Openers ...

- Airport professionals need to learn increasingly complex, hard technical skills.
- Yet applying soft, non-technical 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.
Important soft skills

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

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!
Pre-Conditioned Air (PCA) & 400Hz Groundpower

EWR Airtrain
EWR Airtrain clearances

Phonecards

$10 Rechargeable Phone Card

International calling made easy
Internet Kiosks at airports

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.
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.

“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.”
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*  