



Human Resources Committee Working Agenda

Agenda subject to change. Please visit the ACI-NA website for the latest agenda.

MONDAY, JUNE 6, 2022

- 8:00AM – 4:30PM
North Registration Desk **Registration**

- 8:00AM – 8:45AM
Grand Canyon 8-13 **Networking Breakfast**

- 8:45AM – 9:00AM
Grand Canyon 1-2 **Human Resources Steering Group Meeting (Open to all registered attendees)**
Introductions and Welcome – Laura Rhoad, Chair HR Committee, Chief Human Resources Officer, Lee County Port Authority

- 9:00AM - 9:15AM **Welcome from ACI-NA President & CEO, Kevin Burke and Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors**

- 9:15AM – 10:30AM
Grand Canyon 1-2 **Session: Rotating Roundtables (1.25 PDC)**
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.

Facilitated by: Sharon Haserjian, Senior Manager of Human Resources and Strategic Planning, Hollywood Burbank Airport

Topic Leader: Natasha Jefferies, Human Capital Management & Talent Development Director, Charlotte Douglas International Airport
Topic: How do Executives set the tone within the organization and engage employees and ensure that alignment and understanding at every level of the organization?

Topic Leader: Alison Mitchell, Workforce Development & Outreach Manager, Charlotte Douglas International Airport
Topic: What skills did you realize you needed to build in your organization and how are you going about it?

Topic Leader: Necole Hampton, Business Development Assistant, SSI, Inc.
Topic: How do cohesive teams work better together in our current environment?

10:30AM–11:00AM
Grand Canyon 8-13

Networking Break

11:00AM–11:30AM
Grand Canyon 1-2

Session: Rotating Roundtables (Continued) (0.50 PDC)

11:30AM–12:15PM
Grand Canyon 1-2

Session: Workplace Innovation and Transformation (0.75 PDC)

The COVID-19 pandemic has driven employers to address their workforce and workplace in new and different ways, creating opportunity - and challenges - along the way. In this session, attendees will learn how airports are promoting employee engagement, how workplace innovation is evolving and how organizations are successfully managing change in the workplace.

Moderated by: Melissa Solberg, Sr. Manager, Office Innovation, Tampa International Airport

Jo Johnson-Meineke, Director of Human Resources and Risk Management, Metropolitan Airport Authority of Rock Island County

Monty Bell, Director of Talent, Culture & Capability, San Diego International Airport

Kim DesMarais, Human Resources Director leading Talent Management, Port of Seattle

12:15PM–1:30PM
Grand Canyon 8-13

Networking Lunch

1:30PM – 2:45 PM
Grand Canyon 3-5

Session: Joint Bus Diversity & HR: (1.25 PDC)

How Can Airports Promote Social Responsibility and Stewardship

Airports, as public entities, have a unique community responsibility to ensure equal access to employment and business contract opportunities. Learn from industry leaders that have effective social equity policies in place throughout their business model, benefiting employees, customers, business partners, and the community.

Moderated by: Peter Gargiulo, IAP, President, 4QD Strategy Consulting

Melia Gordon, Human Capital Mgmt. & Talent Development, Charlotte Douglas International Airport

Eric Mercado, CEO, ACS Firm

Holli Harrington, Sr. Director, Supplier Diversity and Diversity Officer, Indianapolis International Airport

Tanisha Lewis, Vice President for Diversity, Inclusion and Social Impact, Metropolitan Washington Airports Authority

2:45PM – 3:15PM
Grand Canyon 8-13

Networking Break

3:15pm – 4:30 PM
Grand Canyon 1-2

Session: The Significance of Pay Equity (1.25 PDC)

Pay equity aims to compensate employees the same when they perform job duties with the same or similar characteristic, while consistently accounting for the employee's experience, job performance, and tenure. By ensuring employees are paid equitably, airports can attract and motivate the best employees through clear and upfront discussion about compensation. Learn how to reduce and eliminate disparities in compensation structure and make equitable pay a competitive advantage.

Laurie Grenya, President & Owner, HR Answers, Inc.

5:00PM – 6:30 PM
Grand Canyon 8-13

Welcome Reception

TUESDAY, JUNE 7, 2022

8:00AM – 4:30PM
North Registration Desk

Registration

8:00AM – 9:00AM
Grand Canyon 8-13

Networking Breakfast

9:00AM – 9:30AM
Grand Saguario North

Welcome and Opening Remarks

Kevin M. Burke, President & CEO, ACI-NA

Kate Gallego, Mayor, City of Phoenix

Chad R. Makovsky, Director of Aviation Services, City of Phoenix Aviation Department

Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors

9:30AM – 10:30AM
Grand Saguario North

General Session 1: Uncertainty is the New Certainty – So What Happens Now? (1 PDC)

The travel industry has seen a structural shift in how companies approach their business strategy. The previous way of doing business will not always work in this new travel environment. Companies have become more concerned with customer engagement and the overall lifetime value of having a customer. Airports in particular have come to recognize the need to improve their role in the customer's end-to-end travel journey.

Introduced by Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors

Rafat Ali, Chief Executive Officer/Founder, Skift

10:30AM–11:00AM
Grand Canyon 8-13

Networking Break

11:00AM–12:00PM
Grand Canyon 1-2

Session 2D: CEO Workforce Expectations (1 PDC)

The airport workforce of the future will certainly look different than it does today. Hear from leading CEOs/Senior Executives about coming workforce changes and gain insight into the factors that will shape the future airport workforce. This session will explore long-term workforce trends, potential disruptions to the airport business model that may affect the workforce, and the key capabilities needed to successfully manage the future airport business.

Moderated by Peter Gargiulo, IAP, President, 4QD Strategy Consulting

Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors

Candace McGraw, Chief Executive Officer, Cincinnati/Northern Kentucky International Airport

Solomon Wong, President & CEO, InterVISTAS's Consulting Inc.

12:00PM–2:00PM
Grand Canyon 8-13

Networking Lunch

2:00PM – 3:15PM
Grand Canyon 1-2

Session 3D: Airport Workforce Capability and Competency Management (1.25 PDC)

Find out what Houston and Los Angeles airports are doing to advance the development of tools to provide data to assist in managing employees and workforce capability. Their goal is to increase employee engagement, improve workforce productivity and provide critical information to support a range of workforce processes including compliance management, learning and development, recruitment, performance management, career planning, succession planning, and workforce strategy and planning.

Moderated by Eddie Ragauskas, Executive Director, Ceventas

Brant Gary, Workforce Innovation & Development, Houston Airports

3:15PM – 3:45PM
Grand Canyon 8-13

Networking Break

3:45pm – 5:00PM
Grand Canyon 1-2

Session 4D: The HR Navigator: Get inspired, redefine your role and take the opportunity to guide your organization to the next level (1.25 PDC)

In this session we'll explore: The historical context of HR and its impact; Where we are today and how we're shaping our future; What's missing from HR strategy; The HR Leader as a Navigator— Your opportunity to lead; Building powerful relationships with your CEO; Cracking the Code on Culture and Belonging; Assessing your challenges; and Strategies and Solutions to make lasting impact.

Lisa A. Naylor, GBA, PHR, SHRM-CP, Chief Human Capital Officer, Allegheny County Airport Authority

Teresa Clark, Director Talent and Development, Allegheny County Airport Authority

WEDNESDAY, JUNE 8, 2022

8:00AM – 4:00PM
North Registration Desk

Registration

7:30AM – 9:00AM
Wildfire A-B

World Business Partner/Associates Board Meeting Breakfast (WBP/Associate Members Only)

8:00AM – 9:00AM
Grand Canyon 8-13

Networking Break

9:00AM – 10:00AM
Grand Saguaro North

General Session 2: Diversity, Equity, and Inclusion in the Aviation Business (1 PDC)

It is easy to talk about the importance of DEI broadly, but more challenging to make the changes that result in a real difference in an organization's culture. This session will explore the causes of implicit and unconscious bias and explore tactics to interrupt those causes. Industry leaders will also discuss the differences between diversity and inclusion and the benefits of having a diverse workplace to recruit and retain a talented workforce to develop an environment that promotes inclusivity.

Moderated by Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors

Danette Bewley, President and CEO, Tucson Airport Authority

David Keen, Principal, Keen Independent Research LLC

Tanisha Lewis, Vice President for Diversity, Inclusion and Social Impact, Metropolitan Washington Airports Authority

Folasade (Sade) Olanipekun-Lewis, Vice President, Operating & Community Partnerships, Vantage Airport Group

10:00AM – 10:30AM
Grand Canyon 8-13

Networking Break

10:30AM – 11:30AM
Grand Canyon 1-2

Session 5D: The Great Resignation (1 PDC)

Since Spring 2021, more people have voluntarily quit their jobs than during any other time in history. This "Great Resignation" has disproportionately impacted the transportation, leisure, and hospitality industries and has fundamentally shifted the relationship between employers and employees. Learn

about the effects on the airport's ability to keep talent, the importance of investing in employee development, and creative ways to leverage existing talent.

Moderated by Peter Gargiulo, IAP, President, 4QD Strategy Consulting

Laura Rhoad, Chief Human Resources Officer, Lee County Port Authority

Emily Claussen, Assistant Director, Employment & Leave Management, Massachusetts Port Authority

Eric Mercado, CEO, ACS Firm

11:30AM – 12:30PM
Grand Canyon 1-2

Session 6D: Building Talent Pools to fill the Gap (1 PDC)

Talent pipelines allow airports to build long-term talent pools, while addressing the talent shortages and workforce needs of today. By expanding and diversifying talent pipelines, airports can create a consistent feed of talent to supply the airport workforce over time. During this session, airports can learn about different talent pipeline opportunities and approaches that facilitate access to a range of employee skills, capabilities, and disciplines.

Moderated by Melia Gordon, Human Capital Mgmt. & Talent Development, Charlotte Douglas International Airport

Harry Singh, Community Relations, Workforce Innovation & Development/Houston Airports and Tom Murphy, Founder/Edge4Vets/Human Resiliency Institute at Fordham University

Lorena de Rodrigues, President and CEO/SSI and Rodney Butler, Executive Director, Business Development, Capture and Regional Operations/Adam and Associates

Alison Mitchell, Workforce Development & Outreach Manager, Charlotte Douglas International Airport

Networking Lunch

12:30PM – 1:30PM
Grand Canyon 8-13

Session 7D: 2022 ACI-NA Human Resources Excellence Recognition Program (1.25 PDC)

The ACI-NA Human Resources Excellence 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 program and allow the winners to share with attendees their ideas, challenges, and success of their respective HR programs.

Moderated by Laura Rhoad, Chief Human Resources Officer, Lee County Port Authority

**Individual Topic – Change Management Program Award Winner presentation
Overall Program Award Winner presentation**

2:45PM – 3:15PM
Grand Canyon 8-13

Networking Break

3:15PM – 4:15PM
Grand Canyon 1-2

Session 8D: Mental Health/Behaviors in the Current Pandemic Environment (1 PDC)

During a crisis such as the COVID-19 pandemic, it is common for everyone to experience increased levels of distress and anxiety, particularly as a result of social isolation. Learn how some employers are ensuring resiliency through tools developed to assist HR and managers in navigating situations surrounding mental illness and burnout within their organizations.

Kim DesMarais, Human Resources Director leading Talent Management, Port of Seattle

5:30PM – 6:00PM

Awards Gala Reception (business or cocktail attire suggested)

**Grand Saguaro North
Foyer**

6:00PM – 9:00PM

Grand Saguaro North

Awards Gala Dinner (business or cocktail attire suggested)

SHRM Recertification Provider



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This program is valid for [14.75] PDCs for the SHRM-CPSM or SHRM-SCPSM.

Activity ID#22-WRKPY For more details or questions, please contact Zarina Manapova at zmanapova@airportscouncil.org