



The NATA Safety 1<sup>st</sup> Management System (SMS) for Ground Operations will facilitate safety at your company. Many of the tools discussed in the eToolkit provide SMS and PLST participants with guidance to continuously assess and assist with safety processes and procedures.

The eToolkit supports NATA's Safety 1<sup>st</sup> Management System (SMS) for Ground Operations and NATA's Professional Line Service Training Program (PLST Online). This monthly newsletter highlights known and emerging trends, environmental and geographical matters, as well as advances in operational efficiency and safety.

## Qualities of a Good Manager

*By John Beth*

Below are six skills that are crucial for anyone who manages projects and people. Remarkably enough, five of the six are people skills.

- As a manager, it is important to ensure that your communication style is clear and effective. This can be done by using accurate words to express your thoughts and encouraging your staff to do the same. Excellent [communication skills](#) are at the root of effective management.
- Being assertive is a key skill for both managers and employees. It is important to be tactful and communicate your ideas with confidence and without hesitating whilst respecting the other person's viewpoint. The first step of being assertive is to be a clear communicator, but it also goes beyond this.
- Ultimately, business does come down to results, but there is still a component of interacting with individuals and building that rapport. Hence, another vital skill is the ability to connect with others and build a level of trust. Excellent managers are open, friendly, and easy going with others, especially their subordinates. They take an interest in others and interact in an informal, relaxed manner making it enjoyable for others to work with them.
- This is all about building a trustworthy relationship and it refers to the alignment of thoughts, words and actions. A manager with integrity is transparent - they say what they are thinking and follow it through with actions. If a manager has integrity, their employees and colleagues find it easier to trust their manager. Transparency amongst the team along with constructive attitudes and performance are then a by-product of the manager's integrity.
- This isn't referring to giving a speech in the front of a room. Instead, a more subtle approach is to understand other people's motivations and responding to them. A good manager will consider each employee individually and match their strengths with their tasks and compensation.
- A big part of a manager's role is putting together a puzzle. The puzzle pieces are people, tasks, goals and data. Putting all of this together involves creating strategies, distributing tasks, supervising the execution of it all and providing feedback. To succeed in these tasks, managers must be able to make first-rate decisions. This refers to thinking rationally, considering variables and creating a strategy accordingly. Without first-rate decision making, there will be unused puzzle pieces.

Judging by the six qualities listed above, it can be seen that achieving excellent management training requires a lot of work. In order to accomplish this, it is important for managers to first acknowledge the fact that there is always room for improvement and scope for self-growth.

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## Education Corner

### Are You Fully Utilizing PLST?

Almost everyone within our industry is familiar with the NATA Safety 1<sup>st</sup> PLST and its 8 Core modules and a significant number of companies use the PLST to train their line service technicians. But are those companies getting the most out of PLST that they can? One simple way to tell is to see if those companies are utilizing the PLST Trainers Guide. “Wait, there is a Trainers Guide with the PLST?” you ask, yes there is, and it is a great resource that can help you and your staff be better trainers and have a more effective training program.

To use the PLST Trainers Guide, first you have to know what is in it. The Trainers Guide consists of the following major chapters: Introduction, Training Guidance, Training Curriculum, and Appendices.

#### Introduction

What can you say more about a chapter titled “Introduction,” it is what it says it is, an introduction to NATA Safety 1<sup>st</sup> and the PLST. Where it can be valuable is in helping new trainers who may not have had experience with the PLST or Safety 1<sup>st</sup> understand what these programs are all about.

#### Training Guidance

This chapter really deals with being a better trainer. If your company is like many in the aviation industry, individuals are given the role of trainer because they are motivated and good at their jobs. However, does being good at fueling, towing and customer service guarantee that someone will be an outstanding trainer? Not always. The training guidance chapter provides information on the topics that will help any trainer be better at what they do. This section covers issues like the keys to successfully training, planning to train, and the various methods of training.

#### Training Curriculum

The Training Curriculum chapter is where the “rubber meets the road.” This chapter contains detailed information on the structure, components and content of the PLST program. This chapter references much of the material that is contained within the Training Guide’s appendices.

#### Appendices

As with any guidebook the appendices are where the real detailed information is. The Trainers Guide chapters provide the overview, process and general information that helps to make the detailed information in the appendix useful. The appendix contains:

- Module Instruction Plans – Detailed information regarding each PLST module including estimated instruction times, major topics and learning objectives as well as valuable outside resources and training aids that can be utilized to create a richer training experience
- Module Checklists – Comprehensive checklists that outline all of the topics that may need to be covered for each PLST module.
- Online Training Guidance – This guidance provides information specific to using the PLST online training and training management features.



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In addition to the items listed above the appendix contains various other forms and checklists that can be used to supplement your training program

The NATA Safety 1<sup>st</sup> PLST is a comprehensive and interactive training program that provides outstanding results in training line service technicians. However, by better understanding and utilizing the resources contained in the Trainer's Guide, you can take your training program to the next level in efficiency and results!

## Safety Corner

### Communicating the Hazards!

A key component of safety is knowing where the hazards are. This applies to companies as well as employees. Working on a ramp at an FBO or other ground handling facilities poses a lot of risk, and the key to managing those risks is knowing where the hazards are. The U.S. Occupational Safety & Health Administration (OSHA) has specific regulations regarding what a company must do to let their employees know where the dangers are regarding hazardous materials. This standard is known as the Hazard Communication Standard (HCS). The HCS is the regulation that requires employers to make items such as Material Safety Data Sheets (MSDS) available to employees.

In 2012, OSHA made significant changes to the HCS that will begin being implemented later this year and continue with additional implementation dates in 2014 and 2015. These changes include changing from MSDS to an internationally harmonized Safety Data Sheet (SDS). According to a [recent OSHA fact sheet](#) employers have until December 1, 2013 to train their employees on the new SDS and label requirements:

“The first compliance date of the revised HCS is December 1, 2013. By that time employers must have trained their workers on the new label elements and the SDS format. This training is needed early in the transition process since workers are already beginning to see the new labels and SDSs on the chemicals in their workplace. To ensure employees have the information they need to better protect themselves from chemical hazards in the workplace during the transition period, it is critical that employees understand the new label and SDS formats.”

### Become an NATA Safety 1<sup>st</sup> Ground Auditor!

FBOs are often subject to multiple audits every year from customers, fuel providers and even airports. As the industry-known leader in FBO safety and training programs our members asked NATA Safety 1<sup>st</sup> to develop a single audit standard for FBOs that would raise the standard of safety throughout the FBO industry and eliminate the need for multiple audits every year. The NATA Safety 1<sup>st</sup> Ground Audit Standard and Registry are the results of this process. Customers and vendors of an FBO listed on the Ground Audit Registry can be ensured that the company has truly taken the steps to put safety 1<sup>st</sup>. Listing on the NATA's Safety 1<sup>st</sup> Ground Audit registry requires the completion of either a self-certification audit or a third-party audit.

Individuals interested in becoming an accredited auditor, including self-certification auditor or third party auditor, must submit an application, meet the minimum requirements and complete a training program on the NATA Safety 1<sup>st</sup> Ground Audit Standards. [Click here for more information on becoming an Accredited Auditor.](#)



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## Members' Corner

### NATA Workers' Compensation Insurance Program™ = Savings and Payment Options

Time and money are of utmost importance to you as a business owner. Every day, you are pulled in many directions and have to make difficult decisions. As always, NATA is here to help, and we've made one of your tasks a little easier. This year, we introduced the new NATA Workers' Compensation Insurance Program™ designed with your special aviation business needs in mind. Whether you conduct air or ground operations, this new program features benefits for you.

Beacon Aviation Insurance Services administers the NATA Workers' Compensation Insurance Program™ and Companion Property & Casualty Group underwrites the program. A few of the most outstanding features of this program include Companion's most competitive prices for NATA members, the opportunity for NATA Safety 1st participants to receive preferential pricing (wherever it is permitted by state rules) and a no-interest payment option.

Since our members' Workers' Compensation Insurance programs renew throughout the year, NATA developed a "Steps to the NATA Workers' Compensation Insurance Program™" postcard as a reminder to ask your agent to obtain a quote for this program.

Your postcard is in the mail, but just in case your policy is up for renewal soon here are the steps to follow:

- 90 days prior to policy renewal - Contact your insurance agent and ask for a quote from the new NATA program.
- 60 days prior to policy renewal - Contact your insurance agent and ask if your information has been submitted to Beacon Aviation Insurance Services.
- 30 days prior to policy renewal - You should receive your quote from your agent outlining your savings from the NATA Workers' Compensation Insurance Program™.

What are you waiting for? NATA and Beacon have made obtaining a Workers' Compensation Insurance quote easy. Please ask your agent to contact Beacon Aviation Insurance Services through their dedicated line for NATA members, (941) 343-8943 or by email at [nata@beaconais.com](mailto:nata@beaconais.com). You may also visit <http://beaconais.com/NATA> for additional program details.

In addition to competitive pricing and payment options, this program provides industry leading customer service and general aviation specific loss control assistance as well as the features outlined below. NATA developed this program with the association's mission in mind, "empowering our members to be safe and successful aviation businesses." We will continue to provide time- and money-saving programs, while emphasizing industry safety best practices and making the programs easy to understand and administer.