



PHILADELPHIA 2026

AIRPORTS COUNCIL INTERNATIONAL – NORTH AMERICA
ANNUAL CONFERENCE AND EXHIBITION
SEPTEMBER 14 – 17, 2026



SESSION 2D- People First: Building an AI Ready Workforce in Airport Organizations

Moderator

Peter Gargiulo

President

4QD Strategy Consulting LLC

Kyle Owen

Senior Principal Advisor

Gartner

Panelists

Ghassan Abukar

Director, IT & Telecommunications

Gerald R. Ford International Airport Authority

Javier Centeno

Assistant Director – Aviation Operations

Dallas Love Field

Alison Mitchell

*Workforce Development and Outreach
Manager*

Charlotte Douglas International Airport

10:45 AM-12:00 PM | September 15, 2026



Kyle Owen

Senior Principal Advisor

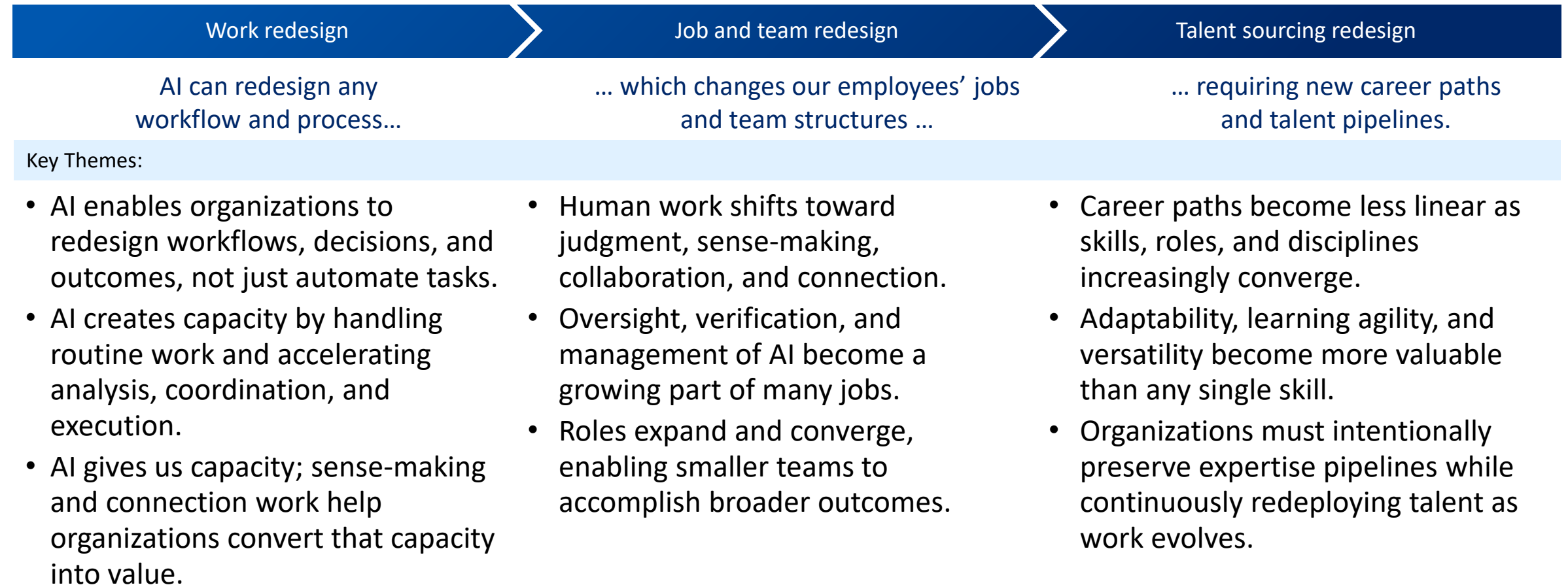
Gartner



The Workforce Impact of AI: Preparing for Changes to Work, Jobs and Talent

Kyle Owen

AI cascades the redesign of work, jobs, and talent sourcing



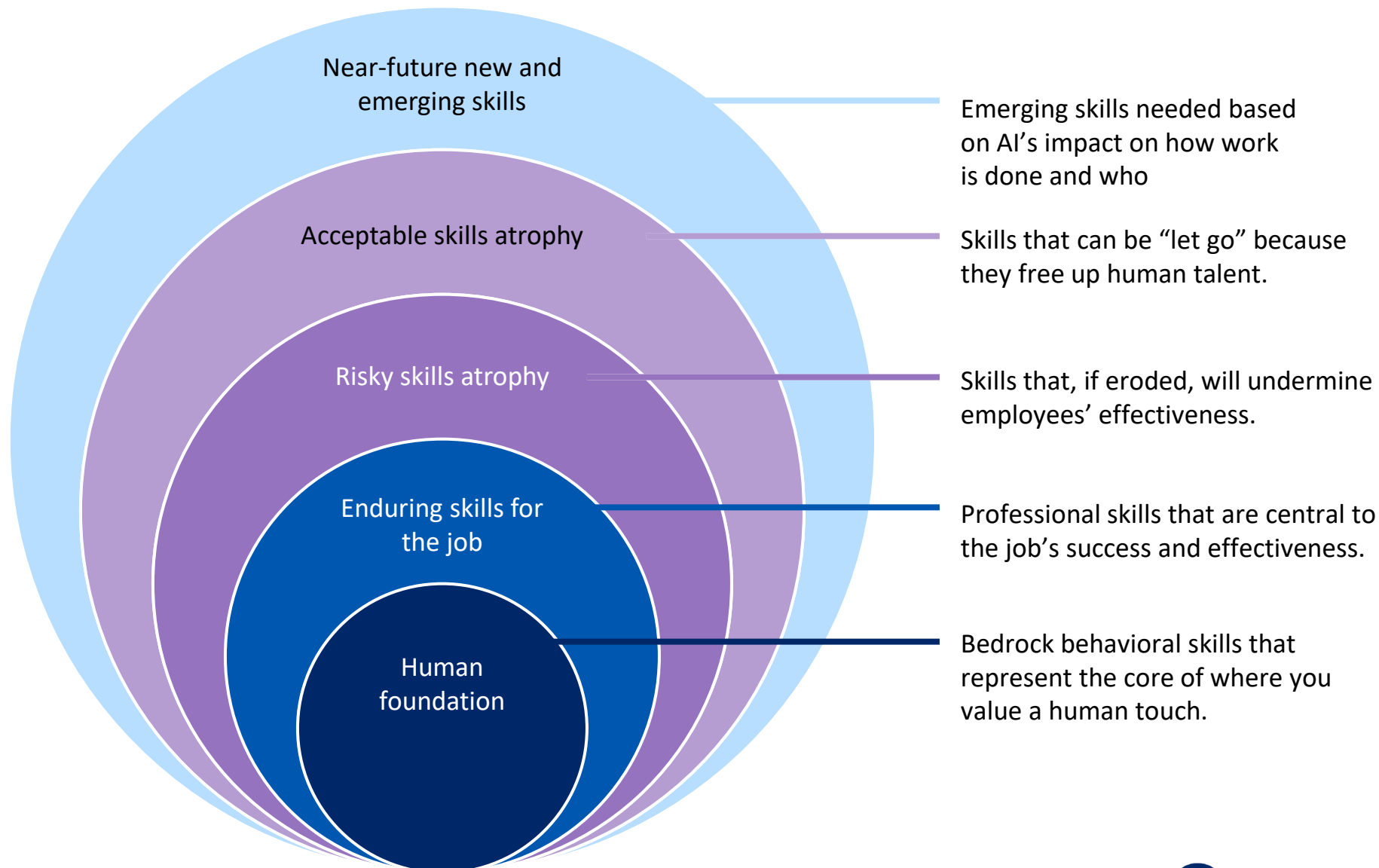
Talent debt reshapes the way organizations build and adapt capabilities



Cascade of AI Redesign changes our employees' jobs and team

Skills Onion Framework

What stays human, what changes, and what's next





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