



# Emerging Leader Development Program

The Emerging Leader Development Program (ELDP) is a job rotational program that seeks to train and develop excellent Leaders for Southwest Airlines. Participants are placed anywhere in the Southwest system for on-the-job training in a Leadership role, as well as Leadership training at Headquarters in Dallas, Texas. Upon successful completion of the program, participants are placed in a Leadership role anywhere in the Southwest system, based on business need.

The ELDP Team is looking for individuals who have strong Leadership potential, as well as a desire to learn and grow as part of the Southwest Family. Participants should be willing and able to relocate anywhere in the Southwest system for the duration of the program, and again upon completion of the program.

## Rotations

Program participants will rotate through each Operational Leadership Role throughout the 18-month program. For each job role, participants will receive basic job training, supervisory training, and then work as a Supervisor in each area, Leading the Southwest Way.

### Potential Rotations Include:

- Customer Service Supervisor II
- Ramp Supervisor
- Provisioning Supervisor
- Customer Support & Services Supervisor

## Mentoring

Participants will have a Leader at their Station who will coach them throughout their time in the program. ELDP participants will also be paired with a current Leader at a different Station who will act as a mentor for the duration of the program.

Mentors will assist participants with any job-related questions, as well as follow up with Leadership goals and feedback.

## Southwest Culture

**Our Purpose:** Connect People to what's important in their lives through friendly, reliable, and low-cost air travel.

**Our Vision:** To become the World's Most Loved, Most Flown, and Most Profitable Airline.

### Live the Southwest Way

Warrior Spirit  
Servant's Heart  
Fun-LUVing Attitude

### Work the Southwest Way

Safety and Reliability  
Friendly Customer Service  
Low Cost

## Leadership Development

- Time with senior Leaders
- Leadership training classes
- Job shadowing
- Southwest Airlines department overviews
- Networking Opportunities
- Individual development & training plans
- Performance appraisals following each rotation

For questions about the program, please email [ELDP@wnco.com](mailto:ELDP@wnco.com).