Supervisory and Management Excellence in ATC Training Course



15 - 19 Nov 2026

Amman

3800 € (Per Person)

Ref: #AVI2201_219710

Course Introduction / Overview:

The field of Air Traffic Control (ATC) represents one of the most demanding and high-stakes operational environments in the world, where technical proficiency must be matched by exceptional leadership and management. This course is meticulously designed to bridge the critical gap between being an expert controller and an effective supervisor. It moves beyond procedural knowledge to cultivate the core competencies of modern aviation leadership. Drawing upon principles from seminal works in human factors, such as "An Introduction to Human Factors Engineering" by Christopher D. Wickens, the curriculum emphasizes the psychological and interpersonal skills necessary to lead teams under pressure. Participants will explore advanced concepts in team dynamics, stress management, and decision-making, ensuring they can foster a culture of safety and efficiency. BIG BEN Training Center has developed this program to equip current and future ATC leaders with the strategic vision and practical tools required to manage complex airspace systems, optimize team performance, and uphold the highest standards of aviation safety in an ever-evolving industry.

Target Audience / This training course is suitable for:

- Air Traffic Control Supervisors.
- Senior Air Traffic Controllers aspiring to leadership roles.
- Air Traffic Control Team Leaders and Watch Managers.
- ATC Operations Managers.
- ATC Training and Development Managers.
- Civil and Military Aviation Officers in supervisory positions.
- Airspace Management Specialists.

Target Sectors and Industries:

- Civil Aviation Authorities.
- Air Navigation Service Providers (ANSPs).
- International and Regional Airport Authorities.
- Military Air Traffic Control and Air Defense Operations.
- Government agencies responsible for aviation regulation and oversight.
- Private sector aviation service companies.
- Flight Information Service Providers.

Target Organizations Departments:

- Air Traffic Services and Operations.
- Airspace Management and Design.
- Aviation Safety and Quality Assurance.
- Training and Competency Development.
- Human Resources and Performance Management.
- Regulatory Compliance and Standards.
- Emergency Response and Crisis Management.

Course Offerings:

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

- Apply advanced leadership and management theories within the unique context of an ATC environment.
- Effectively manage team performance, provide constructive feedback, and resolve interpersonal conflicts.
- Implement robust strategies for managing stress and fatigue among air traffic control staff.
- Analyze and integrate human factors principles to enhance operational safety and efficiency.
- Lead comprehensive incident investigations and develop effective preventative measures.
- Master advanced communication techniques for clear and concise direction during routine and emergency situations.
- Utilize structured decision-making models to navigate complex and high-pressure operational scenarios.
- Develop and mentor junior controllers to foster a pipeline of future aviation leaders.
- Champion a positive safety culture in line with Safety Management Systems (SMS) principles.
- Manage operational change and the integration of new technologies within the control center.

Course Methodology:

The training methodology for this course is designed to be deeply immersive and highly interactive, moving beyond traditional lecture formats to ensure practical skill acquisition. BIG BEN Training Center believes that leadership in a high-stakes environment is learned through application, not just observation. The program is built around a core of real-world case studies, analyzing actual ATC incidents and management challenges to extract valuable lessons. Participants will engage in dynamic group discussions, collaborative problem-solving exercises, and sophisticated role-playing scenarios that simulate supervisory challenges, such as debriefing a critical incident or managing a difficult team member. These activities are facilitated by experienced instructors who provide personalized coaching and constructive feedback. The learning environment encourages peer-to-peer knowledge sharing, allowing participants to benefit from the diverse experiences within the group. This blended approach of theoretical instruction and hands-on practice ensures that participants leave with not only new knowledge but also the confidence to apply it effectively in their operational roles.

Course Agenda (Course Units):

Unit One: Foundations of ATC Supervision and Leadership

- The transition from controller to supervisor.
- Defining the roles and responsibilities of an ATC supervisor.
- Exploring different leadership styles and their application in ATC.
- Understanding the international regulatory framework for ATC management.
- Principles of effective communication for leaders.
- Setting clear performance expectations and team objectives.
- Ethical considerations and professional conduct in supervision.

Unit Two: Managing Human Factors and Team Performance

- Advanced principles of human factors in air traffic control.
- Strategies for managing stress, workload, and fatigue in teams.
- Building and leading high-performance ATC teams.
- Conducting effective performance monitoring and appraisals.
- Techniques for providing constructive feedback and coaching.
- Managing team dynamics and fostering a collaborative culture.
- Developing communication protocols for high-stress situations.

Unit Three: Operational Management and Decision Making

- Daily operational planning and resource allocation.
- Techniques for managing air traffic flow and sector capacity.
- Structured models for operational decision-making under pressure.
- Conflict resolution strategies for operational disagreements.
- Integrating new technologies and procedures into the workflow.
- Effective briefing and debriefing techniques.
- Ensuring procedural compliance and quality assurance.

Unit Four: Safety Management Systems (SMS) and Incident Response

- The supervisor's role in a proactive Safety Management System (SMS).
- Principles of risk assessment and mitigation in ATC operations.
- Leading incident investigations and root cause analysis.
- Developing and implementing corrective action plans.
- Emergency response planning and crisis management leadership.
- Fostering a just culture and encouraging safety reporting.
- Preparing for and managing safety audits and regulatory inspections.

Unit Five: Advanced Leadership and Strategic Management

- Developing a strategic vision for your team and operational area.
- Principles of change management in the ATC environment.
- Mentoring and developing the next generation of ATC professionals.
- Effective stakeholder engagement with airlines, airports, and regulators.
- Managing budgets and resources effectively.
- Future trends in air traffic management and their supervisory impact.
- Personal leadership development and creating a continuous improvement plan.

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 ATC supervisors balance the strict adherence to standardized procedures with the need for adaptive decision-making during unforeseen, complex operational events?

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

This course distinguishes itself by moving beyond the procedural aspects of ATC management to focus intensely on the human and psychological dimensions of leadership in a high-consequence environment. While other programs may concentrate on regulations and operational workflows, this curriculum is built around developing the supervisor's ability to manage people, not just traffic. It places a significant emphasis on applied human factors, stress management, and building team resilience, recognizing that the greatest asset in any control room is its people. The methodology relies heavily on sophisticated, real-world case studies and interactive simulations rather than passive lectures, forcing participants to practice decision-making, conflict resolution, and crisis leadership in a safe yet challenging setting. Furthermore, the course content is forward-looking, preparing supervisors not only for today's challenges but also for the future of air traffic management, including the integration of new technologies and evolving safety paradigms. It is designed to transform proficient controllers into insightful and inspiring leaders who can cultivate a culture of safety, excellence, and continuous improvement.