



# NEWS & VIEWS

Happy Holidays from IAWA!

DECEMBER 2008

VOLUME 8

## POINTS OF INTEREST:

- Chicago Conference Pictures
- Connie Glaser Q&A
- IAWA Surveys
- Check out our President's interview in Airport World!

EXPLORE IAWA ONLINE AT [www.iawa.org](http://www.iawa.org)

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## Chicago Conference: A Large Success!

A big THANK YOU to everyone who made IAWA's 20th Anniversary conference such a huge success. From the sponsors, speakers and panel participants to IAWA staff members Karen Griggs and Liz Haines, everyone's contributions were greatly appreciated! Special thanks to conference co-chairs Ann Field and Katherine Staton for a fantastic conference!



Please note that planning is under way for next year's conference in Brussels! Make sure you save the dates of October 14-15th. You won't want to miss it!

# Q&A with Connie Glaser

*GenderTalk Works* marks a culmination of the groundbreaking work Connie Glaser has been doing for over twenty years. A leading thinker on the role of Women's Leadership and Communications, Connie was a keynote speaker at the recent IAWA Conference in Chicago. We had a chance to catch up with Connie for an interview about her latest book.

For more information, please visit [www.connieglaser.com](http://www.connieglaser.com).



CONNIE GLASER

**Q: What is the main difference between the way men and women talk?**

A: Men tend to use conversation as a means to assert their opinion and negotiate -- and maintain status. Conversation is a medium for giving advice, directions and information. They tend to use short sentences and be very direct. For men, conversation is often perceived as a game of one-upmanship ... shoot, score, win.

For women, communication tends to be a more collaborative give-and-take exchange. They use conversation to establish rapport and connection with others, the subject of the conversation often being secondary to building the relationship. Women tend to use language to communicate feelings, as well as convey information.

**Q: You state in your book that women tend to use more qualifiers in their speech, i.e., "I might be wrong about this, but ..." or "I think." Explain the problems with this type of talk in the workplace.**

A: In the female culture, women often try to avoid coming across as too direct or boastful. Consequently, they tend to use qualifiers that play down their authority or status. Men will take these qualifiers literally and if a woman says, "This may be a stupid question, but ...," they'll assume a stupid ques-

tion is coming right up.

**Q: Another point you make in the book is that men can't take a hint. What are the potential problems with this trait?**

A: As women's language tends to be more indirect, a woman might say, "It's really hot in here," which translates into, "Turn down the thermostat." Women tend to be more intuitive and would typically understand the intent of the statement. Men tend to be more literal, and less likely to read between the lines. They probably think she's complaining about the room temperature.

**Q: How can women get out of the habit of apologizing excessively?**

A: When women say, "I'm sorry," they're often told, "Don't apologize; it's not your fault." But typically, they're not apologizing for having done something wrong, but rather feeling sorry that something happened. By all means, apologize if you've done something wrong. But women need to monitor themselves for constant apologies, as men perceive it as a sign of lacking confidence and competence.

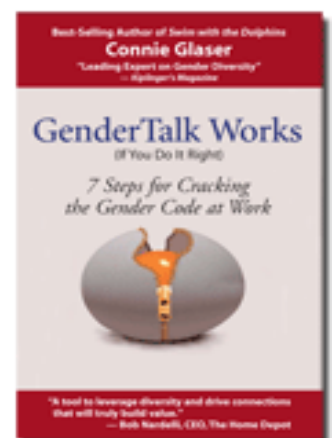
**Q: How can women learn to be better self-promoters?**

A: From kindergarten on, girls are taught that if they do a good job, they'll be recog-

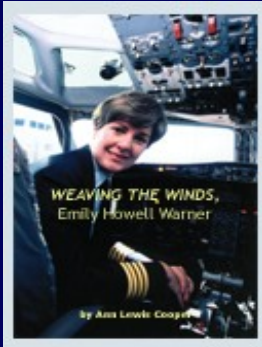
nized for their work and be promoted accordingly. Unfortunately, success in the business world doesn't work this way. The right people need to know about your accomplishments if you want get ahead. Women need to seek out visibility for themselves -- volunteer to make a presentation, write a press release about recent accomplishments, network with company influencers, and let key people know about your successes.

**Q: When speaking in terms of the workplace, whose communication style -- men's or women's -- is more powerful and more likely to ensure success? Why?**

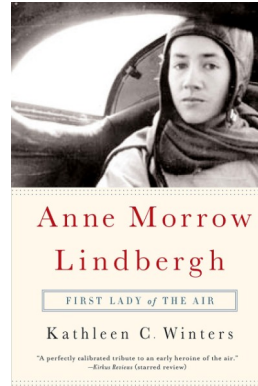
A: Both communication styles have their strengths. Men's directness can be a strength, but they need to be mindful of not coming across as too authoritative or not caring about others' opinions. Women's ability to build consensus and collaboration is definitely an asset, but they also need to feel confident in their ability to come across as assertive and decisive.



# Book Reviews



The Sixties were a catalyst for change. Science and technology developed mankind's first excursions to the moon while voices for civil rights and women's liberation clamored for an end to discrimination. For a young Denver flight instructor and chief pilot named **Emily Howell Warner**, three airlines chanced to be based in her hometown: United, Frontier and Continental. Emily was given the opportunity to teach hundreds of men to fly and to train as airline pilots. Yet, as a woman, Emily was denied the same career goals. With persistence, Emily managed to weave the winds of change, of chance, and of opportunity into a career as the first U.S. woman to fly as an airline pilot in the jet era. Don't miss this powerful story in *Weaving the Winds, Emily Howell Warner* by Ann Lewis Cooper. To order call 1.888.280.7715.



Few people know that Anne Morrow Lindbergh was an accomplished pilot and radio operator in her own right. A bright and adventurous woman, she helped pioneer air routes, flying in a small floatplane with her husband to five continents during the 1930s. She came to be adored by the American public and earned numerous awards for her skills aloft. In *Anne Morrow Lindbergh: First Lady of the Air*, author and pilot **Kathleen C. Winters** recreates the adventure and excitement of Anne's flights.

This revealing biography, which includes never-before-published details from the Lindbergh archives, also portrays the tumult and danger of aviation's Golden Age. Although the book focuses on Anne's flying career, the foundation of her later success as a writer, it covers her entire life. Anne later admitted that her years spent flying were her "most feminist period." The award-winning book received praise in national publications, among them newspapers and aviation magazines. *Anne Morrow Lindbergh* is available in hardcover and paperback at your local bookstore and online retailers, including amazon.com.

Kathleen has been a featured speaker at many venues and is at work on another aviation book. She lives in Minnesota. For more information visit her web site at <http://www.kathleenwinters.com>.

2009 Conference Update: The ABA Forum Air & Space Law one day conference will take place in Washington on Wednesday January 28, 2009. For registration, please check out [www.abanet.org/forums/airspace](http://www.abanet.org/forums/airspace).





# Getting to Know the IAWA Board



**SUSAN WALSH**

**Susan Walsh** is an IAWA Vice President Industry Liaison for Manufacturers. Susan is Pratt & Whitney's (P&W) principal representative in Washington, D.C. for its large commercial engine business, with primary responsibility for identifying to P&W management those U.S. and foreign government policies that have a direct or indirect impact on P&W's business activities and revenues, and securing an opportunity for P&W to provide input on such policies. Susan works closely with the Departments of Commerce, State and Transportation, the Federal

Aviation Administration, the U.S. Trade Representative's Office and the U.S. Export-Import Bank. She also works in cooperation with P&W's airline and airframe customers on issues of mutual interest. Susan joined P&W's Washington office in 1988, after spending eight years with the Aerospace Industries Association of America, Inc. (AIA). As manager, legislative affairs for AIA, Susan worked directly with the Association's vice president for legislative affairs to develop and implement an annual legislative work program on behalf of the AIA membership. Susan

received a bachelor of arts degree in political science from the State University of New York at Albany in 1976, and earned her master's degree in public administration in 1981 from American University in Washington, D.C. Susan is a member of the Aero Club of Washington. In 1989 she was appointed by the Secretary of Commerce and the U.S. Trade Representative to the Industry Trade Advisory Committee for Aerospace Equipment, which she chaired from 1995-1996, and currently serves as its vice chairman.



**ABBY BRIED**

**Abby Bried**, IAWA's Vice President Industry Liaison for Airlines and Airports is Managing Attorney, International at Continental Airlines where over the past fifteen years her responsibilities have primarily focused on the management of the company's international legal affairs for its operations covering more than fifty countries worldwide. Abby also represents Continental in international matters with ATA, IATA and ICAO. In addition to her international responsibilities, Abby is an advisor for Conti-

ental's Ethics & Compliance Program and responsible for privacy/information security law at Continental. Abby earned her juris doctorate degree from William Mitchell College of Law in 1993 and her B.A. from Southern Methodist University. For the last 9 years, she has served as an Officer and Board Member of the IAWA. She also serves as Vice-Chairman of Board for Reigns of Hope, a non-profit organization that provides therapeutic horseback riding opportunities for children and adults with disabilities.



# Members on the Move & in the News



**THEA CAPONE**

**Thea Capone** was recently appointed Chair of the Aviation and Space Law Committee of the Tort and Insurance Practice (TIPS) Section of the American Bar Association for 2008-2009. Thea is the Managing Partner of Baumeister & Samuels, P.C., a firm that specializes in representing victims and their families following an aviation crash. Baumeister & Samuels' team of experienced litigators and staff are dedicated to bringing exemplary legal services to their clients in a caring, supportive manner. Thea has been involved in every major commercial crash litigation in which the firm has represented clients over the last twenty years. She represented dozens of families whose loved ones perished during the September 11, 2001 terror attacks, and has worked with hundreds of families involved in general aviation accidents. She holds a J.D. from St. John's University School of Law and is a member of the American Association of Justice Aviation Section, the American Bar Association's Aviation & Space Law Committee, the Aviation Litigation Committee and the Women's Advocate Subcommittee; the New York State Bar Association Committee on Aviation Law, the Lawyer-Pilots Bar Association, and the Aeronautics Committee of the Association of the Bar of the City of New York.

Additionally, she has authored many papers and articles, and serves on the Board of Advisors of the Southern Methodist University Air Law Symposium.

**Meredith Siegfried** has been named Chief Operating Officer of the NORDAM Repair Group and will be responsible for its worldwide maintenance, repair and overhaul operations including NORDAM Europe Ltd., NORDAM Singapore Ltd., and NORDAM's Repair division in Tulsa. Previously she served as Vice President of Global Sales and North American Operations (MRO). Meredith joined NORDAM from Arthur Andersen's Global Corporate Finance division, where she was a Senior Consultant on mergers and acquisitions, seller services, and financial advisory. Meredith has held several domestic and international operating positions at NORDAM which used her extensive background in financial consulting and strategic planning. In addition to her leadership role at NORDAM, Meredith also serves on the boards of World Travel Services, LLC and the Oklahoma State Chamber; she is a member of the Young Presidents' Organization; and is Chairman of the Board of Trustees for the Tulsa Airport Authority.

IAWA members **Joanne Young, Nancy Young, Elizabeth Freidenberg** and **Alina Nassar** spoke at the ALTA's Aviation Law Americas Conference for Legal and Financial Issues Facing the Aviation Industry. The Conference was held last October 30-31 at the Doral Golf Resort & Spa in Miami, FL and gathered several recognized attorneys and professionals from the United States and Latin America involved in the aviation industry. Elizabeth opened the Conference with the panel that addressed "Legal Requirements and Implications Associated with an Accident Investigation – international requirements of an emergency plan, family assistance legislation, legal requirements for communicating with media and stakeholders". Joanne Young spoke on Airline Liability and whether the Montreal 99 Convention came to stay in the Latin American & Caribbean region. Alina explained how Taxes, Charges and Fees imposed by the authorities in Costa Rica affect the airlines' operations in this jurisdiction. Finally, Nancy led a very interesting discussion on environmental issues in the aviation industry, and the legal implications of the EU decision and other unilateral initiatives.



**ELIZABETH FREIDENBERG, ALINA NASSAR, JOANNE YOUNG AND NANCY YOUNG**



# New Members



JAN VONFLATERN

**Jan VonFlatern** has more than 30 years of experience in various aspects of aviation law. Following graduation from the Antioch University School of Law in 1976 and a year's clerkship for a trial judge in the Superior Court of the District of Columbia, Jan joined the United States Department of Justice under the Attorney General's Honors Law Graduate Program. For most of the next 11 years, she tried aviation accident cases in federal courts around the US, representing the United States Government and its air traffic control, weather analysis and forecasting and navigation aid maintenance functions. In 1985, she became Assistant Director for Aviation, supervising all DOJ lawyers specializing in this litigation. Recruited to join Piper Aircraft Corporation in 1988, Jan became General counsel of Piper at a time of serious crisis in the American general aviation industry, generated largely by an explosion of product liability costs. During her tenure, Jan led a successful effort to reduce Piper's liability costs by more than half, partly by implementing a "no unjustified settlements" philosophy. In 1991, she sojourned briefly outside the aviation industry, becoming Executive Vice President and General Counsel of a computer hardware repair and rebuild firm before joining

the law firm of Katten Muchin Zavis and Dombroff, and its successor, Dombroff and Gilmore, again practicing primarily in the field of aviation litigation. In 1998, Jan joined Airbus Americas where she is Senior Counsel, focusing on transactional and litigation matters. She is a member of the Bars of the District of Columbia and Florida and is certified for in house practice in the State of Virginia. She is admitted to practice before the trial or appellate courts of most Federal circuits. She is also a member of the American bar Association, the Association of Corporate Counsel and Women In Aviation International.

**Nicole Hoffman** is Senior Marketing Manager – New Engine Business (PurePower™ PW1000G) for Pratt & Whitney. She is responsible for developing messaging and strategy for PurePower PW1000G engine in the marketplace. Nicole is in charge of event planning for PurePower PW1000G engine and technology symposiums world wide and provides marketing support at air shows and aviation conferences. She holds her B.A. from Vanderbilt University and is currently pursuing her MBA from the University of Connecticut.

**Maria Boehne** is Director, Risk Management for Alaska Airlines. In that capacity, she is responsible for all aspects of the risk management programs for Alaska Airlines and Horizon Air Industries, which includes evaluating risk factors, contracts and insurance, as well as working with the emergency response planning department and other departments at both airlines on various risk management issues. She also manages and places the following insurance programs: Auto / General Liability, Aviation (Hull and Liability, Cargo, Financial & Executive Risk, Foreign liability, Property, Surety (bonds), Travel Accident and Workers' Compensation. Maria manages the internal risk management staff who oversee the litigation and claims for Alaska and Horizon and coordinates with both carriers on their Workers' Compensation insurance issues and needs including management of the biannual Workers' Compensation actuarial studies process with outside actuaries.



# New Members



**NANCY YOUNG**

**Nancy N. Young** is the Vice President of Environmental Affairs at the Air Transport Association of America, Inc. (ATA). In this capacity, Ms. Young directs ATA's environmental programs, represents the ATA airlines in international negotiations over new aircraft noise and emission standards and provides counsel to ATA and its members on other environmental issues of significance to the air transportation industry. Ms. Young returned to ATA in 2007 from the law firm of Beveridge & Diamond, P.C., where she was a principal/partner. Ms. Young had previously served as ATA's Associate General Counsel, Environmental and International Programs. As a principal at Beveridge & Diamond prior to joining ATA in 2000 and again from 2005-2007, Ms. Young worked extensively in the aviation and transportation areas and with a variety of other industries, providing comprehensive regulatory and litigation services with respect to a wide range of environmental media, including the climate change, hazardous and solid waste, spill prevention and management, air quality, noise and water quality areas. Ms. Young served as Co-Chair of the Firm's Climate Change and Waste Management and Recycling practices. Ms. Young is a graduate of The College of William and Mary in Virginia (B.A., 1986) and of Harvard Law School

(J.D., cum laude, 1990), where she served as Editor-in-Chief of the Harvard Journal on Legislation. She served as a Legislative Assistant to Congressman E. Thomas Coleman (MO) from 1986-87. Ms. Young is a member of the bar in Virginia and the District of Columbia. She is a member of the American Bar Association's Forum on Air and Space Law and participates in several of the working groups under the International Civil Aviation Organization's Committee on Aviation Environmental Protection.

**Liz Moscrop** is co author of "The 100 Greatest Women in Aviation" with partner Sanjay Rampal. Realizing there was a dearth of history books about female aviators, the pair decided to take matters into their own hands and found the hardest part of the project was choosing who to leave out from the many inspiring stories they discovered. Liz's own route into aviation was circuitous. She started out performing and running a comedy club in Liverpool, UK. She then moved to the British Broadcasting Corporation's (BBC) news and current affairs publicity department and was (un)fortunate enough to be the public relations gopher for the world's first big interview with HRH Princess Diana. Shortly afterwards she moved to Hong Kong and was allowed into the cockpit on the flight over (this was pre

9/11 of course) sparking a life long love affair with aviation and altering her career course forever. Now based in London, Liz earns her living writing about her favorite industry, and is a regular member of the Aerocomm team at air shows internationally, as business aviation editor for *Flight Daily News*. She writes for aeronautical publications all over the world and, along with her colleagues at fourforces.aero, she helps flight training schools, conference producers and other industry players.

**Pamela Liggett** is a Structured Settlement Specialist for Brant Hickey & Associates. Pamela is a seasoned professional with more than eighteen years of knowledge and expertise with the utilization of structured settlements as an effective tool in bridging the gap in order to effectively resolve litigation. She has managed multi-million dollar projects for victims of 9-11, as well as the Pan Am and Silk Airline cases.

**PLEASE SHARE WITH US ANY RELEVANT WORK NEWS OR UPDATE US ON CAREER CHANGES. EMAIL MYLENE SCHOLNICK at MScholnick@SkyWorksCapital.com.**



**LIZ MOSCROP**



# Year End Surveys

We need your help! Please take a moment and complete the following surveys. Your feedback is very important. You can fax completed surveys to Karen Griggs at 410.571.1780.

## Conference Survey

On a scale of 1-5 (5 being the highest) please rate the following. Feel free to comment on/explain your rating:

Conference hotel and amenities	1	2	3	4	5
Conference location	1	2	3	4	5
Dinners, keynote speakers and panel content	1	2	3	4	5

Comments:

## Newsletter Survey

What other topics /news would you find interesting for newsletter articles?

Does your business have a best practice when it comes to women and leadership?

Have you spearheaded any initiatives at your organization that promote women and/or issues that affect women in particular?

Can you recommend any books or articles concerning women in the aviation business?

Would you like to share your story about a rewarding mentoring relationship and how it helped you (or how you helped another) achieve certain goals?

Have you achieved board membership in the aviation industry and would you like to share your path in getting there?

Are there any publications / websites that you would recommend for breaking news and information concerning the aviation industry?



# The last word

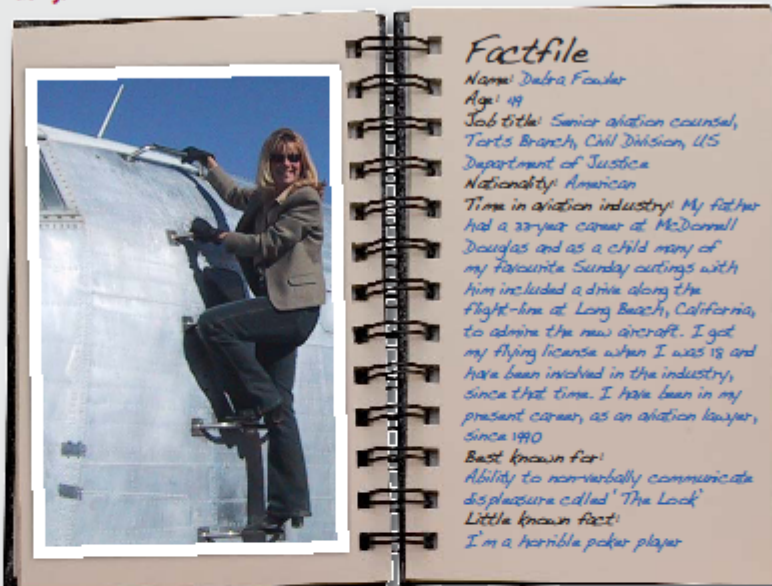
Debra Fowler of the International Aviation Women's Association (IAWA) speaks about the challenges facing the industry.

## Do challenges still exist for women in the aviation industry?

Yes, women face challenges in aviation, as they do in many industries. Recognising this, the International Aviation Women's Association (IAWA) was formed 20 years ago by a handful of women in the insurance and legal sectors of the industry, where they could share their ideas and experiences. It has grown steadily and today we have over 200 active members from countries all over the world, all executives in various aspects of the aviation industry.

## Why aren't there more female airport/airline CEOs?

While there is room for improvement, we are seeing more and more women in these positions. Colleen Barrett was president of Southwest Airlines before retiring last spring, Maria-Jose Hidalgo is CEO of Air Europa in Spain, Ragnilur Geirsdottir was CEO and Beti Ward is CEO of Pacific Air Cargo and Joan Sullivan-Garrett is CEO of MedAir. In other top positions, Laura Wright is CFO at Southwest Airlines, Julie Southern is CFO at Virgin Atlantic and Kathryn Mikellis is CFO at United Airlines. It was not so long ago that there was only one female airport director in the US but now there a number of women leading operations at major airports: Gina Marie Lindsey at Los Angeles, Krys Bart at Reno, Bonnie Allin at Tucson, Elaine Roberts at Columbus and Thela



**Boyers at San Diego, just to name a few. Rosie Andolino is leading a multi-billion dollar expansion project at Chicago O'Hare, Dora Kay is head of international marketing for the Airport Authority Hong Kong and recently completed a two-year term as the chairman of the International Air Cargo Association.**

## How does IAWA promote the advancement of women in the industry?

IAWA provides a forum for networking, substantive industry discussions and positive reinforcement to help women pursue opportunities. IAWA holds annual conferences all over the globe, which have been increasingly successful, delivering an excellent informational product to our

**delegates and tremendous networking opportunities, allowing attendees to renew old friendships and form new relationships. As part of our commitment to helping the next generation of women, we award four scholarships annually to outstanding women students in aviation programmes around the world and we continue to improve our website, publish monthly newsletters and hold regional gatherings.**

## How tough do you expect the next 12 months to be for the industry?

The industry has faced many challenges in the last decade but is resilient and exemplified by the pioneering spirit. Aviation is not just a profession, it is a passion, and IAWA brings

**women together to share the adventure. We celebrate with each other in the good times and we help each other through the challenges.**

## What needs to be done to eliminate/reduce the hassle factor of flying?

In my experience, the most frequent complaint travellers have, myself included, is that security procedures need to be streamlined and more consistent, something which the TSA is working on in the US. Air traffic control delays are also a factor and efforts are under way to modernise and streamline air traffic control systems. Elsewhere the FAA is working on the implementation of ADS-B (Automatic Dependent Surveillance-Broadcast). IAWA