

**MAKE PLANS TO JOIN US IN SAN ANTONIO.  
YOUR PEERS WILL BE AT SDC2019 – SHOULDN'T YOU?**

DEDICATED TO HELPING BUSINESS  
ACHIEVE ITS HIGHEST GOALS.



DATES

JAN 29 2019 → FEB 01 2019

DESTINATION

SAN ANTONIO, TX

→ 29.4206° N, 98.4840° W

**ATTENDEE BROCHURE**

**SCHEDULERS &  
DISPATCHERS  
CONFERENCE**



[www.nbaa.org/sdc/attend](http://www.nbaa.org/sdc/attend)



# PREPARE FOR TAKE-OFF AT SDC2019

Over 2,900 industry professionals will be meeting in San Antonio, TX for the 2019 Schedulers & Dispatchers Conference. This premier professional development event offers top-level education sessions, critical peer-to-peer networking with industry professionals, and an exhibit hall with hundreds of vendors and suppliers featuring products and services that will optimize your work.

Stay up-to-date on the latest operational information critical to your job function, discover new vendors and supplier in the growing exhibit hall, and network with your peers. Whether this is your first time joining us or your a seasoned SDC veteran you'll want to make plans to attend.

**DESTINATION:** SAN ANTONIO, TX

Henry B. Gonzalez Convention Center

01/29 – 02/01/19

**REGISTER BY JANUARY 8, 2019**

**FOR THE EARLY BIRD MEMBER PRICE OF \$1,095**

# SDC ATTENDANCE PROFILE



**2,900+ ATTENDEES**



**550+ EXHIBIT BOOTHS**



**50 U.S. STATES REPRESENTED**



**47 COUNTRIES IN ATTENDANCE**

## **TOP 5 ATTENDEE TITLES**

- » Flight Coordinator
- » Scheduler / Dispatcher
- » President / CEO
- » Manager
- » Pilot



## PRE-CONFERENCE PDP COURSES

Pre-conference Professional Development Program (PDP) Courses are held in the Henry B. Gonzalez Convention Center in San Antonio, TX. Additional payments are required for pre-conference courses, which include continental breakfast, breaks, lunch, and course material .

### **PDP COURSE: GA Dispatching – Filling in the Gaps**

**Monday, January 28 8:00 a.m. – 5:00 p.m.**

**Tuesday, January 29 8:00 a.m. – 5:00 p.m.**

**Presented by:** Phil Tyler, Scott International Procedures

**Registration fee:** Member: \$1,055; Non-Member: \$1,210

### **PDP COURSE: Strategic Leadership – How to Inspire, Influence and Achieve Results**

**Monday, January 28 8:00 a.m. – 5:00 p.m.**

**Presented by:** Jodie Brown, Summit Solutions, LLC

**Registration fee:** Member: \$655; Non-Member: \$810

### **PDP COURSE: Human Factors in Business Aviation**

**Tuesday, January 29 8:00 a.m. – 5:00 p.m.**

**Presented by:** Dudley Crosson, Delta P

**Registration fee:** Member: \$655; Non-Member: \$810

## SIGN UP TO VOLUNTEER

The Schedulers & Dispatchers Advisory Council will continue their annual Pay It Forward Clothing Drive where attendees and exhibitors are encouraged to donate suits, dresses, shirts and other business attire for local organizations. For more information, contact Debbi Laux at [debbi.laux@MedAire.com](mailto:debbi.laux@MedAire.com) or Mi Kosasa at [mi@airservicehawaii.com](mailto:mi@airservicehawaii.com).

# CONFERENCE AGENDA

This year's conference agenda was developed to help ignite your passion 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 SDC2019.

Visit [www.nbaa.org/sdc/agenda](http://www.nbaa.org/sdc/agenda) for the full agenda of sessions and speakers.



**NO PLANE NO GAIN: ADVOCATING FOR YOUR FLIGHT DEPARTMENT**



**DEVELOPING YOUR EMERGENCY RESPONSE TABLETOP**



**S&D BEST PRACTICES: TRICKS OF THE TRADE**



**TECH HAPPENS! RECOVERING FROM AOG**

## KEYNOTE SPEAKERS



### KAREN MCCULLOUGH

For the last 14 years, Karen has been developing creative solutions and implementing innovative methods for motivating people to embrace and thrive with change. You'll leave this keynote session with the tools to develop a "change mindset" that will enable you to access new ways of communicating with your team.



### LOUIE GRAVANCE

After fifteen years at Disney and acting as a service guru to dozens of major brands, Louie knows how to deliver world class customer service. This dynamic keynote speaker will leave you feeling energized and ready to take your customer service to the next level.

## CAM Initial & Recurrent Points for Qualified Sessions

Certain sessions have been approved by the NBAA Certified Aviation Manager (CAM) Governing Board for attendees to earn a ¼ point per session towards the CAM initial application or recertification. Learn more about the CAM program at [www.nbaa.org/cam](http://www.nbaa.org/cam).

## NBAA SDC Training Initiative (CTI)

NBAA and the Schedulers & Dispatchers Committee will again offer opportunities for attendees to receive training acknowledgements. For the latest information, check out the program agenda at [www.nbaa.org/sdc/attend](http://www.nbaa.org/sdc/attend).



# DISCOVER SAN ANTONIO

Extend your trip after SDC2019 and explore beautiful San Antonio, TX. Through preserving its past and persevering as one of the nation's largest cities, San Antonio has become one of America's most authentic destinations. There is something for everyone, whether it's enjoying the River Walk, or exploring charming vineyards in the rolling terrain of the Texas Hill Country bordering the city.

## RESERVE YOUR HOTEL EARLY TO SAVE

Attendees are strongly encouraged to reserve rooms through NBAA's discounted room blocks. Visit [www.nbaa.org/sdc/hotel](http://www.nbaa.org/sdc/hotel) for more information. Companies wishing to reserve a group block of more than 10 rooms are requested to coordinate their room reservations with NBAA's conference team at [conferenceteam@nbaa.org](mailto:conferenceteam@nbaa.org).

*Please note, when booking flights and hotels, that sessions will not end until 5:00 p.m. on Friday, Feb. 1, 2019.*