



Regional Airline Association

**2011 HUMAN RESOURCES SEMINAR AGENDA (PUBLISHED JUNE 29, 2011)
WESTIN CANAL PLACE IN NEW ORLEANS, LA**

JULY 24 – 26

Note from RAA.

We are incredibly please to offer the 2011 Summer Seminar series featuring educational sessions designed to meet the needs of today's regional airline industry managers. With the assistance of key stakeholders from Air Transport Association, Atlantic Southeast Airlines, FAA, Ford & Harrison, MedAire, University of North Dakota, member airlines and our valued sponsors and exhibitors, we are proud to offer streams for HR, Inflight and Drug & Alcohol Testing professionals.

All seminar plenary sessions will be held on the 3rd floor of the fabulous Westin unless otherwise indicated on the agenda. Human Resources (HR) Seminar attendees are welcome to visit the Inflight Seminar at anytime. Sessions identified as "joint" will be listed on both agendas indicating that HR and Inflight Seminar attendees will be in the same room for that session. Dress for all sessions is business casual unless otherwise specified on the agenda.

SUNDAY

5:30 Welcome Reception (Westin, 11th floor)- Plimsoll Club- 11th Floor

Seminar attendees, speakers, sponsors and exhibitors will join RAA's staff at the Welcome Reception. Light hors d'oeuvres will be provided. Families and friends traveling with seminar attendees are welcome to join us.

Attendees can pick up their badges on the 11th floor at the Welcome Reception.

7:00 Dinner on Own

MONDAY

8:00 Continental Breakfast- River Room- 12th Floor

Sponsored by DataEdge

8:30 Session 1 - Welcome & Opening Comments- Ballroom I- 12th Floor

Attendees will have the opportunity to introduce themselves and share a few interesting facts about their organization.

Scott Foose, RAA

RAA Town Hall Meeting

Roger will update attendees on the state of the regional airline industry and RAA's top priorities for 2011 and beyond.

Roger Cohen, RAA

9:30 Session 2

Note: The subject of this session has not been announced.

10:00 Sponsor Introductions & Networking Break

Sponsored by DataEdge

10:30 Session 3 - Pilot Labor Supply Trends and Challenges

Panelist representing key segments of the industry will discuss the anticipated demand for pilots along with critical issues and challenges to attract and maintaining the professional pilot work force.

Pilot Labor Supply

Professor James Higgins, University of North Dakota

Major Airline Demand for Pilots

12:00 Working Lunch- Crescent Ballroom- 11th Floor

Sponsored by Wings Financial

Ways to Maximize your employees' financial benefits through Wings Financial.

Overview of value-add financial benefits/options to provide your employees including Financial First Aid, Budget Planning and Steps to Financial Success.

1:30 Session 4 – Effectively Managing Aggressive Behavior in the Workplace

Every employer has employees that make the workplace tense and stressful. They “fly off the handle”, yell at fellow employees, and basically have everyone around them walking on “pins and needles”. Employers need to manage these difficult employees before “difficult”, turns into “threatening” or worse, “violent”.

Chad Shultz, Ford & Harrison

3:00 Networking Break

Sponsored by FirstLab

3:15 Session 5 – Employment Law Jeopardy

The crack Human Resources team from Piedmont Airlines will interact with attendees to demonstrate how they turned management training into an effective and enjoyable training session for front line customer service managers.

Michelle Foose, Ann MacKay and Stephen Monserrate, Piedmont Airlines

5:15 Seminar Adjourns

Dinner on own

TUESDAY

Meetings continue in Ballroom I- 12th Floor

7:30 Coffee

Sponsored by National Aviation Academy

8:00 Session 6 – Employment Law Update

This session has been a keystone of the seminar for many years. A senior attorney from Ford & Harrison will provide timely updates concerning legal interpretations and labor trends that are critical to every HR manager in the dynamic regulatory environment.

- ✓ Recent DOL initiatives including plaintiff attorney referrals and worker iPhone apps.
- ✓ State and Federal RLA overtime exemptions.
- ✓ Forthcoming DOL regulations on FMLA crewmember amendments.
- ✓ ADA Amendments Act expansion of disability standards and ongoing challenges for employers.
- ✓ Recent EEOC initiatives such as systemic discrimination and more aggressive investigative strategies.
- ✓ Under-the-radar pitfalls of the Genetic Information Non-discrimination Act (GINA)

Sarah Wimberly, Ford & Harrison

9:30 Networking Break

10:00 Session 7 – Labor Law Update

This session will cover several timely issues of interest to industry HR managers including:

- ✓ Mergers and Acquisitions: A look at how they are impacting the industry, how they are executed with respect to DOJ approval, and the representation and contract issues they raise such as seniority integration and labor protective provisions.
- ✓ NMB Voting: An update on the NMB rule change including the status of the ATA lawsuit, U.S. House of Representatives investigation, and a look at representation

elections that have taken place since the rule change (carriers involved, what was the outcome and was it impacted by the rule change).

- ✓ Status of contract negotiations.
- ✓ Employee Grievances: Current trends & investigation methods when location is an issue.

Tom French, Ford & Harrison

RAA SUMMER SEMINARS

11:30 Session 8 – CHRC Audit Experiences

Attendees will have the opportunity to share and discuss their most recent audit experiences.

Liam Connolly, RAA

Note from RAA

Anti-Drug & Alcohol Misuse Seminar attendees are welcome to attend this session.

12:00 Lunch on Own

1:30 Session 9 - Labor Relations Management Training

(Joint Inflight & HR Seminar Session)

From the aircraft to the negotiating table: How to help your managers better understand that their actions can and usually do have a direct impact on the carrier's ability to successfully negotiate contracts with the union.

Sarah Wimberly and Tom French

2:30 Human Resources Seminar Adjourns