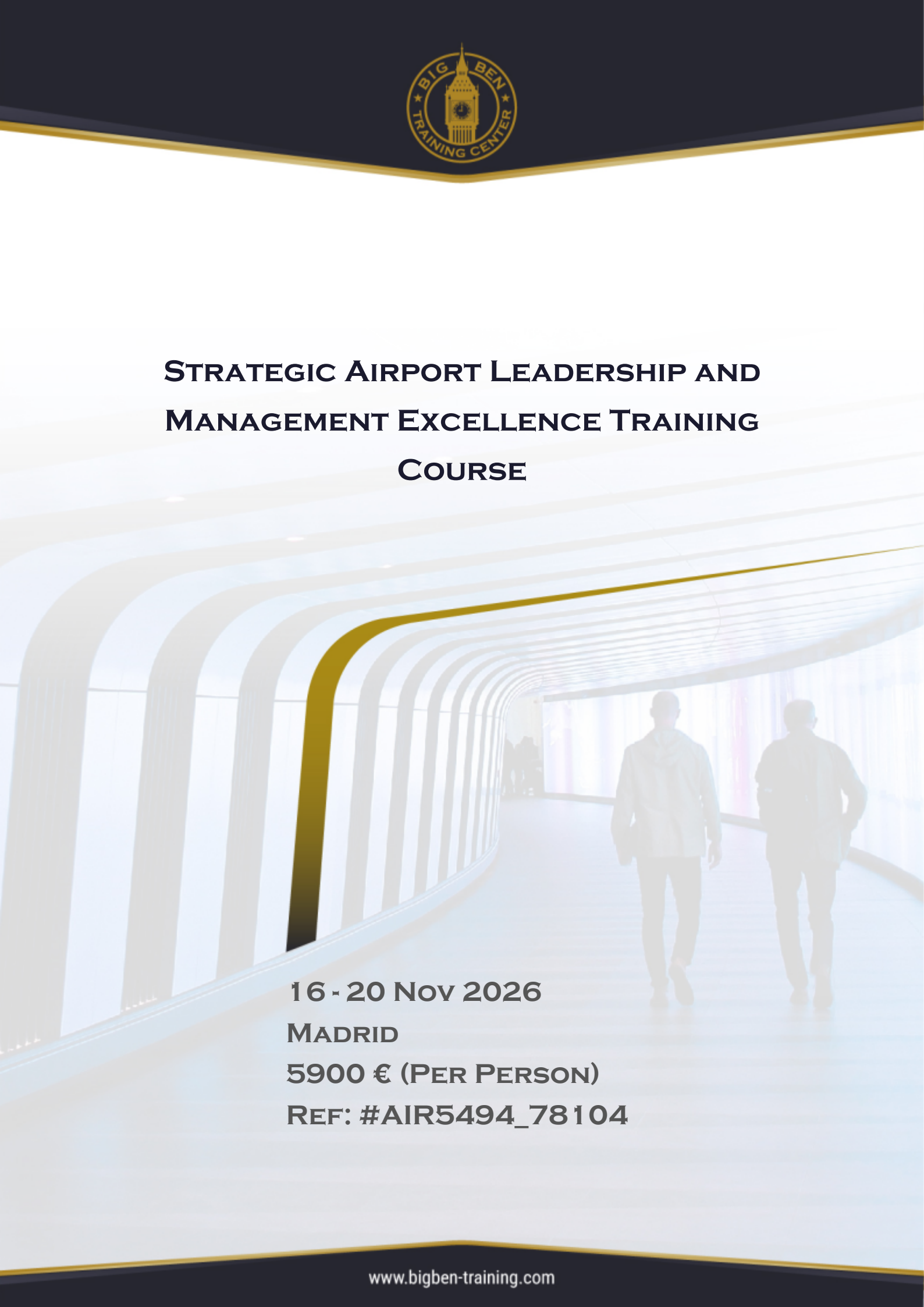
# Strategic Airport Leadership and Management Excellence Training Course



16 - 20 Nov 2026

Madrid

5900 € (Per Person)

Ref: #AIR5494_78104

## Course Introduction / Overview:

The global aviation landscape is undergoing a profound transformation, driven by technological innovation, shifting passenger expectations, and a heightened focus on sustainability and security. In this dynamic environment, effective leadership and strategic foresight are no longer optional but essential for survival and growth. This course is meticulously designed to equip current and aspiring airport executives with the advanced competencies required to navigate the complexities of modern airport management. Drawing upon established principles and forward-thinking strategies, the curriculum provides a comprehensive framework for strategic planning, operational excellence, and sustainable development. We will explore concepts discussed by leading authorities like Dr. Rigas Doganis in his seminal work, "The Airport Business," to understand the intricate balance between public service and commercial enterprise. BIG BEN Training Center has developed this program to bridge the gap between theoretical knowledge and practical application, ensuring participants can lead their organizations toward a prosperous and resilient future by mastering airport financial management, passenger experience strategy, and aviation crisis management. This training is an immersive journey into the core of strategic airport leadership, preparing you to make impactful decisions that will shape the future of air travel.

## Target Audience / This training course is suitable for:

- Airport Directors and General Managers.
- Heads of Airport Operations and Terminal Management.
- Strategic Planning and Business Development Managers.
- Airport Finance and Commercial Directors.
- Aviation Security and Safety Managers.
- Air Traffic Control and Airside Operations Supervisors.
- Aviation Consultants and Industry Analysts.
- Government Officials and Aviation Regulatory Body Representatives.
- Airline Executives involved in airport relations.

## Target Sectors and Industries:

- Aviation and Aerospace.
- Airports and Air Navigation Service Providers.
- Transportation and Logistics.
- Governmental Bodies and Civil Aviation Authorities.
- Tourism and Hospitality.
- Consulting and Professional Services.
- Infrastructure and Construction.
- Security and Defense.

## Target Organizations Departments:

- Executive Management and Leadership.
- Operations and Airside Management.
- Strategic Planning and Corporate Development.
- Finance and Commercial Departments.
- Security, Safety, and Emergency Response.
- Passenger Services and Customer Experience.
- Human Resources and Talent Development.
- Infrastructure and Engineering.
- Marketing and Communications.
- Information Technology.

## Course Offerings:

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

- Develop and implement a comprehensive airport strategic plan aligned with long-term goals.
- Master advanced financial management techniques for revenue diversification and profitability.
- Enhance airport operations through efficiency improvements and technology integration.
- Design and execute a superior passenger experience strategy to boost satisfaction and loyalty.
- Lead effectively during crises by implementing robust emergency response and business continuity plans.
- Integrate sustainable practices into airport operations and infrastructure development.
- Manage complex stakeholder relationships with airlines, regulators, and local communities.
- Analyze and leverage emerging aviation trends for competitive advantage.
- Foster a culture of safety, security, and continuous improvement within the organization.
- Evaluate airport performance using key metrics and data-driven decision-making.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and directly applicable to the professional challenges faced by airport leaders. We move beyond traditional lectures to create a dynamic learning environment that fosters critical thinking and collaborative problem-solving. The course heavily relies on the analysis of real-world case studies from airports around the globe, allowing participants to dissect successful strategies and learn from complex failures. Interactive group discussions, workshops, and simulation exercises will be used to explore topics such as aviation crisis management and stakeholder negotiations. Participants will work in teams on practical projects, culminating in the development of a strategic plan for a model airport, which they will present for peer and instructor feedback. Our expert facilitators guide each session, providing personalized coaching and ensuring that theoretical concepts are firmly linked to practical, on-the-ground realities. This blended approach ensures that participants not only acquire new knowledge but also develop the confidence and skills to implement what they have learned immediately upon returning to their organizations.

## Course Agenda (Course Units):

### Unit One: The Foundations of Strategic Airport Leadership

- The Global Aviation Ecosystem and Its Key Drivers.
- Leadership Theories and Their Application in the Airport Context.
- Understanding the Airport Business Model: Aeronautical vs. Non-Aeronautical Revenue.
- The International and National Regulatory Framework for Airports.
- Corporate Governance and Ethical Leadership in Airport Management.
- Analyzing the Airport's Competitive Landscape and Market Position.
- Introduction to Airport Master Planning Principles.

### Unit Two: Strategic Planning and Financial Acumen

- Developing a Vision, Mission, and Strategic Objectives for Your Airport.
- Conducting a Comprehensive SWOT and PESTLE Analysis.
- Airport Financial Management: Budgeting, Forecasting, and Capital Planning.
- Strategies for Maximizing Non-Aeronautical Revenue Streams.
- Airport Privatization Models: Pros, Cons, and Global Case Studies.
- Performance Measurement: Key Performance Indicators (KPIs) for Airport Success.
- Crafting and Communicating a Compelling Airport Strategic Plan.

### Unit Three: Operational Excellence and Passenger Centricity

- Optimizing Airside and Terminal Operations for Maximum Efficiency.
- Implementing an ICAO-Compliant Safety Management System (SMS).
- Advanced Airport Security Strategies and Threat Mitigation.
- Leveraging Technology and Digital Transformation for a Smart Airport.
- Designing and Managing a Seamless Passenger Journey from Curb to Gate.
- Customer Service Excellence and Building a Service-Oriented Culture.
- Managing Airport Infrastructure and Asset Lifecycle.

## Unit Four: Sustainability, Crisis Management, and Stakeholder Relations

- Developing and Implementing an Airport Sustainability and Environmental Plan.
- Aviation Crisis Management and Emergency Response Planning.
- Business Continuity and Operational Resilience Strategies.
- Effective Stakeholder Management: Airlines, Government, and Community Engagement.
- Public Relations and Communications in the Airport Environment.
- Labor Relations and Human Resource Management in Aviation.
- Airport Marketing and Air Service Development Strategies.

## Unit Five: The Future of Airports and Capstone Strategic Project

- Emerging Trends: Urban Air Mobility, Biometrics, and Artificial Intelligence.
- The Future of Air Cargo and Logistics at Airports.
- Leading Change and Fostering a Culture of Innovation.
- Capstone Project: Developing a Five-Year Strategic Plan for a Case-Study Airport.
- Presentation of Capstone Projects and Peer Review.
- Personal Leadership Development Plan and Action Planning.
- Course Review, Final Q&A, and Wrap-up Session.

# 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 airport leaders strategically balance the drive for commercial revenue growth with the increasing demands for environmental sustainability and a seamless, human-centric passenger experience?

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

This course distinguishes itself by offering a holistic and forward-looking perspective on airport leadership, moving beyond siloed operational training to integrate strategic planning, financial acumen, and future-readiness. Unlike programs that focus narrowly on a single aspect of airport management, we provide a comprehensive 360-degree view, connecting every decision back to the airport's overarching strategic vision. A key differentiator is our significant emphasis on contemporary challenges such as sustainability, digital transformation, and advanced crisis management, preparing leaders not just for today's environment but for the disruptions of tomorrow. The curriculum is deeply rooted in practical application, culminating in a capstone project where participants build a complete strategic plan, ensuring knowledge is translated into a tangible skill set. Furthermore, the course fosters a unique peer-learning environment, bringing together professionals from diverse aviation backgrounds to share insights and build a lasting network. At its core, this program is designed to cultivate strategic thinkers who can balance commercial imperatives with operational excellence and stakeholder responsibilities, a crucial competency for the next generation of airport executives.