



FOUNDED 1977

## PROFESSIONAL AIRWAYS SYSTEMS SPECIALISTS

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Sylvia Henderson, CEO of Springboard Training, facilitated four workshops for Professional Airways Systems Specialists (PASS) at our Chapter Summit in Phoenix, Arizona, from July 26 to 28. The Chapter Summit brought together PASS chapter presidents and leaders in order to focus on new and better ways to serve our members and provide these leaders with tools and skills to help them be more effective in their efforts. Sylvia facilitated the "Communication and Leadership: Skills & Resources for Chapter Leaders" workshop, an entertaining and instructional workshop aimed at supplying PASS members with methods for improving communication in their chapters and developing leadership skills.

Sylvia responded promptly to our needs throughout the planning, preparation and delivery processes. She performed additional research in order to educate herself on our organization and the specific needs of union members. Additionally, she created a section for the Chapter Summit handbook and worked with PASS staff in order to guarantee that the material related to other aspects of the meeting and was something PASS members would find useful in the future. Her contribution to the handbook illustrated her extra effort and dedication to ensuring she was delivering the right message to our members.

PASS members attending the Chapter Summit were impressed with Sylvia's interactive and engaging workshop. The majority of attendees rated her workshop as "Good" or "Excellent." In addition, Sylvia made an effort to interact with the members and learn more about PASS by attending evening events and engaging in informal conversations with members throughout the three-day conference. Comments we received back from members regarding Sylvia and her workshop include:

- "Excellent presentation and speaker on communication and leadership."
- "Good team-building session."
- "Workshop package contains lots of great information."

Sylvia's commitment to meeting our specific needs and learning about our organization and our members resulted in a focused workshop that emphasized communication and leadership skills and addressed PASS-specific issues. PASS recommends Sylvia and Springboard Training to other organizations for their events and educational needs.

Sincerely,

Tom Brantley  
PASS National President