

Ground Handling Management 2021

24 - 26 March 2021
CAYMAN ISLANDS



DAY I

24 MARCH | WEDNESDAY

08:30 Arrivals, Coffees & Registration

09:00 Opening: **Post C19 Operational Environment & New Approach to Successful Ground Handling:**

- Ongoing Health Concerns
- Resource Efficiency
- Skill Loss & Collaborative Working

- Process Optimization & Planning
- Acceleration of automation
- EASA-ECDC COVID-19 Operational Guidelines for management of passengers
- EASA COVID-19 Aviation Health Safety Protocol
- IATA Guidance for Ground Handling in case of COVID-19
- IATA final Guidance for Ground Handling return to service

09:45 **Practical Discussion:** What are the key areas of risk for airports and GSPs when starting up or expanding customer base?

- Getting to know your operations and comparing experiences
- Recruitment and training
- Safety and risk
- Seasonality
- Other issues
- Industry accreditation (ISAGO etc.)
- Key Performance Indicators and Operational Excellence
- Low Cost Approach to Ground Handling
- Planning for success – how to manage the risk?

IATA Standard Accredited Instructor, UK
SWISSPORT, former General Manager

10:20 *Networking Coffee Break*

10:40 **Detailed discussions on Handling Agreements:**

- IATA Standard Ground Handling Agreement (SGHA)
- Service Level Agreements (SLA)

IATA Standard Accredited Instructor, Russia

Networking Buffet Lunch

Deep-Dive on: **Contract Costing and Supplier Management:**

- Industry recognised performance indicators and how to use them
- Units of measure
- Costing a contract – what to include
- Capex investment & recovery
- Increasing margins
- Developments in Ground Handling & GSE

IATA Standard Accredited Instructor, Stuart Matheson
SWISSPORT, former GM

PRACTICAL EXERCISE & DISCUSSION ON:

- Understanding your business
- Restrictions to growth
- Network utilisation of resource
- Start up support and costing
- Mitigating risk during change

RfP Management:

- Discussing RfP response
- Deliver an industry update and benchmarking best practice for contracting and management of the RfP process as both a customer and a service provider
- Insight into the management and application of RfPs
- Winning the Business
- IATA Standard Ground Handling Agreement defined services
- Service Level Agreements

17:30 *Welcome Networking Drinks Reception*

DAY II

25 MARCH | THURSDAY

09:00 *Arrivals & Coffees*

Prize Draw Questionnaire & Winner Announcement

09:30 **Practical Workshop: Negotiation Technique Skills:**

- Creating confidence and understanding in the art of negotiation
- Learn techniques that can be used in negotiating commercial contracts as both a supplier and a service provider.
- Practical application of bargaining skills, human interaction, reading body language (we can give some examples but they won't have the opportunity to review this in a practical situation within this format), using persuasion.
- Group Exercise: Negotiate a win-win deal using persuasion in the given setting. Discuss what not to say and do in negotiation.

GAP PARTNERSHIP Negotiation Expert

11:30 **Practical Workshop:** Discussion of the ground handling management software/tools/solutions – challenges and requirements.

Oman Air, Oman- former Manager

12:30 Networking Buffet Lunch

13:30 **Deep-Dive on: Resource Management, Costing and Planning:**

- Step by step resource planning process
- Using what we have learned from previous sessions
- Practical exercises in resource planning
- Examples of different operational models
- Automating the system – using software to plan & allocate

15:30 **GSE planning: Demand Planning & Human Resources:**

- Using planning tools to arrive at GSE demand and allocation
- Discussing the profiles of turns
- Operational engagement profiles within a turnround & how to reduce resource demand

IATA Standard Accredited Instructor
SWISSPORT, former General Manager

WORKSHOP: In Groups please work on a resource plan for Front of house staff to work out a roster solution. You are required to look at the outputs and measure if this would save money in your current operations or increase staff retention etc.

17:00 *Farewell Champagne Drinks* with Certificate Awards & Group Photos

DAY III

26 MARCH | FRIDAY

There is a practical tour being planned on 26th of March with Cayman Dispatch Services (from 9AM until 12noon). If you wish to join it, please let us know as soon as possible as spaces are limited.

