

HUMAN RESOURCES MANAGEMENT IN AIRPORTS AND AVIATION SECTOR



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TRAINING CENTER



Introduction

Airports and airlines run on tightly coordinated teams working across shifts, departments, and safety zones. This Human Resources Management in Airports and Aviation Sector Training Course helps HR professionals and operations managers build people-management skills suited to the aviation environment. Participants will explore recruitment, staff scheduling, safety compliance, and performance management as they apply specifically to airports, ground handling, and airline operations. Furthermore, the course connects general HR principles with aviation-specific pressures, such as safety regulations and 24-hour operational demands. As a result, attendees gain practical tools to manage aviation workforces more effectively. This program suits organizations seeking to strengthen HR practices across airport and airline operations.

Human Resources Management in Airports and Aviation Sector Course Objectives

- Explain the core functions of HR management within airport and airline operations
- Apply recruitment methods suited to safety-sensitive aviation roles
- Design shift scheduling systems that address 24-hour airport operations
- Apply performance management tools aligned with aviation safety standards
- Manage workforce compliance with civil aviation labor and safety regulations
- Use competency frameworks for ground staff, cabin crew, and technical roles
- Apply conflict resolution techniques within multicultural aviation teams
- Develop training plans aligned with IATA and ICAO training requirements
- Support succession planning for critical operational and safety positions
- Apply change management principles during airport restructuring or expansion

Course Methodology



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- Interactive lectures on HR practices within aviation operations
- Case studies drawn from real airport and airline scenarios
- Group workshops on building shift schedules and staffing plans
- Role-play exercises for handling grievances and safety-related conflicts
- Practical templates for competency assessments and workforce reports
- Open discussions addressing participant-specific aviation HR challenges

Who Should Take This Course

- Airport HR managers and officers
- Airline HR business partners
- Ground operations supervisors
- Aviation training and development coordinators
- Airport administration managers
- Safety and compliance officers

Human Resources Management in Airports and Aviation Sector Course Outlines

Day 1: Foundations of Aviation HR

- Role of HR management within airports and airlines
- Core HR functions: recruitment, retention, compliance, development
- Overview of civil aviation labor regulations
- ICAO and IATA standards affecting HR practices
- Workforce planning for airport operations
- Safety culture and its link to HR policy



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- Building an HR strategy aligned with operational goals

Day 2: Recruitment and Staffing

- Sourcing candidates for safety-sensitive aviation roles
- Structured interviews for ground and technical staff
- Competency-based selection criteria for aviation positions
- Onboarding programs for new aviation employees
- Background checks and security clearance requirements
- Addressing skill shortages in specialized roles
- Reducing time-to-hire for operational positions

Day 3: Scheduling and Performance Management

- Shift scheduling models for 24-hour airport operations
- Managing fatigue risk in operational roles
- Performance appraisal frameworks for aviation staff
- Setting measurable safety and service performance indicators
- Giving constructive feedback to operational teams
- Handling underperformance in safety-critical roles
- Linking performance reviews to career progression

Day 4: Compliance and Employee Relations

- Managing conflict within multicultural aviation teams
- Handling grievances and disciplinary procedures
- Workforce compliance with aviation safety and labor regulations
- Managing absenteeism in critical operational roles



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- Promoting diversity and inclusion in aviation teams
- Supporting staff wellbeing under operational pressure
- Documentation standards for aviation HR compliance

Day 5: Training, Retention, and Change

- Designing training aligned with IATA and ICAO requirements
- Succession planning for safety and leadership roles
- Using HR analytics to track turnover and engagement
- Building retention strategies for critical aviation staff
- Leading HR change during airport expansion or restructuring
- Communicating workforce changes to operational teams
- Creating a long-term aviation HR action plan

Conclusion

By successfully completing the Human Resources Management in Airports and Aviation Sector Training Course, participants will gain practical knowledge of recruitment, scheduling, performance management, and workforce compliance within aviation settings. In addition, they will understand how to manage employee relations, support staff retention, and lead HR change effectively. Consequently, attendees return to their organizations ready to strengthen workforce management across airport and airline operations. Gentex Training Center designed this course to give aviation HR professionals the confidence and practical tools needed to manage people effectively in demanding operational environments.





FAQs

Q1 What is the "Human Resources Management in Airports and Aviation Sector" course about?

This course covers how HR principles apply within airports and airlines, including recruitment, scheduling, performance management, and compliance. It explains how aviation organizations manage staff to maintain safety and service quality while meeting operational demands.

Q2 What are the key benefits of the "Human Resources Management in Airports and Aviation Sector" course?

Participants improve their ability to recruit suitable staff, manage 24-hour schedules, and reduce turnover. As a result, aviation organizations benefit from stronger workforce planning, improved staff morale, and better continuity of airport and airline operations.

Q3 What skills will I gain from the "Human Resources Management in Airports and Aviation Sector" course?

Attendees gain aviation recruitment, shift scheduling, performance management, and workforce compliance skills. These abilities help professionals build capable teams, manage conflict effectively, and support staff development within airport and airline settings.



Q4 What tools, methods, or standards are covered in the "Human Resources Management in Airports and Aviation Sector" course?

The course covers competency-based interviewing, fatigue-aware shift-scheduling models, performance appraisal frameworks, IATA and ICAO training standards, and civil aviation labor compliance requirements relevant to airport staffing.

Q5 How is the "Human Resources Management in Airports and Aviation Sector" course applied in real-world practice?

Participants apply course concepts by building shift schedules, conducting structured interviews for aviation roles, designing performance appraisal criteria, and creating retention plans that address turnover within their own airport or airline departments.