

NBAA Professional Development Program Courses

Our one-day courses earn NBAA PDP/SPDP (#*) credit and help prepare aviation managers and leaders for the CAM exam.

Who should Attend

Business aviation leaders and future leaders who want to build safe, customer-focused businesses and departments.

Leading with Vision *(L1)

Having a vision, mission and values statement creates a culture that supports direction.

What you will Cover

- Develop goals that align to corporate goals
- Align leadership strategies to establish clear role expectations

How you will Benefit

- Creates clarity for individuals and teams about "What am I supposed to do?"
- Align the workforce by communicating employees' roles within the department and corporation.
- Helps you articulate a clear mission to department personnel and company management to motivate and instill values.

Leading in the Right Direction *(L2)

Develop goals and strategies consistent with the flight department vision, mission and values.

What you will Cover

- Steps to develop and prioritize goals
- Communicating direction (goals) to build consensus and achieve buy-in

How you will Benefit

- Helps move as a team toward a common goal.
- Sets direction and performance expectations.
- Helps align departments relative to changing conditions and future needs.

Strategic Leadership: How to Influence and Achieve Results *(L3)

Serve as a role model and make sound decisions to achieve department goals and promote corporate objectives.

What you will Cover

- Learn effective tools for making decisions and then how to implement them within the department
- Understand ways to manage customer challenges and build team strategies for handling them

How you will benefit

- Understand the expectations of others when you transition to a management role
- Gain insight into your own leadership behavior and develop one that maintains a high degree of integrity and personal accountability.
- Use leadership to improve performance through motivation

When Leaders Talk: Mastering Communication Skills *(L4)

Learn leadership communication skills to increase productivity and enhance team performance.

What you will Cover

- Learn the appropriate presentation media and flight department software with which to present necessary reports.
- Learn how to quickly compose emails, reports and letters and check for top 10 grammatical errors.

How you will benefit

- Improve your ability to understand and confirm meanings and information via telephone, non-verbal and face-to-face interactions.
- Enhance your communication effectiveness in teams, committees, and small groups and learn how to confront disruptive and disrespectful behavior.
- Improve your power of persuasion by understanding the cognitive rationale and rules for presentation.

Building a High Performance Flight Department Team *(L5)

Aviation team leaders will look at individual and organizational behavior and techniques used to develop a high performance team.

What you will Cover

- Essential elements to develop a team of individuals to reach a common goal
- Methods to develop trust that enables creative conflict which will build commitment and accountability

How you will benefit

- Prioritize needs with continual change to promote a unified team environment.
- Employ efficient time management strategies to achieve department goals.

Credibility: Vital Communication Skills for Today's Aviation Leaders *(C5)

As a leader you must influence decision makers at every level, motivate employees, exercise influence during change and instill performance improvement.

What you will Cover

- Negotiate for win-win outcomes
- Handle problem personalities among department teams and small groups
- Deliver difficult communication to team members

How you will benefit

- Help improve department performance through effective communications
- Provide tactics and techniques to run an effective and efficient business meeting
- Create better dynamics for group discussions to produce more productive and creative solutions

Additional Professional Development Courses:

Human Factors

In 1999 the result of a technician's error almost caused two Boeing 747's to collide mid-air in China. An anti-collision system was installed incorrectly which caused one plane to think that it was 2,400 feet higher than it actually was.

This class increases the awareness of how human performance is both "cause and affect" in the chain of events and how Human Factors impacts error-free human performance.

What you will cover

- Examples of maintenance human error and describe probable causes
- The chain of events and possible safety nets
- Workplace norms, individual differences and team behavior
- Communication styles how they can affect human behavior (shift change)

How you will benefit

- Increase situation awareness
- Increase effective communication
- Increase safety and reduce human error and its impact on maintenance activities
- Enhance teamwork

Day 1

- Human Factors and MRM
- Human Errors and Human Factors
- Chain of Events and Safety Ropes
- Mental models, Individual Differences and Personal Power
- Norms of behavior, peer pressure and Locus of Control

Day 2

- Communication: connection and distraction
- Assertiveness not Aggressiveness
- Stress and Fatigue Management
- Task Interruption and complacency
- Situational Awareness
- Human Factors Initiatives & Resources

Building Your Aviation Business through the Relationship Sales Process

We learn that by contributing to our customers' success, we ensure our own.

Things to consider:

1. New Customers (totally new, older, lost and re-engaged) need "touch points" 9 times, on average, to become a customer.
2. Results-oriented training, for positive behavioral change, requires more than subject-matter exposure for one-day.
3. Performance improvement takes practice, measured performance and directed feedback and support.
4. The time and cost of your training should provide a return of your investment.

Summit Solutions provided a tiered-training approach that builds each course on the previous one to give you the performance results you want. Leadership and management coaching strengthens the learning process.

Relationship Sales Process Training (1 day each)

Level I Certification: Selling for Success

- Strategic Territory Mapping
- Sales process
- Questioning, listening and mirroring
- Value-statement selling
- Building the sales funnel

Level II Certification: Advanced Sales Techniques

- Deeper-level Probing and Questioning
- Solution Selling
- Engaging and building relationship
- Closing and Follow-up
- Web, materials, trade publications – match around sales cycle

Level III Certification: Master Level

- Coaching to Success
- Enhanced Listening (Feedback and Sales calls)
- Advanced Questioning and Closing skills
- Building Referrals

"Jodie took the time to develop a custom program that focused on our needs. Improvement in our employees' performance was very noticeable. "

Bob Basso, VP/HR, Dassault Falcon Jet

You've built your reputation on results; so have we.