

Mastering SGHA-SLA Negotiations in Aviation

A Practical Training for Airport & Ground Handling Professionals



ONLINE TRAINING IN ENGLISH

AIR CARGO HANDLING

Description



Catering SGHA-SLA Negotiations in Aviation

Gain in-depth expertise in the IATA Standard Ground Handling Agreement (SGHA) and its impact on airport ground handling operations. Follow the SGHA section by section, gaining the foundation to write Annex B and Service Level Agreements (SLA). This workshop-style training provides comprehensive knowledge of the latest SGHA version, its legal framework, and its connection to the SLA, ensuring improved commercial aspects, operational efficiency, and compliance.

Through interactive lectures, exercises, case studies, and role-play simulations, you will explore key topics, including SGHA history and basics, liability, operational safety, contract duration, and termination terms. Learn how to compare the latest SGHA versions, integrate SLAs into SGHA, and apply monitoring and performance measurement strategies. Additionally, gain valuable insights into airport safety, service quality, and business-to-business relations, equipping you with the knowledge to effectively manage ground handling agreements and optimize service performance.

Learning objectives



- Learn how to navigate and negotiate SGHAs, Annex B pricing and SLAs with confidence
- Gain insights into the latest version of the IATA Standard Ground Handling Agreement
- Learn latest changes, compare old and new contract structures, and master the art of effective negotiation in aviation ground handling
- Understand the articles in the main agreement to identify risks and opportunities
- Learn about the services and descriptions of the Sections in Annex A
- Demonstrate the ability to write a proper Annex B, taking into account the business and operational requirements
- Use the new template of SLA and formulate achievable and meaningful targets enhancing safety and service quality
- Review and improve your personal negotiation behavior in order to make the best use of time in negotiations and meeting the target with minimum possible effort and investment
- Recognize your counterpart's objectives faster and improve cooperation in your negotiations

Target group



- Commercial, Agreement, Performance and Service Quality Managers
- Airports, Airline & GSP Buyers, Sellers and Contract Managers
- Station Managers & Legal Counsel

- ▶ ONLINE
- € 1.560,- p/P excl VAT
- 🕒 4 DAYS MON-THU
- 👤 8 MIN PARTICIPANTS

Course location: This course is available online, with pre-reading material provided in advance. It is also available as a classroom session for in-company training only.

Inclusive: Course material, AviationNOW certificate

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