

# 2025 BUSINESS >> of AIRPORTS



June 23 - 25, 2025 // Arlington, TX // Loews Arlington Hotel

## 2025 ACI-NA BUSINESS OF AIRPORTS CONFERENCE AGENDA HUMAN RESOURCES TRACK AGENDA

All sessions and events will take place at the Loews Arlington Hotel.

Updated: March 12, 2025

### MONDAY, JUNE 23, 2025

7:30 AM - 4:30 PM

#### Registration

7:30 AM - 9:00 AM

#### Networking Breakfast

8:15 AM - 4:30 PM

#### Finance Committee Workshop

8:45 AM - 12:15 PM

#### Human Resources Committee Workshop *(Open to all registered attendees)*

8:45 AM - 9:00 AM

#### Opening Remarks/Welcome

Kim DesMarais, Chair, Human Resources Committee, HR Director for Talent Management, Port of Seattle

9:00 AM - 10:30 AM

#### Human Resources Rotating Roundtables *(45 minutes each)*

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.

#### Topics:

1. Unique/Uncommon Issues That Arise And How Has HR Handled These One-Off Issues?
2. Building Your HR Team – Training for Today’s Needs

10:30 AM - 11:00 AM

#### Networking Break

11:00 AM - 12:15 PM

#### Human Resources Rotating Roundtables – Continued *(45 minutes each)*

#### Topics:

3. Workforce Planning – How Do You Plan For Your Future Needs?
4. TBD

9:00 AM - 12:00 PM	<b>World Business Partners/Associates Board Meeting</b>
12:15 PM - 1:30 PM	<b>Networking Lunch</b>
1:30 PM - 2:45 PM	<p><b>Human Resources Session: Changing The Culture of Leadership</b></p> <p>To succeed in the globally connected North American airport system, CEOs must not only effectively manage relations with their varied stakeholder groups, but also foster a strong, sustainable leadership culture. This means building leadership at all levels, promoting accountability, and creating an environment where leadership thrives. Don't miss this session where winners of ACI-NA's Excellence in Visionary Leadership Award discuss leadership development, mentorship, and effective communication, promoting practices that encourage collaboration, empowerment, and innovation.</p>
2:45 PM - 3:15 PM	<b>Networking Break</b>
3:15 PM - 4:15 PM	<p><b>Human Resources Session: Retention - New Tricks for Old Dogs</b></p> <p>As the workplace becomes increasingly diverse in age, the challenge of retaining younger generations grows more complex. This session uncovers the best practices for veteran leaders to adapt and engage Millennials and Gen Z employees, as well as retain Gen X and Baby Boomers. Learn how to communicate, mentor, and create environments that prioritize development, flexibility, and purpose—ensuring a loyal and motivated workforce across generations.</p>
4:15 PM - 5:00 PM	<p><b>Canadian Rotating Roundtables – Invite Only</b></p> <p>Canadian airports are invited for a roundtable discussion on Canadian Affairs. Discuss, brainstorm, and come up with potential solutions with fellow colleagues on current Canadian hot topics that human resources professionals are facing at their airports.</p>
5:00 PM - 6:30 PM	<b>Welcome Reception</b>

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**TUESDAY, JUNE 24, 2025**

8:00 AM - 4:00 PM	<b>Registration</b>
8:00 AM - 9:00 AM	<b>Networking Breakfast</b>
9:00 AM - 9:30 AM	<b>Welcome and Opening Remarks</b>
9:30 AM - 10:30 AM	<b>General Session 1</b>
10:30 AM - 11:00 AM	<b>Networking Break</b>
11:00 AM - 12:00 PM	<p><b>Joint Session: Human Resources and Business Diversity Committees: Words Matter - Navigating Changing Regulations and Political Perspectives</b></p> <p>In today's evolving regulatory and political landscape, organizations must carefully navigate their language and policies for community engagement and workforce development. This session will provide critical insights into the shifting requirements affecting human resources policies, supplier programs, and community outreach efforts. Attendees will learn strategies for effectively communicating their workplace culture while mitigating risks. Join industry experts as we explore practical strategies to align your policies and communications with changing political expectations and community perspectives—because the words you choose matter.</p>
12:00 PM - 2:00 PM	<b>Networking Lunch</b>
12:00 PM - 1:30 PM	<p><b>Canadian Rotating Roundtables – Invite Only</b></p> <p>Canadian airports are invited for a roundtable discussion on Canadian Affairs. Discuss, brainstorm, and come up with potential solutions with fellow colleagues on current Canadian hot topics that human resources professionals are facing at their airports.</p>
2:00 PM - 3:15 PM	<b>Investing in our Future Workforce – Fireside Chat with Partners</b>

3:15 PM - 3:45 PM

**Networking Break**

3:45 PM - 5:00 PM

**The Perfect Pair: How Employer Branding and Recruitment Work Together to Attract Top Talent**

Attracting top talent requires more than a great job posting—it takes an authentic employer brand aligned with your recruitment strategy. In this session, we'll explore how employer branding and recruitment work together to create an engaging candidate experience. Learn to align your brand messaging, use digital channels effectively, and reduce recruitment friction to attract and retain top talent.

**WEDNESDAY, JUNE 25, 2025**

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8:00 AM - 4:00 PM

**Registration**

8:00 AM - 9:00 AM

**Networking Breakfast**

9:00 AM - 10:00 AM

**General Session 2**

10:00 AM - 10:30 AM

**Networking Break**

10:30 AM - 11:30 AM

**Employment Law: Navigating The Evolving Legal Landscape in the US & Canada**

Stay ahead of evolving labor laws and workplace regulations with our essential Human Resources Legal Update session, covering the latest developments in U.S. and Canadian employment law. From changes in laws and evolving policy to compliance updates, we'll break down key updates impacting HR professionals, including wage laws, workplace accommodations, regulatory issues, and remote work trends. Gain actionable insights to protect your organization, mitigate legal risks, and ensure compliance in an ever-changing landscape. Don't miss this opportunity to stay informed and proactive in 2025!

11:30 AM - 12:30 PM

**AI in HR: Optimizing Operations, Navigating Legal Boundaries, and Enhancing Workforce Analytics**

This session will cover the powerful capabilities of AI in transforming HR, focusing on automation for administrative efficiency, understanding the legal limitations and identity concerns around AI use, and using advanced analytics to inform better workforce decisions. Join us to learn how AI can help you streamline processes while addressing the legal and data challenges for smarter HR management.

12:30 PM - 1:30 PM

**Networking Lunch**

1:30 PM - 2:45 PM

**Accessibility – Recruiting and Accommodating Employees With Disabilities**

2:45 PM - 3:15 PM

**Networking Break**

3:15 PM - 4:30 PM

**Joint Session: Human Resources and Finance Committees: How to Manage Disruptions – Supporting Workforce and Financial Implications**

5:30 PM - 6:00 PM

**Awards Gala Reception**

*Business or cocktail attire suggested*

6:00 PM - 9:00 PM

**Awards Gala Dinner**

*Business or cocktail attire suggested*