Effective Management of Human Resources and Talent in Airport Operations Training Course



16 - 20 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #AIR5450_70754

Course Introduction / Overview:

The aviation industry, especially airport operations, faces a unique set of human resource management challenges, from stringent security regulations to a highly diverse workforce and rapid technological advancements. This training course provides a comprehensive overview of the principles and practices of modern human resource management, with a specific focus on the unique demands of an airport environment. It's a field where effective talent acquisition and management are not just about business success, but also about safety and security. We'll explore strategic workforce planning, talent development, and performance management, all tailored for the airport sector. A key focus will be on the strategic integration of HR functions to support overall airport objectives, an idea explored by academic authors like Stephen P. Robbins in his works on organizational behavior. This course is designed to help professionals at all levels understand and implement best practices in managing people, which is crucial for achieving a competitive advantage. At BIG BEN Training Center, we believe that the right human capital is the most valuable asset, and this program is built to help you cultivate that asset. The course also addresses contemporary issues like managing cultural diversity and implementing HR analytics to make data-driven decisions. Participants will learn how to align HR strategies with business goals, ensuring a skilled, motivated, and compliant workforce.

Target Audience / This Training Course is Suitable for:

- Human resources managers and specialists in the aviation industry.
- Airport operations managers and supervisors.
- Airline and ground handling staff leaders.
- Recruitment and talent acquisition professionals.
- Professionals responsible for training and development at airports.
- Managers and executives seek to understand strategic human resource management in the airport context.
- Government employees and regulatory compliance officers in the aviation sector.

Target Sectors and Industries:

- Airports and aviation authorities.
- Airlines and ground handling companies.
- Air cargo and logistics companies.
- Aviation security and safety agencies.
- Government agencies and regulatory bodies overseeing aviation.
- Retail and food and beverage operators within airports.
- Consulting firms specializing in the aviation sector.

Target Organizations Departments:

- Human Resources Department.
- Airport Operations Department.
- Security and Safety Department.
- Training and Development Department.
- Customer Service Department.
- Cargo and Logistics Department.
- Administration Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop effective strategies for recruiting and retaining talent in a highly competitive aviation market.
- Design and implement performance management systems that align with airport operational goals.
- Navigate complex labor laws and collective bargaining agreements specific to airport environments.
- Create and manage training programs to enhance employee skills and ensure compliance with regulatory standards.
- Utilize HR analytics to make informed, data-driven decisions about workforce planning and management.
- Foster a culture of safety and security through effective human resource practices.
- Manage a diverse, global workforce and address the unique challenges of multicultural teams.
- Implement succession planning to ensure leadership continuity and future readiness.

Course Methodology:

This course uses a highly interactive and practical methodology to ensure that participants not only learn the concepts but also apply them to real-world scenarios. We'll use case studies, group discussions, and role-playing exercises to simulate actual challenges in airport human resources. For example, participants might work through a case study on managing a labor dispute during a high-traffic holiday season or developing a new onboarding program for security personnel. The training will feature expert-led sessions where instructors share insights from their own experiences in the aviation sector. We also prioritize teamwork, with participants collaborating on projects to find solutions for common problems like staff turnover or low morale in a specific department. Throughout the week, there will be opportunities for feedback, allowing participants to get personalized guidance on their own professional challenges. Our goal at BIG BEN Training Center is to create a dynamic learning environment that encourages participation and equips you with practical skills you can use right away. We will also incorporate the latest research and best practices from the field of organizational psychology and human capital management.

Course Agenda (Course Units):

Unit One: Strategic Human Resource Management in the Aviation Industry.

- Understanding the unique challenges of airport HR.
- Aligning HR strategy with business objectives.
- Legal and regulatory frameworks in aviation HR.
- Developing a talent-centric culture.
- Workforce planning and forecasting for airports.
- The impact of technology on airport human resources.
- Global trends and their effect on airport workforce management.

Unit Two: Talent Acquisition and Employee Onboarding.

- Designing effective recruitment strategies for specialized roles.
- Candidate sourcing and screening in the aviation sector.
- Conducting behavioral interviews for critical positions.
- Background checks and security clearances.
- Creating a seamless onboarding experience.
- The role of branding in attracting talent.
- Overcoming recruitment challenges in a high-turnover environment.

Unit Three: Performance Management and Employee Relations.

- Establishing key performance indicators (KPIs) for airport staff.
- Conducting fair and effective performance appraisals.
- Providing constructive feedback and coaching.
- Managing employee grievances and disciplinary issues.
- Addressing labor relations and collective bargaining.
- Conflict resolution strategies for the workplace.
- Promoting a positive and healthy work environment.

Unit Four: Training, Development, and Compensation.

- Identifying training needs for various airport roles.
- Designing and implementing compliance training.
- Career development and succession planning.
- Creating a fair and competitive compensation structure.
- Employee benefits and wellness programs.
- Developing leadership skills within the organization.
- The importance of continuous professional development.

Unit Five: HR Analytics, Safety, and Emerging Trends.

- Using data to inform HR decisions.
- Key HR metrics for airports.
- Promoting a culture of safety through HR practices.
- Managing the impact of automation and AI on the workforce.
- Handling organizational change and restructuring.
- Future outlook for human resource management in the aviation industry.
- The role of human resources in crisis management and business continuity.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can strategic human resource management, focused on data-driven decision making, contribute to a more resilient and adaptable airport operation in the face of unforeseen global events?

What unique qualities does this course offer compared to other courses?

This course stands out because it's specifically designed for the aviation sector, offering a deep dive into the unique and often complex world of airport human resource management. We don't just cover general HR principles; we apply them directly to the realities of a 24/7 operational environment with a high degree of regulatory oversight. The curriculum integrates practical, real-world examples and case studies that are directly relevant to airport professionals, providing insights you won't find in a generic business management program. The focus on HR analytics is another key differentiator, providing participants with the skills to use data to solve problems and make strategic decisions. We also emphasize the crucial role of HR in maintaining safety and security, which is a top priority for any airport. By combining theoretical knowledge with hands-on practice, BIG BEN Training Center ensures that participants leave with the tools and confidence to lead their teams effectively and drive organizational success in this specialized field. It's a holistic approach that connects talent management directly to operational excellence, security, and profitability.