



**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.

Airport Tour Registration: <http://aci-na.2020-boa-airport-tour.sgizmo.com/s3/>

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**

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*)