

Where do you go to find **KNOWLEDGE** ?



GLOBAL LEADERSHIP PROFESSIONAL PROGRAM

NBTA *foundation*
Education & Research for
Business Travel Professionals



Wharton
UNIVERSITY of PENNSYLVANIA

Global Leadership Professional

Master's Level Education for the Business Travel Industry

In continuing its mission of providing unparalleled educational opportunities for the business travel professional, the NBTA Foundation has partnered with The Wharton School to deliver the Global Leadership ProfessionalSM Program (GLP). The GLP Program is the only course for the travel management professional offered at the master's level. With the Foundation's financial support, travel professionals can participate in the GLP Program at a fraction of the cost of similar, top-tier management programs.

The focus of the GLP Program is strategic, using an interdisciplinary approach that addresses both the opportunities and challenges of conducting business in today's environment. The program aims to provide individuals with the keys to create value for corporations and customers, and to inspire professional achievement.

The following pages are just a sample of how the Global Leadership Professional Program has impacted NBTA members. More than 120 NBTA members have earned their Wharton Certificate of Professional Development through the GLP Program. We invite you to learn more about the GLP Program and the new GLP Designation on the web at www.nbtafoundation.org/education.



Pople often think that years of work experience give them the knowledge to conquer all tasks, to answer all questions and to solve all problems. An opportunity like the Wharton Global Leadership Professional Program comes along and individuals are given the chance to learn better ways to dissect problems, share ideas, test theories and analyze the steps necessary to achieve the absolute best solutions. The Wharton program makes you think; it encourages you to be creative; it requires you to be analytical; and, you better understand and appreciate the importance of listening to other people's points of view. If you want to be a better leader, if you want to improve your communication, teamwork and problem-solving skills...the Global Leadership Professional Program should be a "must" for your personal and professional growth plan.

Iwould like to say a personal thank you for the support and financial help of the NBTA Foundations donors. If it wasn't for the scholarship that I was fortunate enough to receive I would not have been able to participate in the Global Leadership Professional Program. I have been able to participate in two of the GLP sessions and have been amazed at the quality of the instruction and presentation of the material. I have gained new understanding, knowledge, and perspective in the areas that I have been privileged to be apart of. This has already been helpful to me in relating to my clients, my company and in understanding corporate focus and how it relates to the business community. This program is providing additional educational opportunities for personal and professional growth and development within our travel industry. It develops leaders and confidence and challenges us to broader perspectives. Because of the support I received from a scholarship, my company was more willing to support me both financially and in allowing me the time to participate. I am excited about this program and looking forward to continuing to grow through it. Thank you for your help in making this experience possible for me.



Kevin Maguire, CTE
GLP Certificate of Professional Development Recipient – 2004
Travel Manager for Intercollegiate Athletics
The University of Texas at Austin



Joan Wilbanks-Keeler
Area Manager, Business Travel Sales
Embassy Suites Outdoor World,
Embassy Suites Dallas-Frisco

The Wharton professors offer a superior level of subject matter expertise and teaching ability which has entirely exceeded my expectations. I don't believe that this quality of compact, fast-track continuing education is available for mid-and high-level managers anyplace else in the business travel industry. The topics covered and the specific case studies reviewed provide a high level macro view which impact my daily work on many and varied levels. Participating in the GLP Program has deepened my core business skills and encouraged me to think in new directions not previously explored. The course work will be beneficial to me whether I remain in the business travel industry for my entire career or choose a different direction sometime in the future. In the meantime, my current company will gain the benefit of the changes in my critical thinking and more visionary "big picture" skills.

Curt Mattos
Director, Travel Services
Charles Schwab and Company

The Global Leadership Program was a very rewarding experience for me. The program allowed me to develop my critical thinking skills and gave me the opportunity to look at programs and ideas in a new light.

The skills I developed in the Global Leadership Professional Program have been carried over to my personal and professional lives. The program gave me the credentials and the confidence to become a better leader within my company and has helped me help others in our organization, specifically on how they analyze and resolve certain challenges.

I am a believer in life-long learning and the Global Leadership Professional Program was an important step for me. I have encouraged others within our company as well as our local BTA chapter to pursue this program as well as the many other programs that the NBTA Foundation offers. Leading by example is very important to me... I hope by participating in this program, others will follow.

I was very fortunate to receive a scholarship for the Global Leadership Professional Program. Without the scholarship, I would not have been able to participate in this truly rewarding program. My sincere thanks to those companies who have contributed to the NBTA Foundation for you have indeed made a difference!



Doug Payne, CTE
GLP Certificate of Professional Development Recipient – 2006
Senior Vice President – Sales
The Travel Authority /
American Express

The GLP is an amazing program. It is dubbed a mini MBA for very good reason. With the knowledge I gained, I am now very comfortable speaking with my CFO, COO and CEO using terms and concepts familiar to them. Prior to going through the program, this was not always an easy task. I find I refer to the many discussions we had on a regular basis and I am a better business person because of this program. My deep gratitude to all the donors because as a recipient of a scholarship, without that support, my participation would not have been possible. Your generosity is sincerely appreciated every day.



Lynn C Brunner, CTC
GLP Certificate of Professional
Development Recipient – 2006
Director, Travel & Meetings
HCA Healthcare

My thanks to the NBTA Foundation donors for providing the funding for the Wharton School program. I thoroughly enjoyed attending the GLP class at NBTA. The instructor was excellent and he provided real life examples of the historical and current political climate in other countries and how this information related to the travel industry of today. It was a very interactive class with a truly global audience which provided for lively conversation and questions. Thanks again for providing the opportunity to attend the class.

Marilyn Booth
Global Travel Manager
Juniper Networks

The Global Leadership Professional Program at Wharton is the best education venue available to Travel Professionals and I highly recommend it to anyone interested. This program provides the rare opportunity to learn from Wharton Professors along side our industry leaders and truly educates us. My experience in the program is directly related to my ability to operate at a higher level at my company on a daily basis.

Carol Beaulieu
GLP Certificate of Professional Development Recipient – 2006
Travel Manager
Biogen Idec

I am the Travel Director for World Vision, a nonprofit relief organization. We have projects and offices in 125 countries. I have been participating in the Global Leadership Professional Program for several years now, and am very appreciative of the two scholarships I have received. World Vision has encouraged me to participate in the GLP and feels strongly as do I that the course content and especially the people contact provide valuable assets to us.



Jane Bankester
GLP Certificate of Professional
Development Recipient – 2006
Global Travel Director
World Vision

World Vision strives very hard to be good stewards of monies received and is one of the top U.S. companies to utilize gifts to the projects and people for whom they are intended. The generous scholarships I have received allow me to participate without needing to draw on World Vision resources. In the past two years, World Vision has embarked on an expansion of their Travel Department, consolidating travel and related expenses from what historically was a network of essentially independent departments around the world. The GLP has enabled me to increase my knowledge of managing global travel. The instructors are great and offer a wide range of travel and business expertise. And the others in the industry I have met and worked with in the GLP courses provide additional invaluable networking and experiences. I am a very enthusiastic supporter and am currently participating in the next phase, the GLP Designation. Thank you very much for your continued scholarship support.

Working together for the children.

The GLP has helped broaden my base of business knowledge, having never attended business school the program familiarized me with MBA level business principles that I encounter daily. It helped deepen my understanding of the reasons for so many decisions and has enabled me to respond more professionally.

Attendance in the GLP garners the respect of my peers and customers. It has helped me understand how to be a better leader. By improving my leadership skills, I have become a better leader of the teams in my company enabling our teams to optimize their performance.

Eve White
Vice President, Global Markets
HRG

For me the Global Leadership Professional Program was “a great MBA refresher”. I got my masters degree many years ago and it was great to work through some cases again, whether they were from a leadership, finance, or marketing perspective, to help me see my own business situations in a new and different light. I am especially proud that I received a certificate from such a prestigious school as Wharton and I am grateful to the leadership donors of the NBTA Foundation and for the support of my own company to make that happen.



Kathy Hanson
GLP Certificate of Professional Development Recipient – 2007
Manager - Business and Travel Services
The Lubrizol Corporation

I have received many benefits from my participation in the GLP Program. I think that the most notable one is that I have been able to learn from some of the best practice leaders in the industry. The depth of knowledge and the commitment from the Wharton School professors has been outstanding. The preparation of the curriculum has been very well thought out and extremely relevant to the travel management profession. I highly recommend this program to any one in the travel field wishing to expand on their knowledge of this very dynamic industry.



Gary Polito, CCTE
GLP Certificate of Professional Development Recipient – 2004
Manager, Corporate Travel
Bose Corporation

It's very important to be able to influence decisions that create value-added services for our companies. Having the GLP Designation and the associated skill-sets have enabled me to become more involved in corporate strategy for travel operations not only here in the U.S., but more and more for our international operations. It has garnered much more credibility to what I do.

The company benefits in the knowledge of the industry that I have from what I have learned in this program, my years of experience and the contacts and the support that I receive from Wharton, NBTA and other GLP participants.

A message of gratitude.

I was awarded a scholarship by the NBTA Foundation to attend a 2-day GLP session. That, in turn, served as the impetus for me to complete the program on my own. I can say, without hesitation, that the NBTA/Wharton experience was one of the very best I've had in my professional development. The quality of the education is unquestionable and the quality of the experience unparalleled.

For me, the “magic”, in the NBTA/Wharton experience lies in the synthesis of sharing classrooms, problem solving and networking with industry peers and partners that are outside the range of daily discourse. These situations nurtured both personal and professional kinships that are dynamic several years later.

To me, a statement is made about the heart and mind of an organization that supports member development...and those that don't! Time is precious and the choices we make that impact our success are critical. NBTA puts itself in front of the rest, in part, because of their statement.

The Wisconsin Chapter has had many scholarship recipients from the Foundation. The leadership of our chapter shares NBTA's heart and mind and provides annual scholarship opportunities for GLP, CCTE and other industry academic pursuits. This chapter support came directly out of the earlier experiences of Wisconsin members with NBTA programs....many of which came from the invitation that scholarship provided.

The value of any individual scholarship goes beyond what the person brings home. I've witnessed entire chapters change for the better. I've seen our industry mature beyond improvements of day-to-day best practices, to include creative achievement born out of the intellectual curiosity that academic pursuit fosters.

For your role in developing a healthy, creative and sustainable industry mentality, I thank you.

Peter Browne
GLP Certificate of Professional Development Recipient – 2005
President
Carey Limousine of Wisconsin

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BTA provides the most professional education and institutional knowledge for me to keep my meetings management and travel career intelligence current. NBTA and Wharton far surpass other associations' education offerings.

As I continue to increase my responsibilities at PricewaterhouseCoopers, I require continued education to help escalate my skills. I believe "The Truly Educated Never Graduate." I started out taking the Corporate Travel Expert course as a refresher. I want to complete both the CCTE and the GLP within the next year or so. As I'm fast-tracking my education with two programs concurrently, it is very costly. I'm thankful for the suppliers who donate funds so that I may continue on my quest. Business Travel News recognized me as the Meeting Practitioner of the Year in 2007. I must continue learning so that I may continue leading.

PricewaterhouseCoopers has recognized my ambition and continues to entrust me to lead the 50+ person Meeting and Event Services team. We spend millions of dollars in the hospitality industry each year with over 1,600 meetings annually. Knowing how much money we spend and the risks involved, I'm thankful that I can provide my NBTA/Wharton education-based knowledge to help PwC remain industry leaders. With NBTA as my co-pilot, we will soar.



Debi Scholar, CMP, CTE
Meeting & Event Services Director
PricewaterhouseCoopers

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The GLP Program has afforded me the education and opportunity to enhance certain leadership skills that I was lacking. I was able to apply this knowledge in addition to my development plan and was recently promoted due to my growth and knowledge.

My company's core value is Putting People First and it is a benefit for both me and CHG to have leadership personnel in Wharton programs. It carries a level of prestige and other employees and prospective employees want to work for a company that provides these opportunities.



Debbie Welder
GLP Certificate of Professional
Development Recipient – 2006
Director, Travel
CHG Companies

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The GLP Program has given me valuable training in general business principles that would have been difficult to receive without going back to school to get an MBA. My background in travel spans 25 years and includes agency, airline and GDS experience. My college degree was in the humanities and history. While I have a varied travel industry resume, I did not have any foundation in the business aspects of travel. As a corporate travel manager, the fundamental business principles taught in the GLP Program are very useful to me in my everyday work. Thanks to the GLP, I now have a better understanding of how companies are run, the challenges corporate leaders face, and how finance influences the travel industry. I am more prepared to speak intelligently to my corporation's upper management. My presentations to upper management are more geared toward the type of information that they need to understand with respect to travel. Thank you to the NBTA Foundation for creating the GLP Program and to the donors who support it.



Mark H. Ziegler, CCTE
GLP Certificate of Professional
Development Recipient – 2007
Corporate Travel Manager
Atmel Corporation

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The travel industry is an industry in constant motion. The NBTA Foundation's GLP Program has been an invaluable resource and opportunity for me in maintaining a competitive edge by providing relevant and applicable education combined with theoretical knowledge that I can use on a daily basis in my career.

The GLP Program has provided me with educational and networking opportunities to interact with industry peers to discuss key industry issues. The information and resources have assisted me in my career by giving me unique insights that enhance my experience and value to my company and to distinguish myself as a travel industry professional.

Within my company, I will be one of only a few individuals to have completed the GLP Program. The program will benefit the company in having an individual that has obtained insight and knowledge from the theoretical and practical framework with the resources of the NBTA Foundation that I can utilize in my daily work to enhance the success of my company.

Gary Murakami, CCTE, CTC
GLP Certificate of Professional Development Recipient – 2004
Director of Sales
The Ritz-Carlton, San Francisco

We hear a lot of conversation about thinking outside the box and leaving your comfort zone; the Global Leadership Professional Program provides the opportunity to do both and to stretch your capacity to learn and to migrate from the tactical to the strategic. What better place than the Wharton School to remove yourself from the ‘adult baby-sitting’ mindset into which we all get drawn.

I have wonderful memories of GLP. Thank you Wharton, Thank you NBTA, Thank you NBTA Foundation!

Tom McCabe
Director Global Travel / Meeting Services
PerkinElmer, Inc.

Iwant to thank the generous donors of the NBTA Foundation for their support. I personally know many of the scholarship recipients and what it has meant to them personally and professionally. Without your support, several would not have been able to take advantage of the wonderful opportunities the Global Leadership Professional Program offers. Many in our industry are facing budget cuts, finding the financial support for continuing education is becoming difficult. By removing the financial obstacle, you were able to contribute to our industry and the professional development of our members. Their dedication, creativity and continued development in an ever changing environment have brought growth and innovative ideas to our community.

Without the support of the NBTA Foundation donors, I would not have the luxury to say I was the proud recipient of a two-day GLP scholarship offered pre-NBTA annual conference for the last two years. Both sessions were most valuable in providing the educational tools to increase my knowledge on a much broader travel industry scale. Most noticeable is the fact that my senior management team recognized the value in this higher level of education due to NBTA’s affiliation with the Wharton School of the University of Pennsylvania, of which one of our senior staff is a past graduate.

Kathy Hall-Zientek
Manager, Travel Services
Moog Inc.



C. Maylena Burchfield, CCTE
GLP Certificate of Professional Development Recipient – 2007
Executive Director of Sales
ADTRAV Travel Management
GLP cert

My participation in the Global Leadership Program has given me an avenue of growth that would not have normally been available through other executive education programs. Grant Thornton recognizes continued education and professional growth. The quality of the GLP has been recognized and improved my reputation among the professionals in my firm. The affiliation with a premiere facility like Wharton assures that this program is much more than a series of “industry seminars.” What is most impressive about the level of education is that what is learned is actionable. I have taken back much of what I have learned in these classes and incorporated them into my department business plan as they corresponded closely to my firm’s overall objectives. The content is not only topical but timely and critical.

What has most influenced me as a result of the GLP is improving my managerial expertise in the areas of managing staff and strategy execution. Much of what I learned I incorporated immediately into improving relationships with my staff and turning ideas into action. As a result, I was recently promoted to Director and have been given approval to proceed with the GLP Designation Program.

Cheryl Geib
GLP Certificate of Professional Development Recipient – 2007
National Director of Travel & Meetings
Grant Thornton LLP

My name is Shannon Hart and I am the Business Travel Sales Manager at the Millennium Knickerbocker Hotel in Chicago. I would like to take the time to sincerely thank you for the opportunity you provided me with through the scholarships I received for the Global Leadership Professional Program.

The program so far has been an invaluable tool for me. It has provided me with knowledge on the major issues and dynamics affecting corporate enterprises as well as given me training in strategic thinking and management dynamics, which will help me to bring additional revenue to the Millennium Hotels through innovative techniques and approaches to the business model. As such, the scholarship for the Global Leadership Professional Program at The Wharton School has been, and I am sure will be, very helpful in the advancement of my career goals and will continue to assist with my objective of bringing value to my company through new ideas and initiatives.

I want to sincerely thank you once again for giving me this opportunity.



Shannon Hart
Business Travel Sales Manager
Millennium Knickerbocker Hotel

The Global Leadership Professional Designation Program has given me a chance to work on an industry project, Registered Traveler, which directly impacts my company, the Port of Portland, owners of Portland International Airport in Portland, Oregon.

Although our airport does not participate in Registered Traveler, I meet periodically with our Security Director to discuss industry changes. This is not something I would normally do in my role as Senior Manager of Air Service Development. I would say the program has given me confidence to approach other department leaders to exchange information. Saying the program is affiliated with NBTA and Wharton makes it easier to get these doors open.

As a result, my profile within the organization has increased. I have recently been given a special assignment to develop the Strategic Customer Service Plan for our airport, which has been rated Best U.S. Airport two years in a row by Conde Nast. I am confident the tools I have gained through NBTA's GLP have prepared me for this big challenge.

The generosity of our sponsors makes it possible for me to grow and participate in a quality education program that I would not have participated in otherwise.

A heartfelt thanks to our sponsors!

The professional level of instructors and highly relevant course materials have combined to create a learning experience that transcends most areas of my work. The atmosphere in the class provides for meaningful discussions, a feeling of camaraderie, and a forum for outside viewpoints that add to the experience. The subject matter has helped me see things in a bigger picture which ultimately helps me understand the work I do in a larger context.

Since beginning the course, I have received a promotion and taken on additional responsibility that encompasses a more strategic role within the marketing and distribution. The training I received with the GLP Program has been invaluable in helping me shape that new role.

David Kreindel
National Sales and Strategic Account Director
Choice Hotels International



Janie Pena Hansen
GLP Certificate of Professional
Development Recipient – 2006
Sr. Manager Air Service
Development
Portland International Airport

I find it hard to put onto paper how the GLP Program has helped me and my career. Let it suffice to say that this program has been worthwhile mainly due to the quality of the professors. The caliber of their teaching amazed me; some of the driest subjects were taught with panache and were made memorable. The topics covered, were made understandable and applicable to my everyday life.

The GLP classes have helped me move from a task-handler to a strategic thinker. By understanding how senior management looks at various functions, I am able to better prepare for them. Keep up the good work.

Mary Alice Hansen, CCTE
Associate Category Manager, Travel
Astellas US LLC

It never ceases to amaze me how often the key concepts and experiences from the NBTA Foundation GLP Program impact my role in the travel industry.

Whether it is the “Leadership Moment” concepts of Dr. Michael Useem or “Thinking Strategically” of Larry Hrebiniak, there is no doubt in my mind that the GLP program has changed the way I do business-for the better.

A second key benefit is the long-term business relationships that have resulted from participating in the program. Throughout GLP Programs and now the GLP Designation Program, I have had the privilege of working with some of the best business minds in the travel industry. The GLP Program has forged life-long beneficial career relationships with my colleagues from literally across the world. Time will continue to show how impactful and beneficial the GLP program has been. It is an investment that is so worthwhile.

During the GLP I learned how to efficiently handle difficult situations of the highest alert, to build up a team within a company to cater to and handle crisis or near crisis situations. Since the Wharton course I have restructured the company's organizational chart, changed top manager responsibilities and KPI. As a result it has helped me to focus more on strategic issues, company PR and development projects. We also started an educational program focused on high and middle class managers' leadership skills development.

Roman Gorokhov
Managing Partner, Director
Nicko Travel Group, Moscow, Russia



Fred Dallenbach
GLP Certificate of Professional
Development Recipient – 2005
Director, Business Development
Carlson Wagonlit Travel

Studying at Wharton has been a great experience for me, and without the Foundation's assistance, I would not be able to attend. While I have one more class to complete my GLP Certification, I have already been utilizing the knowledge I acquired and applying it to work.



Yasuo Sonada
Global Travel Manager
Spansion, LLC

The GLP experience has certainly met/exceeded my expectations. What a wonderful opportunity and environment to meet professionals from numerous industries who are also tied to my industry through "Travel Management". The Wharton Professors have been world class, the curriculum has been relevant and the facilities, particularly at Wharton itself, have been fantastic. The program has been extremely well organized by the NBTA Foundation.

It has been over 15 years since I completed my MBA. While my company is extremely good at training and providing access to educational opportunities, I find the GLP to be so special based on the high level of the individuals who have been selected by their companies to attend. The uniqueness and value of the program lies in our association with the NBTA- meaning that while we all represent different companies, different interests and different industries, there is the common thread of the Travel Industry that brings a unifying element into the program and the participants. This adds so much value to the courses in that there is always a tie back to my job and my company.

I would highly recommend the Global Leadership Professional Program to any Management/Executive level person who is interested in a challenging educational environment with some of the top professors in the world while sharing ideas/concepts/issues, etc. with other professionals associated with the Travel industry. What a truly unique and valuable experience. Lufthansa has certainly benefited from my participation in the program. Not only is my awareness of various issues heightened, I have made important industry contacts, I have learned new tool sets to help me address challenges in my job/industry and I certainly feel personally and professionally enriched through my participation.

J. Karl Lehman
Regional Sales Director- South Central USA
Lufthansa German Airlines

GLP to me means a bridge from a local understanding to the global perspective. Making successful business in Russia today requires a combination of the local and world bests. This is where participation in such a program as GLP becomes indispensable.

To many, "Russia" means "Challenge" and "Crisis". This is why I've done my best to use an opportunity to take two seminars, "Leading in Times of Challenge and Change" and "Crisis Management". And I'm looking forward to complete the program in 2008 through taking two more courses, one of those - a long-desired "Essentials of Management".

I feel I've become more confident in what I do after the seminars. One part of my job is dealing with emergencies, conflicts, and force majeure situations. Working in Russia, one should expect that to be a daily routine. After Wharton, whenever I face a situation like that, I feel I'm backed up by the solid knowledge provided by the GLP Program.

Nikolay Khomenko
Managing Director,
ATH business travel solutions, Moscow, Russia

The GLP Program opened my eyes to the big picture. I didn't understand marketing and finance as well as I should have and after Wharton I felt I had a real insight as to why JELD-WEN makes some of the decisions it does. It made me much more of a visionary.

We are a medium sized company headquartered in a small city and the programs have put me in touch with other colleagues in the Travel industry. This has given me the opportunity to hear about other programs and opportunities. The networking has been invaluable giving me colleagues to call and discuss issues and ideas with. Everyone I have met has been invaluable in my growth as a travel manager.

JELD-WEN has seen the benefits of my attending the GLP, by my improved negotiating skills, problem solving skills and contacts with both Direct and Allied members. We have saved money and continued to move our program to the next level with the training I have received.



Flodine Lee
GLP Certificate of Professional
Development Recipient – 2005
Corporate Travel Manager
JELD-WEN, inc.

I have had over the years the opportunity to attend many GLP classes in many different cities across the United States. And even though I had to travel from South America from each of the classes, I must say that every single class was really worth each of my trips.

I had the opportunity of getting access to knowledge that helped me perform much better at my workplace, but also had the opportunity of meeting industry colleagues from whom I not only learned a lot from sharing their experiences, but at the same time became friends.

I would like to take this moment to thank the donors of the NBTA Foundation who made this possible with their generous contributions over the years.



Sebastian Ruvira
GLP Certificate of Professional Development Recipient – 2005
Travel Manager
Claxson, Montevideo, Uruguay

The Global Leadership Professional Program was an excellent way for me to continue my higher education in an environment that was conducive to a full time executive. With the day to day demands of my job, travel, and family, it is almost impossible to dedicate time to continuing my education. The program allowed me to grow both professionally and personally, enhancing my business acumen, and giving me greater confidence when interacting with high level executives within my company and my customer base. My company has benefited from my improved ability to analyze business opportunities and effectively use a wide array of metrics to measure results. I believe it has helped my career by impressing upon my current direct reports and potential employers my commitment to the industry and to a more holistic understanding of the marketplace and economy.

Colleen Kempf
GLP Certificate of Professional Development Recipient – 2005
Global Director, Travel Industry Sales
Omni Hotels

The GLP changed the way I do business! I realized after a couple days in class that I was a very tactical manager, yet my company had hired me to be more strategic. The program gave me the tools to change the way I did business!

Suzanne Fletcher
GLP Certificate of Professional Development Recipient – 2006
Director of Travel Management
Concur Technologies

The NBTA Foundation GLP Program with Wharton provides thought-provoking educational course work aligned with today's dynamic business environment. It is important to understand this is not a program in Travel Management; it is a course in business and leadership. As I reflect over the last two years following my initial time with Wharton, I realize the impact this program has had on my personal and professional growth. Wharton taught me how to embrace and understand 'uncertainty'. Wharton taught me how to create opportunities in unlikely places. Wharton taught me to look out for the 'black gorilla'. Yes, the black gorilla is right in front of your eyes unbeknownst to most. Wharton taught me to understand the decision making process – how to frame issues and develop questions to achieve desired results. Wharton taught me scenario planning, how to climb a tree, peel an onion and choose wisely. Wharton taught me how to shape and adapt strategies; be willing and fearless in changing course quickly. Wharton taught me to always integrate finance and strategy. Wharton taught me various stages in value creation, leading with speed and speaking techniques.



Donna Kelliher
GLP Certificate of Professional Development Recipient – 2005
Director, Travel Services
Dominion

My lessons at Wharton had a lot to do with my most recent successes that led to being named Business Travel News 2007 Travel Manager of the Year, the recipient of Richmond International Airport's Navigator Award and recognition for my efforts at Dominion in the aftermath of Hurricane Katrina. My reflections highlight each session and how they have shaped my behavior in the way I manage, interact and lead others. I've intercepted a few gorillas, I've lead a team to navigate three hurricanes on two coasts simultaneously, I've lead Six Sigma project teams that uncover the unknown process defects and driven change in the most unlikely of places.

I thank the NBTA Foundation donors for providing this incredible opportunity to participate in this highly regarded and respected program at Wharton. This program has connected me with the brightest, most engaging travel management professionals from around the world. This is another story for which I am grateful.

The GLP Program is one of the best educational venues I've ever attended. I've had the opportunity to experience some very good graduate level instruction at my local university. However, I can honestly say the GLP Program incorporates some of the best interactive, informative, and engaging teaching I've ever been exposed to. The instructors are top notch and the material presented is pertinent and invaluable to seeing a larger picture concerning how travel management works within corporations. Because of these courses, I understand more about strategic planning and thinking and I have a clearer picture of how travel metrics affect sourcing decisions within my own company. It's a great program, in fact, I would go further and say it's the best program that NBTA has ever produced. The GLP classes provide a broad based view of how business works and why it works as it does – where else at NBTA can you find a source of knowledge such as this? Thank you to all of the NBTA Foundation donors for supporting this educational course work. Your contributions to the GLP Program are definitely appreciated!!!

Mark Johnson
Global Travel Manager
Textron, Inc.

Iwould like to thank the NBTA Foundation and all the leadership donors for the Global Leadership Professional Program. I, as well as many other RADIUS member travel management professionals who have gone through one or more of the programs, have benefited tremendously from the broader perspective that this level of continuing education provides. What we learned and practiced with Stuart Diamond in the Negotiating Skills course is applied daily in one part of my life or another, particularly in the workplace. At RADIUS, I negotiate better now with my TMC customers, with potential speakers for our conferences, and with internal departments on project prioritization and committee work. My position as a regional Vice President also involves lots of diplomacy as I and my colleagues help diverse travel companies work together for the common good of our mutual clients. The Strategic Global Thinking and Planning course in July 2007 was fascinating; Paul Tiffany is an amazing professor. In addition to dealing with expansion and diversification strategies for growth, this class reinforced how important it is to respect global differences, yet how to overcome them to achieve results.

Maura Allen
Vice President, North America and Shareholder Operations
RADIUS - the global travel company

The GLP has helped me evaluate things from a higher level perspective. It has enabled me to raise my business acumen and provided me with confidence in dealing with my customers and upper management within my organization. When we go through the annual planning process no other education program I have considered measures up to the GLP Program. I will be starting the GLP Designation Program at NBTA 2008 in Los Angeles and cannot wait to take it to the next level.



Linda Woo
GLP Certificate of Professional Development Recipient – 2004
Global Director of Business
Travel Sales
Omni Hotels

GLP takes CTE to the next level—the ability to see beyond the traditional Travel Manager role and reach into the boardroom with meaningful insight and knowledge. While it is always difficult to take time out of the office, this investment has a return to both the individual and the corporation they represent. As an experienced Travel Manager, the GLP Program widened my scope of expertise and brought me to a different level.

Dan Baillie, CTE
GLP Certificate of Professional Development Recipient – 2002
Key Account Manager, Travel and Fleet
Siemens Shared Service, LLC

Iwas honored to be selected as a candidate for the Global Leadership Professional Program. Several years after receiving my MBA in Marketing, I was seeking another master's level program that was directly related to my career field. The GLP was just the answer! The program provides me with the opportunity to learn from top-notch instructors and to network with others in my industry. This experience has been invaluable to me. The program has also assisted me with sharing my experiences and knowledge with others in my company - Northwest Airlines. While they are NBTA supporters, it has enhanced their interest in the educational programs, and also enhanced my ability to move forward in my career.



LaShawn Hampton
National Account Representative
Northwest Airlines

Certificate of Professional Development Recipients

2002–2007

Recipients of the Global Leadership Professional Certificate of Professional Development come from both the buyer and supplier communities of corporate travel. They represent one quarter of the Fortune Global 100 companies. And though most work for companies with very expansive and sophisticated training and educational programs, they choose the NBTA Foundation's Global Leadership Professional program to gain the knowledge, experience and skills needed to advance in the business travel industry.

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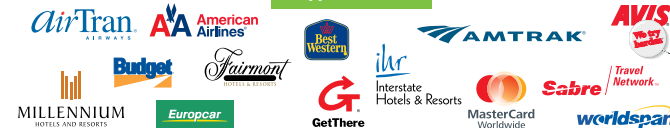
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