2020 ACI-NA Business of Airports Conference Agenda
(Human Resources Track)
SHRM Recertification Provider

Sunday, June 7, 2020

1:00pm - 3:00pm  Phoenix Sky Harbor International Airport Tour
(Pre-registration required)

Phoenix Sky Harbor International Airport has arranged an Airport tour to view the newly
remodeled North Concourse at Terminal 3. The concourse consists of ten boarding gates serving
five commercial airlines in a common use environment. Come see the new shops, which include
Discover Arizona with Tech-on-the-Go/House of Marley and Stellar News + Market with
Starbucks. Tantalize your taste buds and grab a bite at one of our new eateries, which include
Scramble, Ajo Al’s, and the Phoenix Beer Company.

The tour will begin in Terminal 3, Level 5, Friends and Family Room at 1:00pm. Bus transportation
will be provided to The Phoenician following the tour. All attendees must preregister for the
tour. Up to 50 people can attend and will be accommodated on a first-registered, first-served
basis. All tour attendees will need to provide a Government Issued ID on the day of the tour.


Monday, June 8, 2020

8:00am – 4:30pm  Registration

8:00am – 9:00am  Networking Breakfast

9:00am – 10:30am  Human Resources Committee Meeting (Open to all registered attendees)
10:30am – 11:00am  **Networking Break**

11:00am – 12:15pm  **Rotating Roundtables**
Discuss, brainstorm, and come up with potential solutions and uncover industry best practices with fellow colleagues on current hot topics that human resources professionals are facing at their airports. The focus sessions are open to every participant and led by an industry leader who has experience with the challenge. Share with your peers Success Stories, BIG WINS and A HA Moments.

**Concurrent - Canadian Airports HR Roundtable**
A forum to network with your Canadian airport peers; this interactive roundtable discussion will focus of relevant human resources topics facing Canadian airports. Bring along a topic that is important to you, share it, and hear the perspective of other human resources professionals. Topics may include, but are not limited to, collective bargaining outcomes or strategies, grievances and arbitration decisions, changes to employment laws, and human resources programs.

12:15pm – 1:30pm  **Networking Lunch**

1:30pm – 2:45pm  **Session 1D: Joint Business Diversity & Human Resources Session: How Are We Measuring Diversity And Inclusion?”**

2:45pm – 3:15pm  **Networking Break**

3:30pm – 4:15pm  **Session 2D: A Day in the Life Of…**
Human Resource professionals must continually adjust their “day in the life of”, balancing daily, high-profile issues with longer-term strategic efforts. During this highly interactive session, participants will be presented with five (5) unfolding scenarios that they must address as a small group. Scenarios may include topics such as employee engagement, talent management, manager-employee happenings, organization strategy, industry change, urgent events/incidents, and/or executive team dynamics.

5:00pm – 6:30pm  **Welcome Reception**

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**Tuesday, June 9, 2020**

8:00am – 4:30pm  **Registration**

8:00am – 9:00am  **Breakfast**

9:00am – 9:30am  **Welcome and Opening Remarks**
Speakers:
Kevin M. Burke, President & CEO, ACI-NA
James E. Bennett, Director of Aviation Services, City of Phoenix Aviation Department
Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority and Chair, ACI-NA Board of Directors

9:30am – 10:45am  **General Session 1: Keynote Speaker**
Introduction: Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority and Chair, ACI-NA Board of Directors
Speaker: Wendy Lea, Board Leader, CEO and Entrepreneur

10:45am – 11:15am  **Networking Break**
11:15am – 12:30pm  Session 3D:  Big Data Era- HR Analytics
12:30pm – 2:00pm  Lunch
2:00pm – 3:15pm   Session 4D: Talent Generation and Retention
3:15pm – 3:45pm   Networking Break
3:45pm – 5:00pm   Session 5D: Employment Law Update

Wednesday, June 10, 2020

8:00am – 4:00pm  Registration
8:00am – 9:00am  Breakfast in Networking Lounge
9:00am – 10:00am General Session 2: Insight From the Airport C-Suite
Managing airports can be a challenging job, especially with a more concentrated airline industry and the difficulty of adding air service. Airports must continue to creatively reinvent their passenger services to improve the travel experience and remain competitive. There is also a need to manage their infrastructure and community expectations, while addressing new business models and exploring additional revenue streams. This session explores the successes and challenges airport CEOs face in developing strategies, which create economic benefits and increase passenger satisfaction.

Moderator: Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority and Chair, ACI-NA Board of Directors

10:00am – 10:30am  Networking Break
10:30am – 11:30am  Session 6D: Succession Planning: Pathway Plans in Developing Future Leaders at all Levels
11:30am – 12:30pm Session 7D: Presentations of 2020 HR Excellence Recognition Program Winners
The ACI-NA Excellence in Human Resources Recognition Program was established with the objective to acknowledge airports’ outstanding achievements in HR management, to recognize the contribution of HR management to the successful airport business, and to share best practices in airport management. For this session, we will introduce the winners of this year’s inaugural program and allow the winners to share with attendees their ideas, challenges, and success of their respective HR programs.

12:30pm – 1:30pm  Lunch
1:30pm – 2:45pm  Session 8D: Employee Engagement
2:45pm – 3:15pm  Networking Break
5:30pm – 6:00pm  Awards Gala Reception  (business or cocktail attire suggested)
6:00pm – 9:00pm  Awards Gala Dinner  (business or cocktail attire suggested)