

DEDICATED TO HELPING BUSINESS
ACHIEVE ITS HIGHEST GOALS.



ATTENDEE BROCHURE

**SCHEDULERS &
DISPATCHERS CONFERENCE**

February 7–10, 2017 | Fort Worth, TX

**LICENSED DISPATCHER RECURRENT
TRAINING AND PDP COURSES**

February 6–7, 2017

www.nbaa.org/sdc/attend



STEER YOUR CAREER AT SDC2017

Take the reins at the Schedulers & Dispatchers Conference.

The SDC2017 agenda has been developed to bring you up-to-date on the latest operational information critical to your job function, while also helping you acquire stronger communication skills and a better understanding of team dynamics.

This is the premier professional development event for anyone with responsibility for scheduling and/or dispatching business aircraft. Register today and prepare to “Steer Your Career” as you take advantage of top-level education sessions, critical peer-to-peer networking with more than 2,800 industry professionals, and an exhibit hall with over 500 vendors and suppliers featuring all of the products and services that you need.

The exhibit floor closes on Thursday afternoon so that Friday can focus exclusively on education.

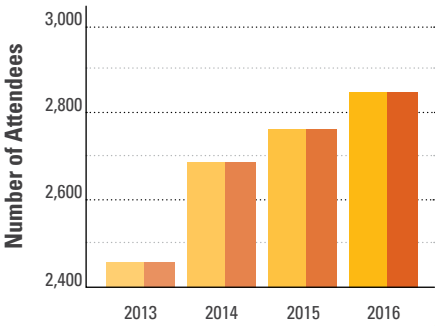
FEBRUARY 7 – 10, 2017

Fort Worth Convention Center | Fort Worth, TX

REGISTER BY JANUARY 17
for the early-bird member price of \$1,030



SDC ATTENDANCE PROFILE



At SDC2016, total attendance grew by 15% compared to 2013



U.S. States Represented



Exhibit Booths



Countries in Attendance



General Sessions discussing the importance of interpersonal communication and team dynamics



Education Sessions



Earn up to 3 CAM points and training acknowledgements

FIRST-TIME ATTENDEE? Don't miss an interactive First-Time Attendee Event on Tuesday, Feb. 7 at 5:15 p.m. in the Fort Worth Convention Center. Be sure to answer "YES" when asked during the registration process if this is your first time attending. And don't forget to pick up your conference passport, which includes information about the conference and the opportunity to win a big prize at the Grand Prize Luncheon on Friday, Feb. 10.



CONNECT WITH US | #SDC17

PRE-CONFERENCE EVENTS

Pre-conference events and conference events will be held in the Fort Worth Convention Center in Fort Worth, TX. Additional payment is required for pre-conference courses, which includes continental breakfast, breaks, lunch, and handout materials.

Licensed Dispatcher Recurrent Training

Monday, February 6 8:00 a.m. – 5:00 p.m.

Tuesday, February 7 8:00 a.m. – 4:30 p.m.

Presented by: Gary Martin, Universal Weather & Aviation

Registration fee: Member: \$995; Non-Member: \$1,150

Goal Achievement and Performance Reviews

Monday, February 6 8:00 a.m. – 5:00 p.m.

Presented by: Dr. Shari Frisinger, Cornerstone Strategies, LLC

Registration fee: Member: \$595; Non-Member: \$750

SMS from the Top Down

Tuesday, February 7 8:00 a.m. – 5:00 p.m.

Presented by: Sunshine McCarthy, Baldwin Aviation Safety & Compliance

Registration fee: Member: \$595; Non-Member: \$750

Developing Strategic Vision, Mission and Goals in Business Aviation

Tuesday, February 7 8:00 a.m. – 5:00 p.m.

Presented by: Dr. C. Daniel Prather, Aviation Training Solutions

Registration fee: Member: \$595; Non-Member: \$750

CONFERENCE AGENDA

This year's conference agenda was developed to help you steer your career and pave the way for your growth as a business aviation professional. Hear from experienced industry experts about the skills and knowledge you need to be a successful scheduler or dispatcher. Below is a sample of some of the high-quality education sessions offered at SDC2017. For the full agenda of sessions and speakers, visit our website at www.nbaa.org/sdc/agenda.

OPENING GENERAL SESSION:

If You Can't Say Something Nice, What DO You Say?



Sarita Maybin, a dynamic author, communications expert and trainer, will navigate common communications challenges and help you begin to bridge communication gaps with your team.

Successfully Steer Your Way Through a Diverse Workplace

Discover the benefits, beyond the bottom line, of how a diverse workforce can enhance your organization. Develop a greater capacity to effectively interact with different generations in your work place and expand on your ability to work with team members and customers that may think, act and look differently from you, paving the way for a workplace that allows people to bring their "whole" selves to work.

Your Essential Role in Safety Culture Development

This session will merge academic concepts with statistical data to provide practical solutions on how schedulers and licensed dispatchers can reinforce safety through personal action.

Schedulers: Accidental to Influential

A panel of veteran scheduling professionals will share how they adapted their careers over the past few decades to changes in technology, equipment, regulations and leadership. Their lessons learned will provide you with tips to help "steer your career."

Weather and its Impact on Traffic: The National Airspace System (NAS)

Building upon your existing knowledge, learn how to proactively assess, communicate and respond to potential impacts to your operation. More than just a refresher, this session will equip you with the tools to educate your customers and potentially reduce operational delays.

Network with Your NBAA Regional Reps and Group Leaders

Are you interested in engaging more at a grassroots level or starting a new regional business aviation group within your local area, state, or region? The NBAA Regional Representatives will be hosting a meet & greet event during one of the exhibit hall afternoon breaks that is focused on scheduler and dispatcher regional engagement. An area will be set aside for you to find and meet your respective NBAA Regional Representative as well as learn about the existing regional business aviation groups in your area.

CAM Initial & Recurrent Points for Qualified Sessions

All sessions have been approved by the NBAA Certified Aviation Manager (CAM) Governing Board for attendees to earn a ¼ point per session and ½ point per 3-hour workshop towards the CAM initial application or recertification. All CAM-approved sessions have the CAM logo next to their description. Learn more about the CAM program at www.nbaa.org/cam.

NBAA SDC Training Initiative (CTI)

NBAA and the Schedulers & Dispatchers Committee will again offer opportunities for attendees at this conference to receive training acknowledgments. This year all sessions have been selected, with the exception of the Business Aviation Hot Topics Session. Attendees who want to receive training acknowledgment for attending one or more of these sessions will be checked into each individual session electronically and then sent a post-attendance session quiz to return. Successful completion of these tasks per session will result in the attendee being sent a training acknowledgment for those sessions.

SDC2017 ONCE AGAIN WILL HELP "PAY IT FORWARD"

SDC2016 broke more than attendance records... As part of the S&D Advisory Council's 7th Annual Pay It Forward Clothing Drive, attendees and exhibitors donated a record 4372 suits, dresses, shirts and other business attire for Dress for Success and Abe Brown Ministries in the Tampa, FL, area. Please help us set another record in the Ft. Worth-Dallas area this year. All SDC attendees and exhibitors are invited to bring pieces of clean ready-to-wear clothing and sample personal items to the conference. For more information, contact Debbi Laux at debbi.laux@MedAire.com or Mi Kosasa at mi@airservicehawaii.com.

SIGN UP TO VOLUNTEER PACKING "ANA'S BASKETS"

SDC2016 included many new features, most notably an increased focus on humanitarian efforts in support of the host city by holding a food packing event for Feeding America Tampa Bay. In total, 800 bags of food were packed and donated. This year we are asking volunteers to participate in packing "Ana's Baskets" – laundry baskets filled with household cleaning supplies – to benefit Safe Haven of Tarrant County, a non-profit organization that exists to end domestic violence through safety, support, prevention and social change. Please join us on **Tuesday, Feb. 7 any time between 2 – 4 p.m.** to help fill "Ana's Baskets" that will assist survivors in the beginning of a new life free of domestic violence.

LEARN MORE: www.nbaa.org/sdc/housing



DISCOVER FORT WORTH

Enjoy the City of Cowboys & Culture which has 7 primary entertainment districts each offering distinct dining, shopping, entertainment and cultural amenities. In only a few days you can enjoy a range of experiences – from NASCAR racing to rodeos, world-class museums to cowboy cuisine, boutique shopping to a Top 5 zoo, biking to horseback riding. With 1,850 flights daily, the DFW Airport serves as a gateway for visitors from around the globe, making it easy for you to conquer Fort Worth.

Hotel Reservations: Attendees are encouraged to find the most up-to-date information about hotel reservations at www.nbaa.org/sdc/hotel.



The NBAA Schedulers & Dispatchers Conference was **hands-down the best and most productive aviation event that we've had the pleasure of participating in.** For schedulers and dispatchers, attending this event is the equivalent of their annual recurrent training."

**JIM LARA, PRINCIPAL AND FOUNDER,
GREY STONE ADVISORS**



National Business Aviation Association
1200 G Street NW, Suite 1100
Washington, DC 20005

**MAKE PLANS TO ATTEND
THE 2017 NBAA SCHEDULERS &
DISPATCHERS CONFERENCE**

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**Check out this video
for an exciting look
ahead to SDC2017!**