANALLEN GROUP

Contact: Caycee Bradley, (770) 507-5001 or cbradley@vanallen.com

Web: www.vanallen.com

- Emergency Response Planning Workshop (Ops5)

Learn more! Visit www.nbaa.org/pdp

EXPANDED LISTINGS BY PROVIDER

The following section provides expanded 2017 course listings for select PDP providers at their request. For the latest information about any of the following courses, or to register, please contact the individual providers (do not contact NBAA).

EMBRY-RIDDLE AERONAUTICAL UNIVERSITY

Embry-Riddle's Corporate Aviation Management Certificate Program is offered online for maximum flexibility. Courses are 30 or 60 days in length. For more information or to register, email training@erau.edu or visit erau.edu/professionaleducation.

CE 2111 – Value Proposition Analysis for Corporate Aviation

Meets Objective: BM1

Date/Location: Jan.–Feb., April–May, July–Aug., Oct.–Nov.; via Internet

Cost: \$640

This course is designed for current or prospective flight department employees who make strategic decisions about the department. Attendees will learn methods used in conducting a travel analysis, evaluating options for lift, justifying flight department value, proposing various travel options and more.

CE 2112 – Finance and Budgeting

Meets Objective: BM2, BM3

Date/Location: Feb.–March, May–June, Aug.–Sept., Nov.–Dec.; via Internet

Cost: \$700

This course is designed for anyone who desires more knowledge about and/or the ability to manage flight department finances using best practices, accepted accounting principles and efficient budgeting techniques. The course covers the basics of budgeting, forecasting, financial management, taxation and cost recovery.

CE 2113 – Community Relations

Meets Objective: BM8

Date/Location: March, June, Sept.; via Internet

Cost: \$400

This course is designed for flight department personnel who will be involved in or are interested in community relations and public relations issues. Various areas of community interaction with the flight department are presented, including community concerns, noise abatement, environmental issues, airport administration and more.

CE 2121 – Strategic Vision and Planning

Meets Objective: L1, L2

Date/Location: Jan.–Feb., April–May, July–Aug., Oct.–Nov.; via Internet

Cost: \$560

This course is intended for flight department personnel and management who will be involved in or desire to know more about the planning process. Goal setting, value statements, mission statements, vision statements, strategic planning and business planning are presented in a practical manner.

CE 2122 – Leadership and Motivation

Meets Objective: L3

Date/Location: Feb., May, Aug., Nov.; via Internet

Cost: \$480

This course is designed for flight department management or prospective management employees. Course participants will learn how to exercise leadership by being a role model, empowering personnel, building effective teams, promoting the exchange of information and making sound decisions in order to achieve flight department goals and promote company objectives.

CE 2123 – Managerial Communication

Meets Objective: L4

Date/Location: Feb., May, Aug., Nov.; via Internet

Cost: \$480

This course is designed for flight department personnel who want to disseminate information using effective verbal and non-verbal communication strategies. Communication techniques, tools, barriers and technologies are presented in a practical manner to assist in the management of a flight department.

CE 2124 – Professional Development

Meets Objective: L5

Date/Location: March, June, Sept.; via Internet

Cost: \$480

This course presents the resources and knowledge to enhance professional knowledge using industry resources (e.g., conferences, publications, local, regional, and national associations and legislation) in order to enhance personal effectiveness as a flight department manager.

CE 2125 – Human Factors

Meets Objective: PM9

Date/Location: Jan.–Feb., April–May, July–Aug., Oct.–Nov.; via Internet

Cost: \$700

This course is designed for aviation and transportation specialists who need a solid understanding of human factors issues in their work environment. Participants will learn how to detect, prevent and manage various human factors issues as part of a system safety culture.

CE 2131 – Standard Operating Procedures and Processes

Meets Objective: Ops1

Date/Location: March–April, June–July, Sept.–Oct.; via Internet

Cost: \$560

This course is designed for all current and aspiring flight department personnel who will work within or initially implement a system of standard operating procedures for flight operations using manufacturer's specifications, pertinent regulations and accepted industry practices in order to ensure safety and efficiency.

CE 2132 – Scheduling and Dispatch

Meets Objective: Ops2

Date/Location: Jan., April, July, Oct.; via Internet

Cost: \$480

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.

CE 2133 – Recordkeeping and Regulatory Compliance

Meets Objective: Ops3

Date/Location: Feb., May, Aug.; via Internet

Cost: \$400

This course is designed for flight department personnel who will establish and/or maintain a record-keeping system using accepted industry practices in order to document regulatory compliance and initiate appropriate action within the department.

CE 2141 – Workload Management and Training

Meets Objective: HR1

Date/Location: March, May, July, Sept.; via Internet

Cost: \$400

This course is designed for managers who will determine the level of staffing needed for the flight department by assessing workloads in order to make efficient use of corporate assets.

CE 2142 – Employee Training Programs

Meets Objective: HR2, HR3

Date/Location: Feb., April, June, Aug.; via Internet

Cost: \$400

This course is designed for those flight department personnel who will be supporting technical training for all personnel within the flight department using recognized external and internal programs in order to ensure competence in each prescribed discipline. It is also for those who will be promoting personal and professional growth through training and education by providing financial support and scheduling flexibility.

CE 2143 – Staffing and Team Building

Meets Objective: BM6, HR4

Date/Location: April–May, Aug–Sept., Nov.–Dec.; via Internet

Cost: \$560

This course prepares employees to identify internal and external talent in order to coordinate a team with the highest level of expertise and achieve department goals. Course participants will be able to fill key positions by identifying potential candidates and providing the necessary training opportunities to minimize operations disruptions. Topics include the job market, training gaps, skill gaps, project management, knowledge management, team-building skills and more.

CE 2144 – Performance Reviews and Feedback Systems

Meets Objective: HR5

Date/Location: March, June, Sept., Nov.; via Internet

Cost: \$400

This course is designed for flight department personnel to supply the skills and knowledge needed in conducting regular performance reviews by establishing appropriate goals for all employees consistent with department objectives and by evaluating progress in order to maximize employee performance.

CE 2145 – Compensation and Reward Programs

Meets Objective: HR6, HR7

Date/Location: Feb., May, July, Oct.; via Internet

Cost: \$400

This course is designed for managerial personnel who will be evaluating compensation for the flight department using benchmarking surveys and considering company policy and total compensation packages in order to attract and retain employees. Course participants also will learn how to respond to employee performance by rewarding or disciplining as appropriate in order to maximize the effectiveness of the department.

CE 2146 – Human Resource Management Law and Ethics

Meets Objective: HR8

Date/Location: Jan., April, July, Oct.; via Internet

Cost: \$400

This course is designed for departmental managers who ensure compliance with regulatory requirements and company policies concerning human resource matters by providing documentation or access to people with the information in order to maintain company standards within the department.

CE 2152 – Aviation Maintenance Management

Meets Objective: T2, T5, T8

Date/Location: Jan.–Feb., April–May, July–Aug., Oct.–Nov.; via Internet

Cost: \$640

This course is designed for those who will maintain aircraft and installed components in accordance with manufacturer's specifications and pertinent regulations in order to provide safe, secure and efficient transportation of passengers and products.

CE 2153 – Customer Service Programs

Meets Objective: T4

Date/Location: March, June, Sept.; via Internet

Cost: \$400

This course is designed for flight department employees who will maintain cabin information systems and passenger service items in accordance with manufacturer's specifications and pertinent regulations in order to ensure reliability, comfort and effective service. Measuring customer expectations and satisfaction is also covered.

CE 2154 – Aviation Security

Meets Objective: T6, BM5

Date/Location: Jan., April, July, Oct.; via Internet

Cost: \$480

This course is designed for those who intend to apply rigorous security procedures in accordance with regulations, airport requirements and company policies in order to provide a secure environment for passengers, employees and assets. The concepts presented also include knowledge and skill areas needed to implement procedures using established company policies in order to safeguard information and physical assets of the company.

CE 2155 – Vendor Management

Meets Objective: T7

Date/Location: Feb., May, Aug., Nov.; via Internet

Cost: \$400

This course is designed for those flight department employees who will be managing and negotiating contracts with qualified vendors and service providers using accepted business practices in order to procure needed services, equipment and supplies for the department.

CE 2157 – Aviation Safety Audits

Meets Objective: T2

Date/Location: March–April, June–July, Sept.–Oct.; via Internet

Cost: \$640

This course is designed for mid- and upper-level aviation managers who are tasked with developing internal safety policies and procedures and responsible for conducting periodic safety audits.

GLOBAL JET SERVICES

Global Jet Services is focused on the aviation maintenance professional and dedicated to increasing the overall safety and quality of business aviation maintenance by providing unsurpassed training for over 20 years. The following courses give the aviation professional a chance to gain safety and management skills that complement their existing superior technical skills. For more information or to register for a course, contact the Global Jet Services sales department at (860) 651-6090 or sales@globaljetservices.com. For additional course listings, dates and locations, visit www.globaljetservices.com.

Aviation Maintenance Management

Meets Objective: L3

- Feb. 6–10 – Las Vegas, NV
- March 27–31 – Dallas, TX
- April 24–28 – Savannah, GA
- May 15–19 – Hartford, CT
- June 12–16 – Orlando, FL
- July 17–21 – Minneapolis, MN

- Oct. 23–27 – Myrtle Beach, SC
- Nov. 13–17 – San Francisco, CA

Cost: \$4,500

Aviation Maintenance Management Refresher

Meets Objective: L3

- Sept. 19–21 – Hartford, CT

Cost: \$3,000

Human Factors

Meets Objective: HR9

- Jan. 10–11 – Avon, CT
- Feb. 2–3 – Avon, CT

Cost: \$1,200

Maintenance Resource Management

Meets Objective: L6

- Jan. 24–25 – Avon, CT
- Feb. 14–15 – Avon, CT

Cost: \$1,200

INTERNATIONAL BUSINESS AVIATION COUNCIL

IBAC's International Standard for Business Aircraft Operations (IS-BAO) is a code of best practices designed to help flight departments worldwide achieve a high level of safety and professionalism. Schedule subject to change. For the latest course dates and locations, visit the Fundamentals of IS-BAO Workshop registration page located at www.ibac.org/is_bao.

Fundamentals of IS-BAO Workshop

Meets Objective: Ops4

This workshop is designed to provide information and guidance to operators who are implementing or considering implementing, the International Standard for Business Aircraft Operations (IS-BAO), to help them complete IS-BAO registration efficiently and effectively. Flight department managers, chief pilots, safety officers and maintenance managers are the main target audience, but the workshop is also useful for any member of the flight department management team involved in IS-BAO implementation. The workshop provides a practical approach to managing a safety management system based on ICAO principles, as well as training required for IS-BAO auditor renewal.

Learn more! Visit www.nbaa.org/pdp

CERTIFIED AVIATION MANAGER PROGRAM

TAKE THE NEXT STEP: BECOME A CAM

By enrolling in Professional Development Program courses, you're taking an important first step in preparing yourself for a management role in your company. But did you know that enrolling in PDP courses is also an ideal means of preparing to become a Certified Aviation Manager (CAM)?

NBAA's CAM program identifies qualified professionals to lead flight departments and companies that use business aircraft. Through certification, applicants show that they are committed to excellence and prepared to lead.

NBAA and the business aviation community acknowledge CAMs as professionals who have reached a distinct level of industry knowledge and skill. By becoming a Certified Aviation Manager, you will:

- Prove your knowledge and qualifications in five key subject areas
- Prepare yourself for increased responsibility and career growth
- Receive recognition at both company and industry levels
- Join an elite group that will help shape the future of business aviation

To begin the certification process, individuals first must qualify to take the CAM exam by submitting an application. Exam qualification is based on job experience, education, licenses and certificates, participation in business aviation industry events and enrollment in the NBAA Professional Development Program.

The beneficiaries of certification programs like the CAM program are not only individuals but also their employers and the entire industry.

ACCREDITED AND APPROVED FOR VA BENEFITS

NBAA's CAM program is the first in the aviation industry to receive accreditation from the National Commission for Certifying Agencies (NCCA). For current CAMs, anyone considering the CAM credential and employers, NCCA accreditation demonstrates that the credential is a valid measure of readiness to be an aviation manager.

And effective in 2015, the CAM program is now approved as a U.S. Department of Veterans Affairs (VA) License and Certification site. Veterans who have tested to become CAMs since Sept. 30, 2014, may apply for GI Bill education benefits, and receive reimbursement of the CAM examination fee.

Ascend in your business aviation career and join the ranks of esteemed aviation professionals who already have been recognized as CAMs. To begin the application process or for more information, visit www.nbaa.org/cam.

CAM: Committed to Excellence, Prepared to Lead

(202) 783-9000 • cam@nbaa.org • www.nbaa.org/cam

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



CERTIFIED AVIATION MANAGER

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SAVE THE DATES – 2017 NBAA EVENTS

Schedulers & Dispatchers Conference
Feb. 7-10, 2017 • Fort Worth, TX

Leadership Conference
Feb. 14-16, 2017 • Miami, FL

Business Aircraft Finance, Registration & Legal Conference
March 5-7, 2017 • Bonita Springs, FL

International Operators Conference
March 13-16, 2017 • Atlanta, GA

Maintenance Conference
May 2-4, 2017 • West Palm Beach, FL

Flight Attendants/Technicians Conference
June 13-15, 2017 • Long Beach, CA

Business Aviation Convention & Exhibition (NBAA-BACE)
Oct. 10-12, 2017 • Las Vegas, NV

**For details as they become available, visit the NBAA website at
www.nbaa.org/events/date**



NBAA

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