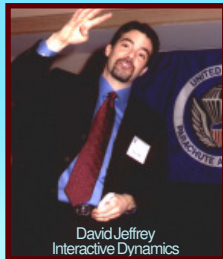


# Maximizing Airport Relations

## Specifically for Police and Public Safety

➔ On-Site Training Programs ➔



David Jeffrey  
Interactive Dynamics

*"Your workshops were well received and they more than accomplished the goals. We are already seeing positive change within the department and are confident in the long term benefits from the sessions."*

*Wayne Shank, A.A.E.  
Norfolk International*

*"Because of the quality of your programs, positive approach to training and your airport industry expertise, we have been able to provide a much more professional service to our customers. This has reduced the amount of time arpt management has had to spend dealing with unsatisfied customers.*

*Thanks again."  
Kelly Johnson, A.A.E.  
NWArkansas Regional*



*"Your sessions, with great energy and enthusiasm, have provided our officers with additional skills to interact more positively with the public. I highly recommend IDS to other airports and agencies."*

*Victor Williams  
Richmond International*

*"Thanks for a job "well done" with the Police Department personnel workshops. We have seen a pronounced turn-around in the treatment of our airport patrons."*

*Robert Mattingly, C.M., A.C.E.  
Sarasota Bradenton International*



Customized Training ➔ Facility Assessments ➔ Focus Groups  
Authority / Tenants / Police / Taxicabs / Custodial / Maintenance



**Interactive Dynamic Solutions, Inc.**  
Customized Training and Development  
828.586.0770 ➔ davidjeffrey@TeamIDS.com



## On-Site Customized Employee Training Sessions, Workshops, Presentations, etc.

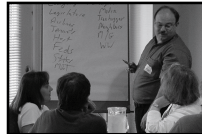
### Development Workshops

- Customer Service
- Leadership & Team Development
- Staff & Management Retreats
- Presentation & Communication Skills
- Valuing Diversity
- Vision Planning & Goal Setting
- Internal Focus Groups
- Custom Programs & Topics



### Conference Presentations

- "Managing By Exception"
- "Creating A Customer-Focused Culture"
- "Managing Generation X, Y and Today's Workforce"
- "Recruitment or Retention - What is Your Goal?"
- Customized Topics



- Airport Minority Advisory Council
- American Association of Airport Executives
- AmeriCorps
- Association of American Indian Physicians
- Baltimore/Washington International Airport
- Bell South
- Charlottesville-Albemarle Airport
- Columbia Metropolitan Airport
- Crisp Hughes Evans Accounting
- Dagger Canoe & Kayak
- Davies Ward & Beck Attorneys At Law
- First Union
- Fort Wayne International Airport
- G.E. Capital
- G.E. Medical
- GTE Wireless
- Greenville-Spartanburg International
- Gulfport-Biloxi International Airport
- Harrah's Entertainment/Cherokee Casino
- Hartsfield Atlanta International Airport
- Haywood Regional Medical Center
- McCarran International Airport
- MCI Call Center
- Missoula International Airport
- Morristown Municipal Airport
- Montgomery Watson Engineering
- Newport News/Williamsburg Int'l
- Norfolk International
- Northwest Arkansas Regional
- NOVA Information Systems
- Philip Morris
- Phoenix Sky Harbor International
- Pittsburgh International
- Port Authority of NY & NJ
- Port Columbus International
- Richmond International
- Roanoke Regional
- San Diego International
- San Jose International
- Sarasota Bradenton International
- Savannah-Hilton Head International
- South Bend Regional
- Southeast Chapter AAAE
- Southwest Chapter AAAE
- U.S. Department of Interior
- U.S. Environmental Protection Agency
- U.S. Indian Health Service
- U.S. Parachute Association



*Providing organizational development and customized training  
for workplace learning and performance improvement*

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