

08.15-08.45	Arrival Coffee and registration
08.45-09.00	Conference Welcome: What is employee engagement and why does it matter? <i>Max Gosney, Ground Handling International, Portfolio Director</i>
09.00-09.45	A view from another industry: employee engagement, breaking down management/worker distrust and capturing innovation from your workforce Colin Boughton, former European Operations Director, at Japanese manufacturing giant, Fujifilm reveals how he went back to basics to align a traditional unionised workforce with the management vision. Boughton will discuss the transformational effect the resulting employee engagement had on quality, safety and innovation metrics across the business. Boughton will detail basic management behaviours and habits that helped along the way and how you can adapt them to equally influential effect on KPIs at your station. <i>Colin Boughton, former European Operations Director, Fujifilm</i>
09.45-10.30	Leading from the front: your role-as the leader- in creating a high-performance culture Martin Greenaway started out loading bags at London Stansted in a bid to keep fit after leaving his job in investment banking. Nearly 20 years on, he now heads up operations at award-winning London Southend Airport. Greenaway will discuss the managerial insight he gained from walking a mile in an operative's shoes and how it can help you tackle issues around peak scheduling, motivation and retention without spending a fortune. <i>Martin Greenaway, Head of Operations, London Southend Airport</i>
10.30-11.00	Tea and coffee break
11.00-11.40	Strategies for more effective recruitment and retaining your star performers This session will examine the steps to a successful recruitment process looking at the importance of hiring on attitude as well as aptitude. The talk will also explore reward and recognition on a budget: what are the best cost-free ways to commend your best performers and what impact can saying 'well-done' have on retention? <i>Speaker details to be confirmed</i>
11.40-12.25	Human Factors: equipping ground handling personnel with the confidence to cope with airline pressure and the performance/safety/customer service benefits that follow Patricia Batista, qualified psychologist and operational leader who was a certified dispatcher, explains how so called 'soft skills' are essential to enabling ground handling teams to stay on top of OTP pressure and avoid work-related stress. Batista will explore common pressure points between handlers and flight crew during the turnaround process and how training your ramp personnel to be more assertive with airlines could lead to mutual performance benefits and new contracts. <i>Patricia Batista, President of of Group Skills4U - IFD Portugal & Empower Skills UK</i>
12.25-13.20	Lunch and networking
13.20-14.05	Operational efficiency: how to schedule and plan more effectively to manage peaks and troughs Contract pricing pressures means ground handling businesses are under more pressure than ever to manage labour and equipment costs. So, what if there was a secret weapon that allowed you to maximise the productivity of your people and GSE in peak periods while minimising waste and waiting time during the troughs? Paul Allen, business efficiency advisor, introduces Lean management tools including Six Sigma and explains the game changing impact they can have on process efficiency and profit. <i>Paul Allen, owner/founder, APL</i>
14.05-15.15	The GHI Big Debate: How do we overcome skills shortages by make ground handling a career worth aspiring to?

	<p>The only time the public tends to hear about ground handling is when bags are lost, or industrial action looms is a common lament within the sector.</p> <p>Yet, this invisible part of the aviation community offers superb career progression opportunities and rich job satisfaction. With major airport expansions planned across Europe and a dearth of quality candidates entering the industry- what can we do to boost the talent pipeline?</p> <p>GHI's panel will discuss a blueprint.</p> <p><i>Speaker details to be confirmed</i></p>
15.15-15.45	Tea and Coffee break.
15.45-16.30	<p>Steps to a more enlightened SLA: how to build a more collaborative partnership with airlines</p> <p>An insider, airline, guide to progressing your SLAs towards value add activities and away from purely covering cost. The session will look at communication tips for building a more integrated partnership-based approach with airlines.</p> <p><i>Speaker details to be confirmed</i></p>