

## ACI Global Training e-Registration Form

As part of ACI commitment to its members, we have launched our new Adobe-based electronic registration form which is now available for all our courses. This electronic form will provide easier registration process for members.

You can take a look at it by clicking in the following link

[GT Registration Form](#)

## ACI Fund 50th Seminar - APAC Region



### “Airports and Economic Development” Taipei, Taiwan (ROC) 10 – 12 June 2012

ACI Fund is a training and certification service, which provides a variety of multipurpose solutions to all member Airports in developing countries. ACI Fund is entirely financed by donations from ACI members worldwide. The next "by invitation-only" seminar will be jointly organized with long-time partners, the United Nations Institute for Training and Research (UNITAR) and CIFAL Atlanta and will take place in Taipei, Taiwan (ROC) from 10 – 12 June 2012. The topic of this seminar is "Airports and Economics Development " and will cover themes such as, Fundamental Economic Principles of the Airport Industry as well as Global Economic Conditions and Challenges for the Aviation Industry.

With participants from APAC countries such as Cambodia, India, Micronesia and Tonga already slated to attend, the 50th ACI Fund promises again to be a very informative and pertinent event.

For more additional information please send an email to: [acifund@aci.aero](mailto:acifund@aci.aero)

## New Global Training US Dollars Account (USD)

In order to provide a faster payment tracking service for our members a new USD Bank Account has been open just for Course Payments in USD. We kindly ask all our members to update the following information:

Beneficiary	Bank Account Information
ACI Global Training Suite 1810 800 Rue du Square Victoria Montreal, Quebec H4Z 1G8 Canada	RBC Royal Bank of Canada Main Branch 1 Place Ville Marie Montreal, Quebec H3C 3B5 Canada USD 00001 003 401 132 6 BIC/SWIFT ROYCCAT2

## Airport Business Development and Planning Course



The Airport Business Development and Planning course is a great three day workshop which allows participants to examine and analyse the issues and challenges of commercially developing an airport. As more airports look to economic sustainability in becoming financially self-sufficient, new and innovative ways are being explored to grow their business. During these sessions, the facilitators will review business development planning strategies and tools that will help managers create a road map for their airport in consultation with its community in defining goals for development and financial growth.

This course will be facilitated by two facilitators who are very knowledgeable in this field: Dr. Anne Graham and Mr. Gordon Hamilton.

Dr. Anne Graham is Reader at the University of Westminster and will be a guest facilitator for this course. Anne has been involved in the teaching, research and consultancy of air transport for over 25 years and has developed two key research interests. First, is in airport management, economics and regulation. Her other key research area is the analysis of tourism and aviation demand and the relationship between the tourism and aviation industries. Dr. Graham has given presentations at many different conferences in various countries including the UK, the UAE, Brazil, Sweden, Egypt, Malaysia, the Netherlands, South Korea, Austria, Poland, Greece, Ireland, Italy and the USA in the last five years.

The main facilitator for this course is Mr. Gordon Hamilton. Gordon has been involved in aviation since 1969. In addition to consulting, his experience includes hands-on day-to-day management of airfield operations and maintenance, and development of operations research tools for airport planning. Gordon has managed and participated in airport and aviation projects covering all aspects of the industry. He has been an advisor or project manager for airports in North America, Asia, and Africa; airlines in the United States and Canada; the International Civil Aviation Organization; the United Nations Development Program; the Caribbean Development Bank; Airports Council International; the International Air Transport Association; and several private sector airport developers.

We want to extend an invitation to our members to attend this course in Turin, Italy from October 1-3, 2012. For more information, please feel free contact us at [training@aci.aero](mailto:training@aci.aero)

## Meet our Faculty

### Steven Appelbaum



Steven Appelbaum is Concordia University's Research Chair in Organisational Development and Professor of Management, John Molson School of Business - Concordia University. He designed and implemented MBA (Executive) and MSc programmes and courses focusing upon: Organisation Behaviour, Organisation Development, Negotiation Skills, and Managing the Internal Environment (Human Resource Management).

Steve was on the Board of Governors of Concordia University (1998-2004) and served as Dean, Faculty of Commerce and Administration (1983-1990). Dr Appelbaum pioneered the Awards of Distinction and won the Outstanding Teaching Award as well as Leaders in Management Education Award. His current research is centred mainly on downsizing, managing change, and transformational behavioural management.

Dr. Appelbaum won the award for "The Client-Consulting Relationship: A Case Study of Critical Success Factors in a Telecommunications Organization". In 2007, Steve received a Best Paper Award for "The Crucial First Three Months: An Analysis of Leadership, Transition, Traps and Successes," in The Journal of American Academy of Business.

Steven Appelbaum, PhD. is a dynamic speaker with a keen sense for developing and directing the thinking of the participants along practical and productive lines. He has developed training programs for a wide range of public and private companies. Dr. Appelbaum was also the Dean of the Faculty of Commerce and Administration of Concordia University for seven years. Dr. Appelbaum has research interests in organizational stress, organization development and human resource management.

#### Research and Publications:

Dr. Appelbaum has research interests in organizational stress, organization development and human resource management. He has authored or co-authored eleven successful textbooks, including *Managing Organizational Behaviour: A Canadian Perspective*, (Harcourt Brace); *Canadian Business: A Contemporary Perspective*, (Harcourt Brace); *Principles of Modern Management: A Canadian Perspective* (four editions), (Prentice-Hall); and *Contemporary Canadian Business* (three editions) which received recognition as the Top Canadian Book published by Harcourt Brace & Company, Canada in 1990. Also authored *Stress Management for Health Care Professionals* followed up by *Time Management for Health Care Professionals*, both

published by Aspen Medical Publishing, Rockville, Maryland.

Author of over 100 research and applied articles appearing in major publications and journals in Europe, the United States, Canada, and the Far East. Several have been selected for citations (awards) of excellence. Recent topics investigated include: Team Building, Learning Organizations, Organizational Change, Empowerment, Downsizing Successes, Downsizing Failures, Survivor Syndrome, and Stages of Mergers. His publications have appeared in such journals as Group Process, Management Decision, Health Care Management Review, Journal of Management Development, University of Michigan Business Review, Hong Kong Journal of Business Management, Journal of Managerial Psychology, Leadership and Organizational Development Journal, Academy of Management Proceedings, The Business Quarterly, Organizational Dynamics and Human Resource Planning. He is an editorial board member of The Journal of Management Development.

## ACI Global Training Staff

**Kevin Caron**  
**Assistant Director, Global Training**  
**Airports Council International**

Kevin, a Montreal native joined Airports Council International (ACI) in March 2010. As the Assistant Director his key responsibilities are for the strategic direction and leadership of ACI Global Training department. Additionally, Kevin serves on the ACI-ICAO AMPAP Steering Committee as ACI Team Leader.

His aviation career began in 1995 with the Montreal Airports Authority (Aéroports de Montréal). In over 8 years with the airport authority, Kevin held various positions with increasing responsibilities in operations and security. When he left the authority in 2003 he held the position of Airport Communication Officer with Public Affairs.

He joined the International Air Transport Association (IATA) in 2003 as Manager, Security Training. In 2004 he was promoted to Manager, Airport Training where he was led the expansion and delivery of airport management, safety and operations courses. During his time with IATA he was responsible for the delivery of some 580 courses.

His university education is in geography from Concordia University and he holds 2 certificates from McGill's Executive Institute in Strategic Planning and Product Management and 1 certificate from Concordia University's John Molson School of Business and ACI in Airport Executive Leadership along with an Associate Global ACI - ICAO AMPAP Diploma.



## Upcoming Courses in July and August

Dates	Course	Location	Country	Language	Price (EUR)	Price (USD)
2-6 July	Airport Human Resource Management *	Kuala-Lumpur	Malaysia	English	€ 1,000	\$1,400
4-6 July	Airport Route Development and Marketing	Riga	Latvia	English	€ 650	\$910
8-12 July	GSN 6 - Aerodrome Safety Compliance and Auditing	Dubai	U.A.E	English	€ 1,000	\$1,400
10-12 July	Managing Service Quality at Airports	Panama City	Panama	Spanish	n/a	\$650
9-13 July	GSN 4 - Working with Annex 14	Male	Maldives	English	€ 1,000	\$1,400
30 July -1 August	Airport Security	Panama City	Panama	Spanish	n/a	\$650
6-10 August	Implementation of SMS *	Nairobi	Kenya	English	€ 1,000	\$1,400
13-17 August	ACI/ICAO User Charges*	Johannesburg	South Africa	English	€ 2,000	\$2,600
13-17 August	Airport Communications and Public Relations*	Montreal	Canada	English	€ 1,000	\$1,400
20-24 August	GSN 5 - Advanced SMS	Montreal	Canada	English	€ 1,000	\$1,400
27-31 August	Developing a Customer Service Culture at Airport*	Nashville	USA	English	€ 1,000	\$1,400

[Click here to register](#)



**2012 ACI-NA/World  
 Conference  
 & Exhibition**  
 September 9-12, Calgary AB Canada

You are invited to join us for valuable education sessions, an innovative trade show and networking opportunities with your industry peers — all in one place.



