



Managing Airports More Effectively Using Soft Non-Technical Skills

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2015 Airports Conference

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Openers ...

- Airport professionals need to learn increasingly complex, hard technical skills.
- Yet applying soft, nontechnical skills in managing operations and projects is as important. Need to learn and apply a toolkit of soft skills; and work on weakest skills.
- Projects: Preconditioned Air, EWR Airtrain, Phonecards & Internet Kiosks.
- **Find out what works for you.**

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Important soft skills

- Better writing, speaking & listening
- Making decisions
- Setting priorities & managing time
- Being effective at meetings
- Understanding yourself & others
- Working in teams

■ (continued)

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Important soft skills (continued)

- Negotiating
- Being more creative
- Ethics in the workplace
- Adapting to the workplace
- Dealing with stress & having fun
- Developing leadership skills
- Taking action!

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Pre-Conditioned Air (PCA) & 400Hz Groundpower



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EWR Airtrain



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EWR Airtrain clearances



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Phonecards



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Internet Kiosks at airports



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The Bottom Line for Airport Professionals

- Employers *expect* you to know the technical stuff.
- Your abilities in the soft nontechnical skills will be *discriminators* in getting hired, retained and promoted.

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Make yourself better every day!

Jeff Immelt – General Electric CEO:

All generations experience change.
You cannot predict the future, so don't
waste any time worrying about it.
The challenge you must accept, right now,
is to **make yourself better every day.**

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“In a peaceful world” ...

John Mellencamp, Brilliant Songwriter:

“It’s what you do,
not what you say.
If you’re not part of the future,
then get out of the way.”

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Be the **best** person
and airport professional
that you can be!



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*Stuff You Don't Learn in Engineering School:
Skills for Success in the Real World*
(Wiley-IEEE Press, 2004)