Professionalism

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The Home Depot
Professionalism is: the pursuit of excellence through discipline, ethical behavior and continuous improvement.

Professionalism is about who we are and how we approach everything that we do.
Professionalism

What does this video have to do with Professionalism?

- **Professionalism is about who we are and how we approach everything that we do**
  - Our behaviors play a huge role
  - Professional Behaviors vs.
  - Un-Professional Behaviors

- **Professionalism is a cornerstone focus area of any Safety Management System where professional behaviors rule and safe actions become a byproduct**
Professionalism in Aviation

Agenda

• History of this initiative
• The Attributes/Characteristics of a Professional
• Why it is important
• How it applies to the Maintenance Function
• The Survey Says
• A Challenge For You!

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NTSB Places Professionalism on “Most Wanted” List

• Procedural Non-Compliance / Failure to Follow procedures
  – Cologan Air: Failure to follow sterile cockpit procedures
  – Northwest Pilots overfly: Failure to Follow procedures
  – Continental Flight 2574: H-Stab Screws left out of leading edge
  – Sundance Helicopter: Reuse of worn out hardware

• Media quick to jump on unprofessional acts
# Top Ten Areas of Significant Risk

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<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1.</td>
<td><strong>Professionalism</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
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<tr>
<td></td>
<td>Personal as well as organizational commitment to operational discipline, standards, and continuous improvement.</td>
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<td>2.</td>
<td><strong>Safety Culture</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
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<td>Entire organization is aligned to fully embrace a proactive safety mindset supported by a Just Culture that is evidenced by word and deed.</td>
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<td>3.</td>
<td><strong>Airmanship Skills</strong></td>
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<td>Meaningful training focused upon data-driven, prevalent risks is the most important risk mitigation tool.</td>
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<td>4.</td>
<td><strong>Light Business Airplane (LBA) Safety</strong></td>
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<td>More companies are utilizing light airplanes to sustain and grow business, often single-pilot and without the support of full-time aviation resources.</td>
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<td>5.</td>
<td><strong>Talent Pipeline</strong></td>
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<td>Attraction, developmental mentoring, and retention of new professionals who can safely maintain, service and fly business aviation into the future.</td>
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<td>6.</td>
<td><strong>Impact of Technology</strong></td>
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<td>The rate of technological developments and implementation has increased dramatically, challenging the ability to adapt or continue with obsolete systems.</td>
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<td>7.</td>
<td><strong>Public Policy</strong></td>
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<td>Legislative decisions and policy making at national, state and local levels are having detrimental impacts on safety.</td>
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<td>8.</td>
<td><strong>Airport Safety</strong></td>
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<td>Operators need to exercise increased vigilance while operating at unfamiliar and uncontrolled airports.</td>
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<td>9.</td>
<td><strong>Fatigue</strong></td>
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<td>In order to perform at their best, business aviation professionals must manage the onset of fatigue while working in a world of constantly changing schedules and demands.</td>
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<td>10.</td>
<td><strong>Task Saturation</strong></td>
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<td>Too much to do without enough time, tools or resources leads to the inability to focus on what really matters, often precluding appropriate assessment of risk as well as proper threat and error management.</td>
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NBAA Website

nbaa.org/professionalism

Professionalism is: the pursuit of excellence through discipline, ethical behavior and continuous improvement

NBAA Professionalism Links

What Does Professionalism Mean to Me?
Find out why professionalism in the flight department is important, review frequently asked questions and submit questions of your own. Review.

Personal and Organizational Professionalism
Learn the core competencies you need to provide the highest level of professionalism in your flight department, and perform a self assessment. Review.

World-Class Professionalism
Learn what other world-class flight departments are doing to focus on professionalism, and share your own journey. Review.

Articles and Resources Library
Access NBAA links to articles and online resources that can help advance your professionalism initiatives. Review.
Professionalism in Aviation

NBAA Foundations of Safety

- Risk Management
- Safety Leadership
- Professionalism
- Fitness for Duty
- Technical Excellence

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Attributes/Characteristics of a Professional

Integrity  Vocational Excellence  Industry Engagement
Professional Image
Professional Ethics  Honest  Trustworthy
Competent  Follows Procedures  Continuous Improvement
Team Player  Knowledge  Mentor
Positive Role Model  Steadfast  Selflessness

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Professionalism: Going Pro

Integrated Model of Professionalism

<table>
<thead>
<tr>
<th>Professional Competencies</th>
<th>Professionalism Levels</th>
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<tbody>
<tr>
<td>Selflessness</td>
<td>L III</td>
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<tr>
<td>Professional Image</td>
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<td>Professional Engagement</td>
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<td>Continuous Improvement</td>
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<tr>
<td>Professional Ethics</td>
<td>L II</td>
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<tr>
<td>Vocational Excellence</td>
<td>L I</td>
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Going Pro: Dr. Tony Kern
**Professionalism: Going Pro**

Integrated Model of Professionalism

<table>
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<tr>
<th>Professionalism</th>
<th>Description</th>
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<tbody>
<tr>
<td>Selflessness</td>
<td>Helping Others (mentoring, giving back, etc.)</td>
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<tr>
<td>Professional Image</td>
<td>Looking and Acting/Behaving the Part</td>
</tr>
<tr>
<td>Professional Engagement</td>
<td>Sharing and Learning with others</td>
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<tr>
<td>Continuous Improvement</td>
<td>Getting Better at Doing the Right Thing</td>
</tr>
<tr>
<td>Professional Ethics</td>
<td>Doing the Right Thing</td>
</tr>
<tr>
<td>Vocational Excellence</td>
<td>Doing the Right Things Right</td>
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*Going Pro: Dr. Tony Kern*
Professionalism: *Going Pro*
Integrated Model of Professionalism

- **Level I**
  - “Level I Professionals are little more than members of a profession. They are competent enough to earn a paycheck, but not necessarily compliant with all policies, procedures and regulatory guidance.”

- **Level II**
  - “Level II pros are also competent and more ethically sound. They are referred to as the compliers; they follow all of the rules, but never reach their full potential due in large part because there is no improvement process known or available to them. They tend to be stagnant professionals.”

- **Level III**
  - “Level III professionals embrace and continually improve across the six domains of professionalism.”
Professionalism: *Going Pro*

Integrated Model of Professionalism

- Selflessness
- Professional Image
- Professional Engagement
- Continuous Improvement
- Professional Ethics
- Vocational Excellence

Professional Levels:
- L I
- L II
- L III
Professionalism

Why is this Important?

• We cannot allow mediocrity to creep into aviation
  – Our actions today can have an immediate impact on safety
  – We can prevent high profile acts of unprofessionalism

• We are responsible for the future of our industry
  – Elevate our industry to attract the next generation aviation professional
  – We must define the “standard” of professionalism, then mentor to it

• We define the skill set required in the next generation aviation professionals
  – Enable them to survive the volatility of our industry (technology, economy, politics, ….)
  – Develop a pool of critical thinkers
Professionalism

How Does this Apply to the Maintenance Function?

- All of the attributes of Professionalism apply
- Roles don’t matter
- Professionalism is not about what you are, it's about who you are and how you approach everything that you do!
Professionalism

NextTech for NextGen builds upon Project Bootstrap

• Intended to promote global changes in the aviation maintenance profession
  – Sweeping technological changes in the design and operation of today’s aircraft
• NextTech for NextGen = Aviation Maintenance Technician (of the future)
  – Initiative to advance the training and certification standards for maintenance personnel servicing business aircraft
  – Raises the educational and professional bar for AMTs
  – Redefines training standards to better suit the requirements of business aviation
  – Enhance the skills and expectations of technically minded personnel entering the AMT profession
“Honesty & Integrity are not all that common these days”

“The shortage of good A&P’s is terrifying these days”

“We must attract the right people into the industry”

“. . . advancing as a technician means more than technical skills . . . learning other non-technical skills. It means growing professionally as well”

“. . . we must reach out and mentor (others)”
Professionalism

NextTech & Professionalism

• NextTech Initiative
  – Industry recognized levels/certifications
  – Founded in technical knowledge and capability
  – Focused on what you need to know

• Professionalism Initiative
  – Focused on behaviors & human factors
  – Professional Competencies
  – Focused on how we conduct ourselves

• Combined
  – Force to be reckoned with!!!
  – Opportunity for high level industry engagement!
  – Opportunity to participate at high levels in defining the future of our industry!

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Professionalism Survey

- Perceptions are Reality
- Audience Response System
Professionalism

The Challenge For You!

- Self-Assessment, Level I? Level II? Level III?
- Develop your own personal Continuous Improvement Plan
- Get engaged in our industry, you can make a difference
- Become a mentor!
- We play a crucial role in the future of our industry
- Go to [nbaa.org/professionalism](http://nbaa.org/professionalism) to learn more!

nbaa.org/professionalism
Professionalism in Aviation

*Professionalism is about who we are and how we approach everything that we do!*

Thank You!!!
DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.