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2014 PDP COURSE DIRECTORY

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2014 PDP COURSE DIRECTORY

Welcome to the *2014 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 2014 program are outlined in this booklet and on the web site 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 10,000 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.
- **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 and other Association conferences throughout the year.

FOR NBAA COURSES

Members receive a discount on all NBAA courses. In 2014, one-day NBAA PDP courses are \$575 for NBAA Members and \$725 for non-Members. Two-day courses are \$975 for NBAA Members and \$1,125 for non-Members.

Exceptions to these prices include:

- Flight Operations Manual Workshop: \$1,995 for Members and \$2,145 for non-Members (without manual: \$975 for Members, \$1,125 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 2014 courses.

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 2014 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.

JAN. 13, 2014

The Scheduling Function

Meets Objective: Ops2

Presenter: Phil Gibson, Embry-Riddle Aeronautical University

Location: New Orleans, LA | Time: 7:30 a.m. – 5:00 p.m.

This course is designed for those flight department employees who have a minimum of three years experience and will be scheduling and dispatching business aircraft or will be establishing scheduling and dispatch procedures using industry resources in order to conduct safe and efficient flight. This is a critical function within the flight department and it requires proper planning, procedures and staffing based on sound dispatch procedures for mission success. Course participants will also discuss pertinent regulations, crew and aircraft certification, weather forecasting and fueling issues. Held in conjunction with the NBAA Schedulers & Dispatchers Conference.

JAN. 14, 2014

Strategic Leadership, How to Inspire and Achieve Results

Meets Objective: L3

Presenter: Jodie Brown, Summit Solutions

Location: New Orleans, LA | Time: 7:30 a.m. – 5:00 p.m.

This course is designed to improve the leadership skills and performance of both 91 and 135 flight department personnel. It is beneficial for managers, schedulers, dispatchers and others within business aviation who find themselves in leadership positions, such as maintenance managers and pilots or in business units such as FBOs and repair stations. Through the use of case studies and highly interactive team activities, emphasis is placed on the ability 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 corporate objectives. Held in conjunction with the NBAA Schedulers & Dispatchers Conference.

Fundamentals of IS-BAO

Meets Objective: Ops4

Presenter: Sonnie Bates, International Business Aviation Council (IBAC)

Location: New Orleans, LA | Time: 7:30 a.m. – 5:00 p.m.

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. Held in conjunction with the NBAA Schedulers & Dispatchers Conference.

FEB. 18, 2014

Principles of Aviation Leadership

Meets Objective: L1, L2

Presenter: Phil Roberts, PAR Travel Tech and Sinclair Community College

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

This course covers the fundamental traits, tools and actions of leaders, offering a solid foundation of “enabling tools,” examples and exercises to build basic skills. Areas of special interest to Certified Aviation Managers (CAMs) and students of leadership skills include vision, mission and values statements, strategic planning, team building and sustained/improved superior performance. Held in conjunction with the NBAA Leadership Conference.

MARCH 21, 2014

Fundamentals of IS-BAO

Meets Objective: Ops4

Presenter: Sonnie Bates, International Business Aviation Council (IBAC)

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

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. Held in conjunction with the NBAA International Operators Conference.

APRIL 14–15, 2014

Emergency Response Planning Workshop

Meets Objective: Ops5

Presenter: The VanAllen Group

Location: San Diego, CA | 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 FSF/NBAA Business Aviation Safety Seminar.

APRIL 25, 2014

Technical Operations Manual Workshop

Meets Objective: T8

Presenter: NBAA and Len Beauchemin, AeroTechna, Inc.

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

The objective of this course is to provide the necessary knowledge to create a document that clearly states your execution of aircraft maintenance, ground and hangar operations, the goal of which is to ensure clarity, identify responsibility, point accountability and avoid “willful non-compliance.” The workshop highlights the integration of IS-BAO standards, FAA regulatory requirements and NBAA current operational excellence practices as identified by the NBAA Maintenance Committee. The workshop is a must for leaders of both new and legacy flight departments, as well as a career development opportunity for those seeking greater reward. Held in conjunction with the NBAA Maintenance Management Conference.

JUNE 16–17, 2014

IS-BAO Flight Operations Manual Workshop

Meets Objective: Ops1, Ops4

Presenter: NBAA and Walter Kraujalis, AeronomX

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

All flight departments should have up-to-date flight operations manuals that employ the International Standard for Business Aircraft Operations and set forth policies and procedures to ensure safe and effective flight operations. 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 experiences of workshop participants to demonstrate how flight departments really operate.

JUNE 18–19, 2014

Management Fundamentals for Flight Departments Workshop

Meets Objective: L2, L3

Presenter: NBAA and Walter Kraujalis, AeronomX

Location: West Palm Beach, FL | 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.

OCT. 19, 2014

Community Relations

Meets Objective: BM8

Presenter: Embry-Riddle Aeronautical University

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

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 service opportunities, community concerns, noise abatement, environmental issues, airport administration and mediation strategies. Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

OCT. 19–20, 2014

Emergency Response Planning Workshop

Meets Objective: Ops5

Presenter: The VanAllen Group

Location: Orlando, FL | 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.

Aviation Human Factors

Meets Objective: HR9

Presenter: Global Jet Services

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

A review of aircraft accidents commonly reveals that a series of events were allowed to develop well before the actual accident. If aviation personnel can break that chain of events, accident occurrences become less likely. This two-day course will help all aviation-related personnel develop ways to recognize potential contributing links to an accident and develop individual safety nets to prevent errors. The primary goal of this course is to increase safety awareness, reduce errors and ultimately improve business profitability. Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

Management Fundamentals for Flight Departments Workshop

Meets Objective: L2, L3

Presenter: NBAA and Walter Kraujalis, AeronomX

Location: Orlando, FL | 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.

OCT. 20, 2014

Conducting Valuable Performance Reviews

Meets Objective: HR5

Presenter: Dr. Shari Frisinger, Cornerstone Strategies, LLC

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

Exceptional managers realize that performance reviews are a valuable tool to ensure the needs of the company, flight department and employee are met. Knowing the key elements in developing and conducting an employee performance review is essential to effective leadership. This course is for aviation professionals on how to get the most out of personnel by enlightening and guiding them to achieving objectives that will benefit not only themselves, personally and professionally, but their department and company as a whole, making them an asset to the organization. Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

OCT. 24–25, 2014

IS-BAO Flight Operations Manual Workshop

Meets Objective: Ops1, Ops4

Presenter: NBAA and Walter Kraujalis, AeronomX

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

All flight departments should have up-to-date flight operations manuals that employ the International Standard for Business Aircraft Operations and set forth policies and procedures to ensure safe and effective flight operations. 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 experiences of workshop participants to demonstrate how flight departments really operate. Held in conjunction with the NBAA Business Aviation Convention & Exhibition.

NBAA COURSES BY OBJECTIVE

NBAA hosts several PDP courses throughout the year as part of its Association events calendar. The following 2014 NBAA events, listed by objective, 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.

BUSINESS MANAGEMENT

Community Relations

Meets Objective: BM8

Presenter: Embry-Riddle Aeronautical University

Date: Oct. 19, 2014 | Location: Orlando, FL

HUMAN RESOURCES

Aviation Human Factors

Meets Objective: HR9

Presenter: Global Jet Services

Date: Oct. 19–20, 2014 | Location: Orlando, FL

Conducting Valuable Performance Reviews

Meets Objective: HR5

Presenter: Cornerstone Strategies, LLC

Date: Oct. 20, 2014 | Location: Orlando, FL

LEADERSHIP

Strategic Leadership: How to Inspire, Influence and Achieve Results

Meets Objective: L3

Presenter: Summit Solutions

Date: Jan. 14, 2014 | Location: New Orleans, LA

Principles of Aviation Leadership

Meets Objective: L1, L2

Presenter: Sinclair Community College

Date: Feb. 18, 2014 | Location: Atlanta, GA

Management Fundamentals for Flight Departments Workshop

Meets Objective: L2, L3

Presenter: NBAA and Walter Kraujalis, AeronomX

Date: June 18–19, 2014 | Location: West Palm Beach, FL

Date: Oct. 19–20, 2014 | Location: Orlando, FL

OPERATIONS

The Scheduling Function

Meets Objective: Ops2

Presenter: Embry-Riddle Aeronautical University

Date: Jan. 13, 2014 | Location: New Orleans, LA

Fundamentals of IS-BAO Workshop

Meets Objective: Ops4

Presenter: International Business Aviation Council (IBAC)

Date: Jan. 14, 2014 | Location: New Orleans, LA

Date: March 21, 2014 | Location: Tampa, FL

Emergency Response Planning Workshop

Meets Objective: Ops5

Presenter: The VanAllen Group

Date: April 14–15, 2014 | Location: San Diego, CA

Date: Oct. 19–20, 2014 | Location: Orlando, FL

IS-BAO Flight Operations Manual Workshop

Meets Objective: Ops1, Ops4

Presenter: NBAA and Walter Kraujalis, AeronomX

Date: June 16–17, 2014 | Location: West Palm Beach, FL

Date: Oct. 24–25, 2014 | Location: Orlando, FL

TECHNICAL AND FACILITIES SERVICES

Technical Operations Manual Workshop

Meets Objective: T8

Presenter: NBAA and Len Beauchemin, AeroTechna, Inc.

Date: April 25, 2014 | Location: Tampa, FL

ALL COURSES BY PROVIDER

If you are unable to make it to one of the 2014 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 2014 course details. (Provider information current as of October 2013 but subject to change.)

AERONOMX

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

Courses Offered:

- Human Resources Management for Aviation (HR6)
- 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

Courses Offered:

- Technical Operations Manual Workshop (T8)

AVIATION TRAINING SOLUTIONS

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

Web: <http://dprather.com>

Courses Offered:

- Developing Strategic Vision, Mission and Goals in Business Aviation (L1, L2)
- Effective Leadership in Business Aviation (L3)
- Enhancing Productivity Through Business Aviation (BM1)

AVIEM INTERNATIONAL, INC.

Contact: Lamar McEwen, (404) 881-2819 or lamar.mcewen@aviem.com

Web: www.aviem.com

Courses Offered:

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

CENTURY CRM

Contact: Gary Rower, (678) 463-4797 or gary@centurycrm.com

Web: www.centurycrm.com

Courses Offered:

- Leadership/Human Factors (L6)

CONVERGENT PERFORMANCE, LLC

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

Web: www.convergentperformance.com

Courses Offered:

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

CORNERSTONE STRATEGIES, LLC

Contact: Dr. Shari LeDonne Frisinger, (281) 992-4136 or

shari@cornerstonestrategiesllc.com

Web: www.cornerstonestrategiesllc.com

Courses Offered:

- 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)

DOWLING COLLEGE

Contact: Thomas Daly, (631) 244-3000 or dalyt@dowling.edu

Web: www.dowling.edu

Courses Offered:

- BAM5104 – Project Leadership and Execution (BM4)

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.erau.edu/professionaleducation

Courses Offered:

- 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 2151 – Aviation Safety Programs and Emergency Preparedness (Ops4, Ops5, T1, T3)
- 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

Courses Offered:

- Aviation Interpersonal Management (L3, L4)
- Introduction to Aviation Safety Management System (Ops4)
- Aviation Resource Management (L6)
- Aviation Human Factors (HR9)

GREY OWL AVIATION CONSULTANTS, INC.

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

Web: www.greyowl.com

Courses Offered:

- Human Factors (HR9)

INTERNATIONAL BUSINESS AVIATION COUNCIL

Contact: Sonnie Bates, (603) 233-7196 or sbates@ibac.org

Web: www.ibac.org

Courses Offered:

- Fundamentals of IS-BAO Workshop (Ops4)

KANSAS STATE UNIVERSITY

Contact: Jimmy Splichal, (785) 826-2986 or splichal@ksu.edu

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

Courses Offered:

- Business and Corporate Aviation Management (BM1)

NATIONAL BUSINESS AVIATION ASSOCIATION (NBAA)

Contact: Sarah Wolf, (202) 783-9251 or swolf@nbaa.org

Web: www.nbaa.org/pdp

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

- IS-BAO Flight Operations Manual Workshop (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

Courses Offered:

- 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

Courses Offered:

- 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>

Courses Offered:

- Safety Management Systems for Managers (L7)

SERVICEELEMENTS

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

Web: www.serviceelements.com

Courses Offered:

- Highly Effective Teams at Work (BM4)
- Aviation Service Solutions and Strategy (L3)
- Effective Leadership in Aviation (L5)
- Capitalize on Human Resources (PM4)

SINCLAIR COMMUNITY COLLEGE

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

Web: www.sinclair.edu

Courses Offered:

- 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

Courses Offered:

- Strategic Leadership: How to Inspire, Influence and Achieve Results (L3)
- Building, Coordinating and Developing a Flight Department Team (BM4)
- When Leaders Talk: Mastering Communications Skills (L4)

UNIVERSITY OF CENTRAL MISSOURI

Contact: Dr. John Horine, (660) 543-4455 or horine@ucmo.edu

Web: www.ucmo.edu

Courses Offered:

- AVI 4430 – Corporate Aviation Management (BM1, BM2)

UNIVERSITY OF DUBUQUE

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

Web: www.dbq.edu

Courses Offered:

- AVI 344 – Corporate Aviation (BM1)

THE VANALLEN GROUP

Contact: Jeff Agur, (770) 507-5001 or jagur@vanallen.com

Web: www.vanallen.com

Courses Offered:

- Emergency Response Planning Workshop (Ops5)

Learn more! Visit www.nbaa.org/pdp

EXPANDED LISTINGS BY PROVIDER

The following section provides expanded 2014 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

Designed for busy business aviation professionals, Embry-Riddle's Corporate Aviation Management Certificate Program is offered via the Internet 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 and are managing the department's interactions with passengers, customers and/or the parent company. 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 and engage personnel in order to enhance performance and understanding at relevant levels of the company. 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 in order to support career development.

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 2151 – Aviation Safety Programs and Emergency Preparedness

Meets Objective: Ops4, Ops5, T1, T3

Date/Location: Feb.–March, June–July, Oct.–Nov.; via Internet

Cost: \$640

This course is designed for professionals who want to better understand and ultimately implement safety programs within the department. Concepts covered include emergency preparedness, emergency equipment, safety programs, best practices and risk management.

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 levels 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 Interpersonal Maintenance Management

Meets Objective: L3 and L4; eligible for FAA IA Renewal

Date/Location:

- Feb. 24–28 – Las Vegas, NV
- March 24–28 – Ft. Lauderdale, FL
- April 21–25 – St. Louis, MO
- May 12–16 – Houston, TX
- June 9–13 – Columbus, OH
- Sept. 8–12 – Denver, CO
- Oct. 13–17 – Boston, MA
- Nov. 10–14 – Van Nuys, CA
- Dec. 8–12 – Nashville, TN

Cost: \$4,500

Maintenance Resource Management for First Line Supervisors

Meets Objective: L6; eligible for FAA IA Renewal

Date/Location:

- Jan. 21–22 – Dallas, TX
- Feb. 5–6 – Hartford, CT
- March 17–18 – Van Nuys, CA

Cost: \$1,200

Human Factors for Aviation Maintenance

Meets Objective: HR9; eligible for FAA IA Renewal

Date/Location:

- Jan. 27–28 – Dallas, TX
- Feb. 19–20 – Hartford, CT
- March 19–20 – Van Nuys, CA

Cost: \$1,200

Learn more! Visit www.nbaa.org/pdp

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 more information or to register for workshops, contact IBAC's Sonnie Bates at (603) 233-7196 or sbates@ibac.org, or visit www.ibac.org.

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.

Date/Location:

- Jan. 14 – New Orleans, LA
- Jan. – Fort Lauderdale, FL
- Feb. – Daytona Beach, FL
- Feb. – Anaheim, CA
- Feb. – Italy, Sweden or France TBD
- March – Manchester, NH
- March – San Diego, CA
- March 21 – Tampa, FL
- April – Shanghai, China
- April – Atlanta, GA
- May – Geneva, Switzerland
- May – San Diego, CA
- May – Manchester, NH
- June 18 – Canada TBD
- June – San Antonio, TX
- June – Morristown, NJ
- July – Cincinnati, OH
- July – Alexandria, VA
- July – Manchester, NH
- Aug. – Sao Paulo, Brazil
- Aug. – Atlanta, GA
- Sept. – Italy, Sweden or France TBD
- Sept. – San Diego, CA
- Sept. – Manchester, NH
- Oct. – Morristown, NJ
- Oct. – United Kingdom TBD
- Nov. – Italy, Sweden or France TBD
- Nov. – Houston, TX
- Dec. – Atlanta, GA
- Dec. – Dubai, UAE

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.

Ascend in your business aviation career and join the ranks of esteemed aviation professionals who already have been recognized as CAMs.

CAM EXAM DATES

In 2014, the CAM exam will be offered in computer-based testing (CBT) format during the following months: January, March, May, July, September and November. Contact NBAA to schedule CBT exams at least 30 days in advance of exam date.

To begin the application process or for more information, contact NBAA at cam@nbaa.org, or visit the CAM web site at www.nbaa.org/cam.

(continued)

CAM: Committed to Excellence, Prepared to Lead

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

CAM RESOURCES ONLINE

Starting in 2013, the CAM Governing Board now publishes a *CAM Candidate Information Handbook* to provide a broad overview of the program – including a description of the exam and its administration, certification and recertification requirements, sample exam questions and answers to frequently asked questions.

All the details you need to know about the CAM Program, including resources like the *CAM Candidate Information Handbook* and a *CAM Program Annual Report*, are located conveniently online. The official CAM website provides:

- **Program Overview** – Learn about what the CAM Program is, how it can benefit you and how you can begin the certification process.
- **Roster of Current CAMs** – Review the list of those who have completed the CAM exam and any necessary recertification requirements.
- **CAM Program News** – Review the latest news and announcements related to the CAM Program.
- **Application** – Review the CAM application. Qualification to take the exam is based on a combination of education, work experience and industry involvement.
- **Testing Schedule** – Review the dates of upcoming CAM exams and application deadlines, as well as events that earn points in the CAM Program.
- **Recertification** – CAMs continually must strive to improve their knowledge, education and experience in the field of business aviation. Review the instructions for CAM recertification.
- **Study Guide** – To help individuals prepare for the CAM exam, NBAA has developed a study guide that includes sample questions and exam reference information.
- **Reference Material** – Review the list of NBAA, industry and government references used to develop CAM exam questions.
- **Program Costs** – Review the costs that are associated with the CAM Program.
- **CAM Governing Board** – Review the roster for the CAM Governing Board, which is responsible for all matters pertaining to the enhancement of public safety through the certification of business aviation professionals.
- **Bylaws** – Review the CAM Governing Board bylaws.

Learn more about the CAM Program and begin your journey to becoming a CAM today by visiting www.nbaa.org/cam. Direct any questions to NBAA at (202) 783-9000 or cam@nbaa.org.

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. Learn more at www.nbaa.org.

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

SAVE THE DATES – 2014 NBAA EVENTS

Schedulers & Dispatchers Conference
Jan. 14–17, 2014 • New Orleans, LA

Business Aircraft, Finance, Registration and Legal Conference
Feb. 5–7, 2014 • St. Petersburg Beach, FL

Leadership Conference
Feb. 18–20, 2014 • Atlanta, GA

International Operators Conference
March 17–20, 2014 • Tampa, FL

Maintenance Management Conference
April 22–24, 2014 • Tampa, FL

Business Aviation Taxes Seminar
May 2, 2014 • San Francisco, CA

Flight Attendants/Flight Technicians Conference
June 19–21, 2014 • West Palm Beach, FL

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



NBAA

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