

Sustainable Workforce Development Certification

Design future-ready, role-based systems incl. competency, experience and performance

AVIATION NOW
ACADEMY



3 DAYS WORKSHOP | MIN PARTICIPANTS | Available Languages: DE+EN

SOFT SKILLS

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Description



Air cargo organizations struggle to operationalize sustainability due to fragmented training approaches and the lack of structured workforce capability frameworks. This certification program replaces fragmented training approaches with a structured, capability-based transformation system that directly links workforce development to operational performance and sustainability outcomes.

It enables organizations to systematically design and implement role-based capability systems that integrate skills, behavior, and experience into measurable performance drivers. By combining structured needs assessment, capability modeling, and coaching-based development, the program ensures continuous application of workforce capability in operational contexts.

The methodology is grounded in evidence-based behavioral and systemic approaches, integrating cognitive-behavioral principles, systems thinking, and solution-oriented methods. This enables measurable behavioral change, improves decision-making quality, and reduces operational errors.

Organizations build adaptive, performance-driven capability frameworks aligned with key air cargo KPIs such as efficiency, load factor, turnaround time, and error reduction. Workforce capability becomes a lever for improving operational reliability, resource utilization, and emission-related performance.

The program concludes with a structured certification validating the maturity and effectiveness of workforce performance systems, aligned with industry best practices and sustainability objectives.

Target group



- Airlines, cargo airlines, and integrated logistics providers
- Ground handling agents and cargo terminal operators
- Freight forwarders and supply chain organizations
- HR, Learning & Development, and capability leaders
- Operations, performance, and sustainability managers

Class location: Classroom training in Europe, or worldwide in-company

Included: course material, certificate

Learning objectives



- Design and implement role-based, performance-driven capability systems aligned with operational KPIs and sustainability outcomes across air cargo operations
- Identify and close capability gaps that directly impact efficiency, quality, decision-making, and emission-related performance drivers
- Integrate behavioral, technical, and sustainability-related capabilities into structured, role-based workforce frameworks
- Apply cognitive-behavioral, systemic, and solution-oriented approaches to enable measurable behavior change and improve operational execution
- Link workforce capability directly to performance outcomes, including error reduction, process efficiency, and decision-making quality
- Implement coaching-based development approaches and KPI-driven validation to ensure sustainable capability application in operational contexts

Course outcomes



- Implement a role-based, performance-driven workforce capability system
- Achieve measurable improvements in operational efficiency and reliability
- Reduce cargo handling errors, rework, and process inefficiencies
- Increase workforce readiness and accelerate time-to-competency
- Enable measurable contributions to emission-related performance and ESG objectives

Typical impact ranges:

10–20% reduction in operational inefficiencies, measurable improvements in load factor utilization and emission-related performance drivers.

