

Leadership for Higher Standards

SAFETY STAND DOWN

2018

NORMALIZATION of EXCELLENCE





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- In aviation for over 40 years with A&P, IA, & Pilot
- Doctorate of Business Management
- Corporate operations, charter, management, FBO & manufacturing experience

Leadership for Higher Standards – Key Takeaways



- Simple leadership and management techniques can lead to higher standards.
- Build your self-esteem to become a better leader.
- Great image and perception is a leadership requirement.
- We must know exactly how to motivate others.
- Excellent communication skills are mandatory for leaders.

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Keep It Simple: Leadership for Higher Standards

Aviation Interpersonal Management (AIM)



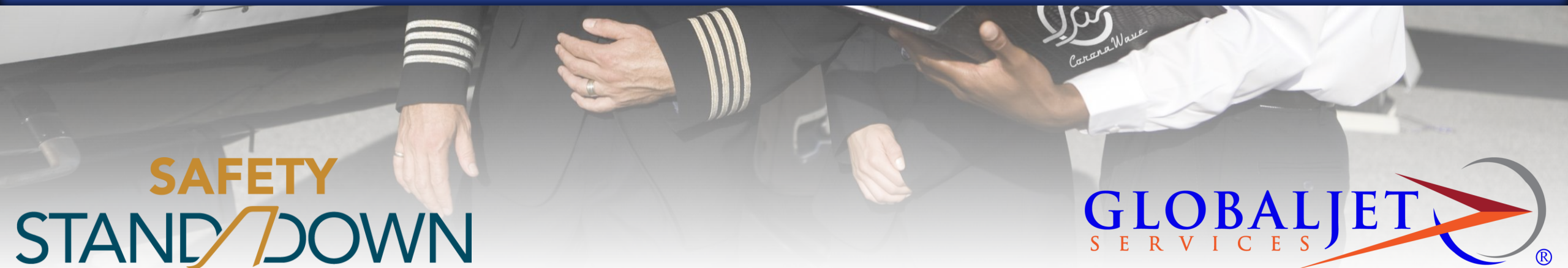
5-Day Course

Seminar Subjects

- Human Factors
- Leadership and Management
- Building Self-Esteem
- Image and Perception
- Motivating Others
- Communication



Human Factors



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What Is Human Factors ?

- How we, as individuals or a group, react and respond biologically, physiologically, and psychologically to the various internal and external influences we encounter everyday

IT IS ALL ABOUT PEOPLE

IT IS ALL ABOUT YOU!

How to Enhance Safety?

- Build a positive company culture
- Always be professional
- Enhance our soft skills
- Act and talk positively
- Be a leader





Leadership and Management

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Leadership
skills come
from our
HEART.



Management
skills come
from our
MIND.

Leadership Versus Management

- Leadership power promotes:
 - Vision
 - Creativity
 - Change
- Management power promotes:
 - Stability
 - Order
 - Problem-solving



Required Skills for Aviators

- Image and Perception
- Success
- Management Definition
- Building Self-Esteem
- Delegation
- Time Management and Organizational Skills
- Communication
- Motivating Others
- Building Teamwork
- Dealing with Conflicts
- Negotiation
- Leadership and Management
- Finance and Budget
- Hiring
- Performance Evaluations
- Discipline
- Managing Your Boss
- Superior Customer Service

24-7

■ **Work**

- Making an impact on peers, employees, bosses, and business associates

■ **Home**

- Making an impact on children, spouse, family members, and friends



A middle-aged man with grey hair, wearing a dark suit, light blue shirt, and striped tie, is looking upwards and to the right. The background is a blurred cityscape with tall buildings under a blue sky.

Building Self-Esteem

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Double punches in Aviation

**1st Punch:
Losing the
talent**

**2nd Punch:
Set them up
for failure**

Aviation Management Reality

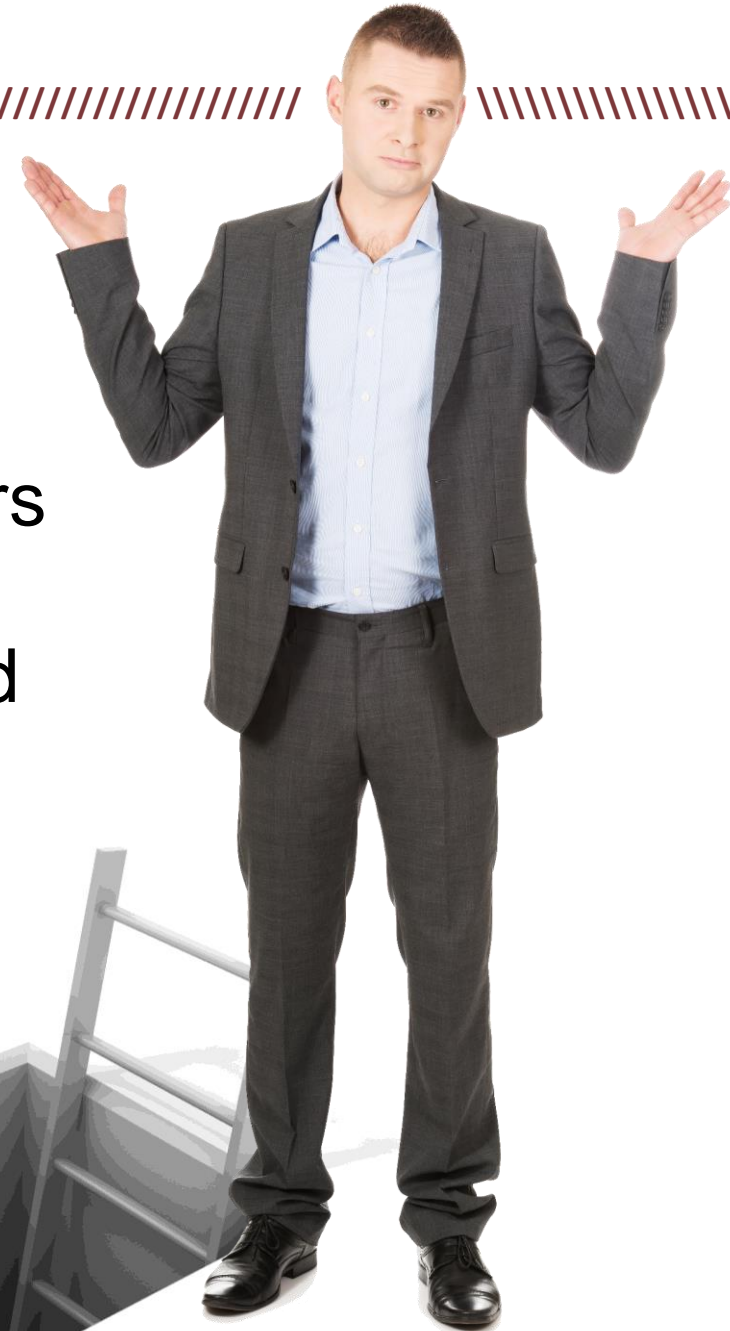
- Previous supervisors do not know how to show us
- Lack of schooling and training in management
- No previous experience being a manager
- Cannot delegate work or responsibilities
- Micro-management is very common
- Poor time manager
- Poor communicator
- Highly stressed
- Takes work home
- Lack of credentials



Can Aviators Become Great Leaders and Managers?

- Everyone can become great leaders and managers
- Leadership and management skills can be learned

*Note: Great leaders and managers
have high self-esteem*



Hiding Within Your Comfort Zone



Most people will hide behind the comfort zone

Enlarging Your Comfort Zone



Stepping out will enlarge the comfort zone a little at a time

Audience Introduction

- Please stand up
- Greet everyone near you
- Make positive comments



Qualities of a Leader

- High self-esteem
- Totally confident
- Like themselves





Image and Perception

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Technicians' Image and Perception

- No recognition or respect
- Low pay
- Double standards
- Pilots are bosses
- Not considered professionals
- Necessary evil
- Poor working conditions

Pilots' Image and Perception

- Highly skilled professionals
- Intelligent & well educated
- Poised & collective attitude
- Well paid
- Upper management
- Officers in military rankings
- Well dressed and clean cut



Why Image and Perception Is Critical



TECHNICIAN

- Messy uniform with name tag
- No gold bars or wing logo
- Unshaven face
- Disheveled look
- High school educated attitude

PILOT

- Starched shirt and uniform
- 4 gold bars with wing logo
- Clean-shaven face
- Distinguished look
- College educated attitude



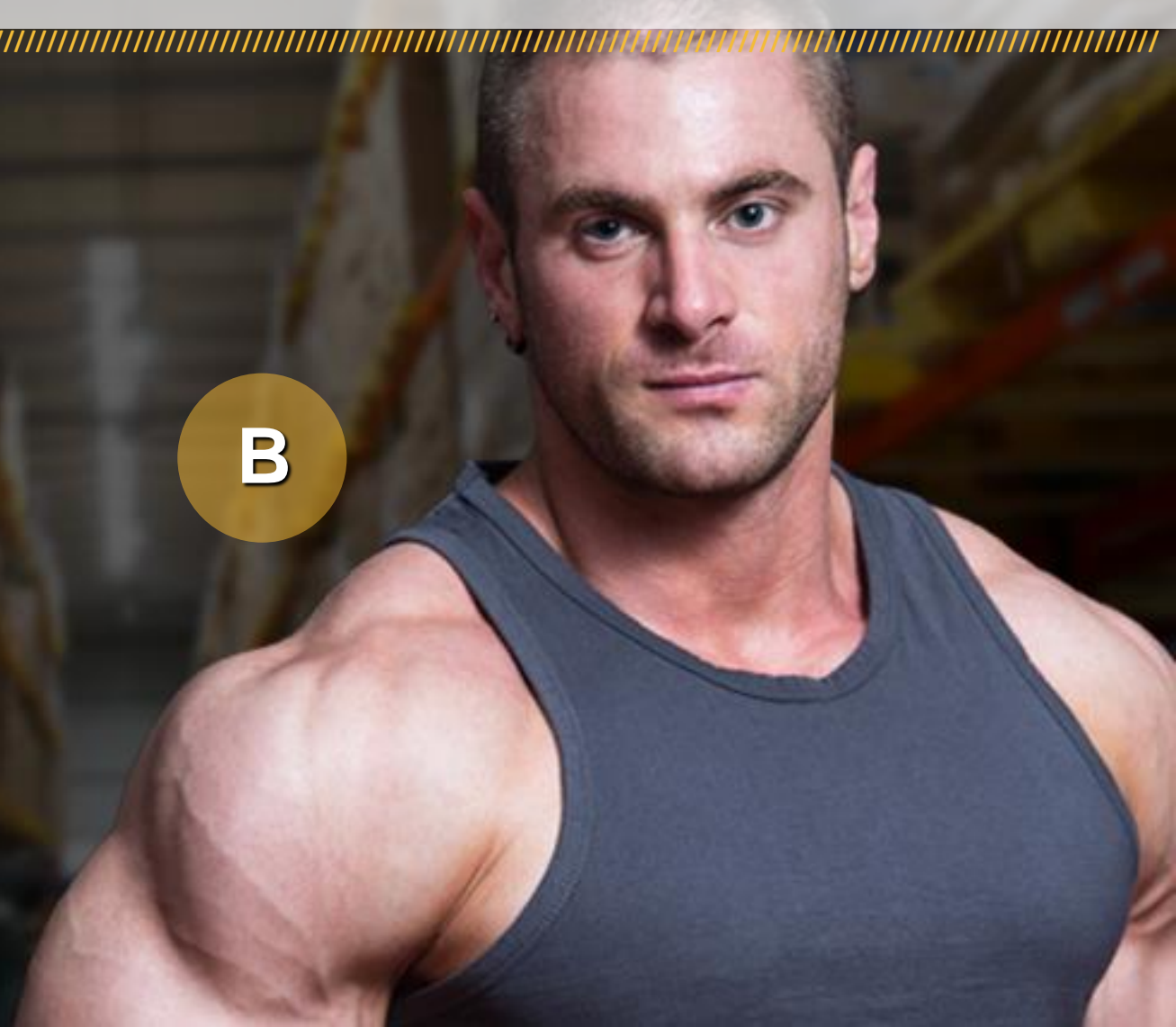
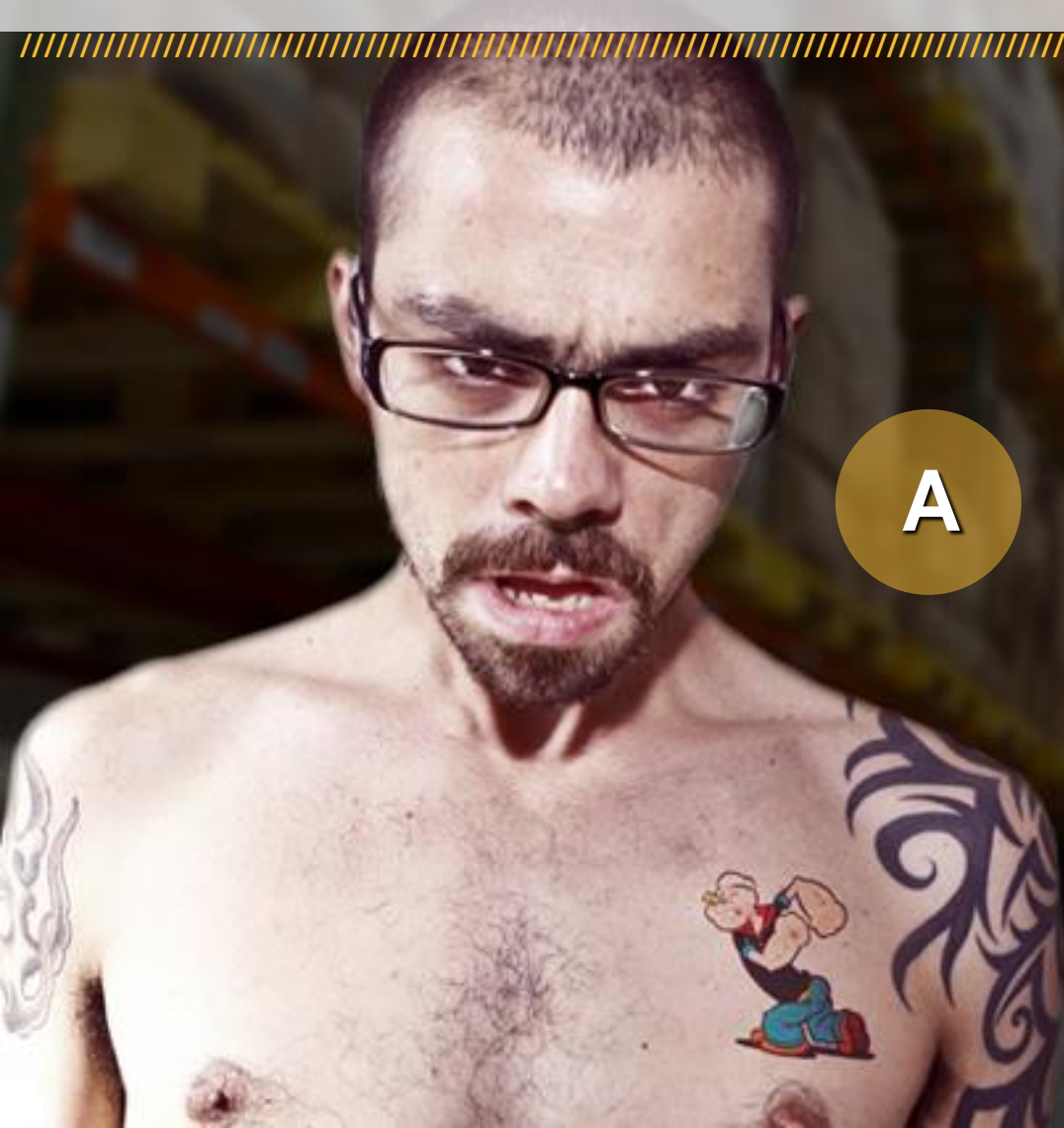
Our Minds Work Very Quickly

Two Memory Systems:

- **Fast System**
 - 10-50 milliseconds
- **Slow System**
 - 500-600 milliseconds



Which candidate will you hire as a warehouse worker?





Which candidate is a better customer service representative?

Which one is a pilot?

A

B

MAKE A

People make decisions based on:

- Actual said words: 7%
- Tone of voice: 38%
- Body language: 55%

Good

Average

Poor

FIRST Impression



Nonverbal Communication

- Two speaker demonstrations
- Pay attention to body movements





Speaker #1

Speaker #1





Speaker #2

Speaker #2





Motivating Others

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Motivation Self-Assessment Worksheet

	How supervisors think subordinates rated	How subordinates rated
Full appreciation of work done		1
Feeling of being included		2
Help with personal problems		3
Job security	2	
High salary or wages	1	
Interesting work		
Promotion in the company	3	
Personal loyalty of supervisor		
Clean working conditions		
Tactful discipline		

Managing Aviation Millennials

- No nights or weekends
- Instant gratification
- No set schedule
- Not dedicated



Baby Boomers

(Born 1946 – 1964)

- Value freedom of choice and expression
- Don't like authoritarian management
- Hard working
- Materialistic

Generation X

(Born 1965 – 1981)

- Don't value authority or experts
- Want flexibility
- Change careers readily
- Want leaders to be team members



Millennials

(Born 1982-1995)

- Grew up under structured parents
- Skeptical of power
- Want to work for themselves
- Want to be in charge without conforming to someone else

Tips for Managing Millennials

- Set clear standards and structure
- Millennials thrive on challenge and change
- Provide a life-work balanced workplace
- Provide a fun, employee-centered workplace



Simply Managing Millennials

- Managing Millennials is simple
- Remember the top three motivators
- Millennials are our future



A photograph of two men in business attire. The man on the left is wearing glasses and a suit, looking down at a document. The man on the right is also in a suit, looking at the same document. They are in an office setting with a window in the background.

Communication

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Communication Is a Problem When:

- We don't listen well
- Causes conflicts



Pre-Judging Is a Major Gap to Communication

- **Stop for a moment to consider your position**
 - Are you being selfish?
 - Are you interested in others?
 - Empathy?

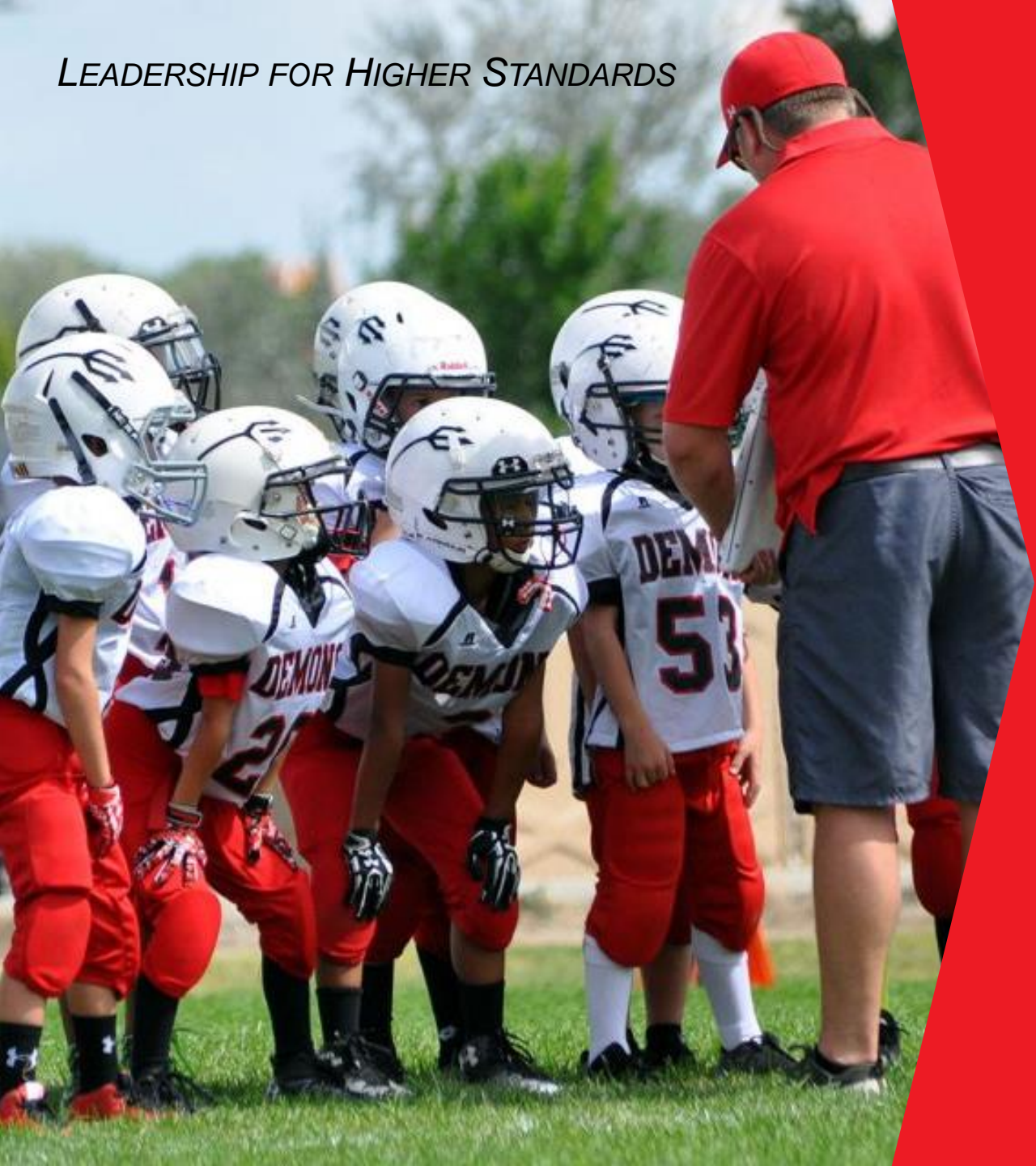




Leadership for Higher Standards

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How to Be a Good Coach

- Lead and manage
- Organize
- Motivate
- Communicate
- Set higher standards

LEADERSHIP FOR HIGHER STANDARDS

Miracle

- **1980 Olympic Hockey Team**



LEADERSHIP FOR HIGHER STANDARDS



YOU
ARE
SPECIAL

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THANK YOU

