



Premium Best Practice & Experience Exchange Training

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Our Customers



AZERBAIJAN



ALMATY INTERNATIONAL AIRPORT



ABOUT US

GTI Best Practice & Experience Exchange is a subsidiary of Global Travel Investments (GTI) Ltd that was founded in 2010 by Mike Howarth the creator and ex-Chairman of Airport Strategy & Marketing Global Training (ASM), award-winning Routes forums and airline/airport networking event AIRLINE. Mike previously was the Head of Scheduled Air Service Development at Manchester Airport and Hub Development Manager for Lufthansa/ Business Air.

Following the sale of The Routes Forums & ASM to UBM in 2010, Mike set up GTI Aviation Training, specializing in Premium Best Practice and Experience Exchange training, refresher training and in-house events for Airports, Airport Authorities, Airlines, Civil Aviation Authorities, Suppliers and Handlers from all over the world.

GTI Aviation Training invites all representatives of airports, airlines, civil aviation authorities and GSP's to choose the most relevant training and learn proven techniques, strategies and methods to deal with aviation challenges. GTI Aviation Training gathers all delegates' requirements to ensure that our training & networking events are in line with your vision and agenda.

We are happy to welcome you to the only premium best practice & experience exchange training programmes!

Since 2010, GTI Aviation Training has been running a very comprehensive range of training courses for airports, airlines, civil aviation authorities, ground handlers and travel industry, with new courses added in and also upcoming in-country training programmes customised specifically for the clients' needs.

about us

Expanding on the achieved success, GTI Aviation Training added new events and new in-company trainings to its portfolio.

We are proud to work with the industry's leading experts from regulatory bodies, airlines, airports, research specialists and academia, sharing their practical hands-on wide-ranging experiences. We are also proud to have trained hundreds of airport and airline specialists and have received an overwhelmingly positive feedback and return business.

We believe we are the leading training provider, offering practical hands on experience and best practice courses built on the real-life know-how and addressing solutions to daily challenges at the workplace.

Learning or refreshing knowledge first hand from industry experts is the perfect opportunity to continue professional development, exchange ideas, discuss solutions to common challenges and network with industry colleagues.

We look forward to welcoming you on our programmes.

Best regards,
Mike Howarth
Chairman and CEO,
Global Travel Investments Ltd.

"Let me thank you for the top hospitality and all of the support during the course. It was pleasure to meet you and your team. We were glad to participate at such a good training event."

Anya Mammadova, *Deputy Head Production Planning & Legal Issues Department at Silk Way Ground Handling*

"I really enjoyed the 3 days and I feel that I can bring new ideas back to my company. I felt the training was very good and handled different nationalities very well."

Oliver O'Rourke, *Commercial Property Acc. Manager, Dublin Airport Authority*

IN-HOUSE TRAINING

In-House Training is a cost-effective, customised and convenient way to learn, do refresher training and get updated with the industries stickiest issues. industry's most respected experts will deliver a bespoke course tailored to your strategic needs and the knowledge level of your team. Discuss best practice training events at your premises with us today and our world-class experts will design a challenging and highly relevant learning experience for you!

We will customise a programme to fit your airport's business needs. If your request has any special needs as to what you would like to be covered in addition to the programme, or if yo have any specific case studies you would like to be included, simply contact us for more details.



WE COVER BUT NOT LIMITED TO THE FOLLOWING TOPICS:

- A-CDM
- Air cargo processing
- Air navigation and remote control
- Airport charge
- Airport facilities
- Airport master planning
- Airport technologies and it
- Airport and tourism
- Ancillary revenues
- Aviation finance and budgeting
- Capacity processing enhancement
- Car park management
- Cost optimization
- Seamless travel experience
- Customer-friendly airports
- Demand/capacity assessment
- Digitisation & e-commerce
- Ensuring sustainability
- Ground handling operations
- How to speak to airlines
- Personnel management in aviation
- Human resource training in airport
- Investment appraisals
- Airport Key performance indicators
- Linking your airport to the city
- Propensity to improve operations
- Refuelling deals
- Regulations in air transport industry
- Resilience of airports and airlines
- Routes expansion
- Sources of finance and raising equity
- Traffic forecasting and management

AI AND BIG DATA

Artificial Intelligence & Big Data is a 2day premium training focusing on data gathering challenges for both air service/route development and network planning purposes as well to maximizing the non-aeronautical revenues. The programme will focus on how airports obtain data on passengers. Although there is a lot of potential to get more data from a range of sources but that comes at a cost.

Leading Data Scientists, Analysts and Experts will analyse how to collect and how to make use of already gathered data by partners at the airports and new ways to collect data for an airport itself. Join this 2 day event to exchange experience, networking and take full advantage of the power of big data.

SUITABLE FOR:

- Airport & Airline Managers
- Sales and Marketing Professionals
- Aviation Strategy
- Forecasting Managers
- Air Service Development
- Commercial Management
- Route Development
- Retail Management
- Network Planners
- Tourism Authorities
- Tourism Ministries
- Economic Development Agencies
- Customer Experience & Loyalty
- Brand Management
- Terminal Operations

PROGRAMME:

- EU Rules of Data Privacy
- Harness the Power of Big Data
- Skyscanner online on time performance data
- Working with all stakeholders on low budgets
- Big Data analysis in the airline planning process
- How airports can provide valuable data to airlines
- Customer focused approach to the planning process
- Business Travel Management Companies Data Collection
- Market share, Opportunity costs, Profitability of the route
- The challenge of bundling data & commercially analysing it
- Case Study – Copenhagen Airport’s Big Data Gathering System
- Case Study – London Gatwick Connect Data Collection successes
- Understanding customer data: business traveller vs leisure traveller
- Case Study – Calgary airport’s scans of every baggage tag to collect data



AIRPORT TECHNOLOGY INNOVATION

This premium best practice and experience exchange event analyses disruption in airport technologies and looks at the real experiences of airports, daily challenges and solutions. The networking part of the training is essential to learn about the latest innovations, automation and advances in the industry without being sold to. Essential part of the event is the practical airport visit to view the latest tech advances and get the tips, tricks and traps of these.

SUITABLE FOR:

- ➔ The airport operator
- ➔ Aircraft operators
- ➔ De-icing Companies
- ➔ Air Traffic Controllers
- ➔ Air Navigation Service Providers
- ➔ Ground Handling Service & Operational personnel
- ➔ Support Services (e.g. police, customs, immigration...)



PROGRAMME:

- ➔ Automated Border Control, example of Orlando Airport
- ➔ Best Ways Airports keep with technological advancements
- ➔ How is airport technology impacting operations in real life?
- ➔ Case-Study example –major tech advanced airport
- ➔ A-CDM and technologies involved
- ➔ Does technology of airports attract airlines?
- ➔ Remote Tower Open Discussion: London City Airport Case-Study
- ➔ Ground-handling equipment technological advancement
- ➔ Technology to improve Passenger Experience
- ➔ Case- Study example – latest ICT solutions in major airport
- ➔ Congestion during high season
- ➔ Cost of human resource vs technology
- ➔ Technology update planning and budgeting
- ➔ Latest Sources of information
- ➔ How can airports automate their operations and cut human resources costs?
- ➔ What is next big thing in airport automation?
- ➔ Drones, AR, RAMPVR, Internet of things, digitalized services, elimination of human interaction – People to machine services
- ➔ Latest Technology Product Education
- ➔ Big Data: How this can work for you
- ➔ Passenger self-service – Bag drops, ticketing, e-gates
- ➔ Integrated Airport safety and security
- ➔ Autonomous Airside and Ramp Operations
- ➔ VR training and simulation
- ➔ Autonomous Vehicles
- ➔ Integration with Digital Cities



AIRPORT SALES & MARKETING

This 2 Quality Day premium best practice & experience exchange looks to grow Schedules and Leisure Traffic and Destination. This unique crossover event (Leisure and Scheduled) is your annual opportunity for Continuing Professional Development of Scheduled and Leisure side of your business – the leading route and destination experts share their insights into growing your markets. These experts will outline Best Practice and latest techniques of market development tips, tricks and traps.

We will seek to address the issues important to you and help deliver even more growth for your airport and your destination. Top industry experts will share their insights into increasing your passenger numbers, through both scheduled and leisure flights. Throughout the course there are interactive discussions, case studies and group exercises to demonstrate Best Practice of how airports can attract more traffic.

PROGRAM:

- ➔ Pitching to an Airline
- ➔ Route Analysis Assessment
- ➔ Key Market Data at a Global Level
- ➔ Customer Data for Airlines & Airports
- ➔ Best Ways Airports Can Work with LCCs
- ➔ Increasing Connectivity/ Routes to China
- ➔ Adding Value through Traffic Development at
- ➔ Border Pre-clearance as a Strategic Advantage
- ➔ Attract airlines with a true competitive advantage
- ➔ Winning New Airlines At Least Cost To Your Airport
- ➔ What do airports have to do to attract a large LCC?
- ➔ Maximizing Your Destination by using All Stakeholders
- ➔ Why do some regional airports grow faster than others?
- ➔ Tour Operator, Tourism Authority & Economic Development

SUITABLE FOR:

- ➔ Airport Managers
- ➔ Network Planners
- ➔ Aviation Strategy
- ➔ Forecasting Managers
- ➔ Air Service Development
- ➔ Airport & Airlines Marketing
- ➔ Airline Managers & Directors
- ➔ Route Development Management
- ➔ Economic Development Agencies
- ➔ Sales and Marketing Professionals
- ➔ Tourism Authorities
- ➔ Investment Promotion Agencies



A-CDM: THE REAL EXPERIENCES OF ALL STAKEHOLDERS

Airport Collaborative Decision Making looks at real life experiences of All Stakeholders involved. This 3 Day Premium Best Practice and Experience Exchange analyses how to facilitate more efficient information sharing, better operations planning and improvement of air traffic management.

This refresher event includes visit to the Operations Centre to see air traffic flow and capacity management. Leading world experts and participants engage in practical workshops aimed at reducing delays, improving punctuality optimizing the utilization of resources.

SUITABLE FOR:

- De-icing Companies
- Air Traffic Controllers
- Air Navigation Service Providers
- The airport operator Aircraft operators
- Ground Handling Service & Operational personnel
- Support Services (e.g. police, customs, immigration...)
- GTI Aviation Training will share the practical insight of Airport

PROGRAM:

- A-CDM Cost Benefit Analysis
- Dubai CDM implementation
- Remote Tower Operations
- Future Airport Management
- Brussels Airport's Post A-CDM
- Heathrow's Facts & Learnings
- Discussion on DMAN-SMAN-AMAN
- AENA Airports' Successful experience
- Amsterdam Schiphol Airport Lessons
- A-CDM Introduction & Network Concept
- Advanced Airside Ops & Capacity Management
- CDM Implementation: Global end2end Experience
- Cross-Stakeholder A-CDM Performance Reporting
- Copenhagen Airport: The Northern Europe Gateway
- Mind Vs Machine Pre-Departure Sequence Exercise
- IATA Delay Codes; Delay process system, prediction of delay
- Common Problems on ACDM Technology Support Systems



E-COMMERCE & FINANCE

This premium best practice and experience exchange event provides a detailed understanding of the key issues involved in aviation finance in order to identify and minimise the inherent risks and liabilities. This course looks at the diversity of airports managing their financial resources.

Leading experts will discuss the role of airport owners and third-party investors in key legal, regulatory and documentary issues involved in aviation finance. Best practice of bridging cash-flows, optimizing revenue generating efforts, allocating related expenditures to ensure desired customer outcomes are achieved, and relations with both public and private investors in airports are well managed.

SUITABLE FOR:

- ➔ Civil Aviation Authorities/Regulators
- ➔ Airport Financial Directors & managers
- ➔ Airport Financial Analysts & Consultants
- ➔ Financial Controllers, Managers & Analysts
- ➔ Yield & revenue management, accountants
- ➔ Airport Marketing & Commercial Managers
- ➔ Airport Investors, Airport Business Planners
- ➔ Airport General Managers & Executive Directors
- ➔ Airport and Airline Managers, Accountants, Treasurers

PROGRAM:

- ➔ Managing shareholder relations
- ➔ Price, yield & revenue Best Practice
- ➔ Accommodating the needs of customers
- ➔ Cash Flow, Financial Statements & Systems
- ➔ Financial Planning, Risk & Turnaround Strategies
- ➔ E-commerce: E-CRM, E-distribution, E-pricing & E-sales
- ➔ Key Issues in Aeronautical Charges & Commercial Revenues
- ➔ Online demand boosts; increased visibility, fastest delivery & low cost
- ➔ Discussions on public enterprises, Concessions & Fully private models
- ➔ Analysis of key financial trends & their impact on strategy & operations
- ➔ Digital technologies in changing buying patterns & consumer expectations
- ➔ The right mix of distribution channels and NDC (New Distribution Capability)
- ➔ Assessment of project proposals, financial performance and forecast demand
- ➔ Legal financial management, International & local legislative norms & obligations



ADVANCED AIRPORT OPERATIONS

4 days' intense training event aiming to refresh your airport operations knowledge, share the information, learn from the world's leading experts in the industry as well as find out about the latest innovations in the airport operations management.

Essential part of the event is a practical visit to a London airport, Networking Drinks Reception with the top British Aviation suppliers and consultants to exchange ideas, refresh knowledge & share best practices.

PROGRAM:

- Contemporary Airport Operations
- Airport Operations IT Advances
- Annex 14 and New Updates
- Airside Capacity Enhancement
- Airports of the Future
- Facilitations of ICAO & IATA
- Border Preclearance Operations
- Human Factors in the Airfield
- Runway Operational Safety
- Safety Management System
- Safety Audit for Ground Operations
- Operational Resilience Best Practice
- Ground Handling Latest Techniques
- Airport Facilitation Advances Checklist
- Adverse Weather Precautions
- Terminal & Airside Capacity Management
- Maximising Airport Environmental Capacity
- Passenger Experience & Service Excellence
- Seasonality in Human Resource Management
- Empower your employees & Balance efficiency & security
- A-CDM: Challenges & Benefits for all Stakeholders
- Aircraft Servicing & Turnaround Coordination

SUITABLE FOR:

- Airports
- Airlines
- Airport Consortia
- Airport Authorities
- Civil Aviation Authorities
- Air Navigation Services
- Ground Service Providers
- Ground Handlers
- OEMs and Suppliers
- Airport Associations
- Cargo Industry

"It was one of best training
I attended so far!"

Ivona Kraljev, Passenger Service
Coordinator, Zadar Airport

GROUND HANDLING MANAGEMENT

This experience exchange training event focuses on all ground handling best practice and covers all operational aspects to perform quick turnarounds and minimize delays. This is an essential refresher to gain practical insights into station control, efficiency, improving the On-Time Performance as well as Passenger Experience.

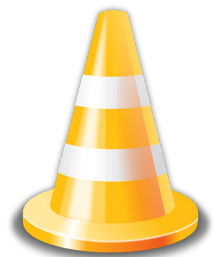
Leading industry experts are covering daily challenges and discuss real life solutions. Essential part of this refresher is a practical airside visit to view the latest developments in all ground handling services.

CONTENT:

- ➔ Aerodrome Safety
- ➔ Handling Hub Airports
- ➔ A-CDM in Ground Handling
- ➔ Facilitation of ICAO & IATA
- ➔ Ramp Accidents & Damages
- ➔ Adverse Weather Operations
- ➔ Resources & GSE Maintenance
- ➔ From Modest to Total Outsourcing
- ➔ Apron Refuelling Vehicles Efficiency
- ➔ Ground Handling Latest Techniques
- ➔ Developing High-Performing Teams
- ➔ Contracting & Supplier Management
- ➔ Key Industry Updates & Challenges
- ➔ Human Factors in Ground Handling
- ➔ Ground Operational Risk Assessment
- ➔ Seasonality in Human Resource Management
- ➔ Aircraft Turnaround Coordination & Optimisation
- ➔ New Technologies to improve passenger experience
- ➔ Win-win Negotiation between Airlines, Airports & GHs
- ➔ Just Culture: How to integrate it into an organisation?

SUITABLE FOR:

- ➔ Airports
- ➔ Supervisors
- ➔ Cargo Industry
- ➔ Ground Handlers
- ➔ Airport Authorities
- ➔ OEMs and Suppliers
- ➔ Civil Aviation Authorities
- ➔ Airline Station Managers
- ➔ Ground Service Providers
- ➔ Airport/ Airline Station Managers
- ➔ Ground Handling Agent Managers
- ➔ Self-Handling Airlines



MAXIMIZING AIRPORT REVENUES

Maximising Airport Revenues is a Must-Go course for Executives wishing to hear and see the very Best Airport Commercial Practices and the latest developments. Throughout the course there will be interactive discussions, case studies and group exercises to help you make the most of the knowledge on offer. There will be an airside retail tour and a full social program to increase your networking opportunities.

SUITABLE FOR:

- Airport Managers
- Airport Auxiliary Services
- Retail Departments
- Duty Free and Concessions
- Sales & Marketing
- Retail Operations
- Revenue Management
- Commercial
- Concession
- Corporate Planning
- Customer Experience & Customer Loyalty
- Brand Management
- Terminal Operations

PROGRAM:

- Value Based Pricing
- Airports Retail & Advertising Challenges
- Win-win contract negotiation & renegotiation
- Fixing the Reasons why Passengers Don't Buy
- Expanding Airport Partner Shop Opportunities
- Designing new & re-modelling existing terminals
- Mix of Airport Concessionaires & offered Products
- Key steps to Improve Alternative Revenue Sources
- How to start growing declining Duty Free revenues
- Focusing on the Future: How to adapt to millennials
- Car Parks & Commercial Products: Latest Techniques
- How to make Business Class Passengers Spend More
- State of the Art Cases to Drive Commercial Revenues
- Stock Market Lessons: What is your bargaining power?
- Omnichannel New Retail Data, Digital and E-Commerce
- Background, Data, International Benchmarking of Success
- Who are Best Spenders & how to get the most out of them
- Practical Examples of What Works & What Doesn't to Enhance Sales



OUR TEAM



Mike Howarth



Denis Robbins



Rose Sokolova



Vicente Costalago



Ivy Lee



Natasha Sheng



Nadia Pak



Sallyanne Collins



Rick Smylie

"Actually the training was beyond my expectations! Everything discussed directly related to my daily activities."

Jehona Qorri, *Commercial Administrator,
Prishtina International Airport*

PRICING

Standard Delegate fee*	Last Minute Registration	Registration 2 months in advance. SAVE €400!
1 delegate	EUR 2,250	EUR 1,850
2 delegates	EUR 4,300	EUR 3,500
3 delegates	EUR 6,400	EUR 5,200
4 delegates	EUR 8,500	EUR 6,900

TRAINING DISCOUNTS

- ➔ **Early Booking Discount:** booking 2 months in advance, saves EUR 300!
- ➔ **Extra Delegate Discount:** booking more than one delegate, the more delegates you book, the higher is the discount
- ➔ **Multiple Training Booking Discount:** booking more than one training event

REGISTRATION PAYMENT INCLUDES

- ➔ Quality Best Practice & Experience Exchange Training with leading experts
- ➔ Practical Airport Tours
- ➔ Industry guests Exclusive hospitality (Daily Breakfasts, Buffet Lunches and Drinks Receptions)
- ➔ Access to Data, Presentations, Videos and Manuals used during the event
- ➔ Translation if required (Needs to be confirmed during Registration)
- ➔ Interactive Experiential Discussions, Table Top Exercises, Live Case Studies & Real World Scenarios
- ➔ Certificate Award

IN-COUNTRY, IN-HOUSE AND IN-COMPANY TRAINING

- ➔ Prices are usually cheaper than the Standard ones
- ➔ Exact In-Country prices are based upon your requirements
- ➔ Minimum delegate numbers may apply

We accept bank transfers and all credit/debit/AMEX cards.

**Plus 20% VAT [where applicable]*



EXPERT PANEL DISCUSSIONS



AIRSIDE TOURS



EVENT HANDBOOK & DATA



PREMIUM HOSPITALITY



CERTIFICATES AWARD



WORKSHOPS



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