

IATA Training on SGHA-SLA and Effective Negotiation Behaviors

Manama

31 May - 4 June 2026

UK Traininig

PARTNER



IATA Training on SGHA-SLA and Effective Negotiation Behaviors

Code: AV28 From: 31 May - 4 June 2026 City: Manama Fees: 4400 Pound

Introduction

This in-depth training course is designed to equip aviation professionals with a comprehensive understanding of the IATA Standard Ground Handling Agreement SGHA and Service Level Agreements SLAs. It focuses on both the operational execution and the legal implications of ground handling contracts. Participants will also enhance their negotiation skills through behavioral training, real-world case studies, and interactive role-plays tailored to the unique challenges of the aviation industry.

If you're looking for negotiation training or wish to develop your negotiation skills, this course offers the perfect opportunity. You'll also receive IATA certification and gain a thorough understanding of SGHA and SLA agreements, providing you with the practical skills to enhance your performance in the aviation industry.

Course Objectives

- Understand and apply the key components of the IATA SGHA.
- Design, implement, and manage effective SLAs with measurable KPIs.
- Identify and mitigate legal and operational risks within SGHA clauses e.g., liability, indemnity, force majeure.
- Strengthen your negotiation capabilities using structured frameworks and practical exercises.
- Resolve disputes related to SLAs, service delivery failures, and performance measurement.

Course Outlines

Day 1: SGHA Fundamentals

- Overview of IATA and the purpose of the SGHA
- Structure and content of SGHA - A detailed look at Annexes A & B
- Roles and responsibilities of airlines and ground handling agents
- Case studies: Common misunderstandings and pitfalls in SGHA

Day 2: SLA Implementation & Performance

- Elements of a successful SLA
- Integrating SLA terms with the SGHA framework
- Operational accountability and KPI development
- Examples of real-time performance monitoring systems
- Escalation procedures for non-performance
- Conducting SLA audits and reporting compliance

Day 3: Legal Risk and Contract Management

- Legal risk identification and management



- Key legal clauses: Liability, indemnity, and force majeure
- Analysis of recent aviation contract disputes
- Fundamentals of Effective Contract Drafting
- Dispute resolution mechanisms: Mediation and arbitration

Day 4: Negotiation Strategies and Behaviours

- Understanding the psychology of negotiation
- Managing stakeholder interests and setting realistic expectations
- Power dynamics, influence, and persuasion in negotiations
- Cultural awareness and organizational dynamics in global settings

Day 5: Interactive Simulation & Role-Play

- Practical negotiation role-play exercises
- Simulated SGHA negotiation scenario with real-world complexity
- Managing disputes on service failures, KPIs, and pricing disagreements
- Group debriefing, analysis, and feedback on negotiation performance

Why Attend this Course: Wins & Losses!

Attending this course means you will be able to:

- Fully understand SGHA and confidently apply it to your contracts.
- Manage SLAs, including how to define KPIs and monitor performance to ensure high-quality service delivery.
- Improve your negotiation skills while gaining a globally recognized IATA certification.
- Overcome legal risks in aviation contracts with practical negotiation strategies.
- Use effective negotiation techniques to resolve disputes and strengthen partnerships in the ground handling domain.

Conclusion

Upon completing this course, you will have the skills needed to confidently interpret and apply SGHA and SLA frameworks. You will not only gain theoretical knowledge but also practical skills necessary to manage contracts, mitigate risks, and improve service levels within the ground handling sector. Through dynamic exercises and real-life simulations, this course ensures that you will be able to navigate contractual negotiations with clarity and precision, fostering stronger partnerships and driving operational excellence across the aviation industry.

Are you seeking negotiation training to sharpen your skills? This course offers valuable negotiation skills training while providing IATA certification, allowing you to navigate complex SLA and SGHA negotiations with confidence and professionalism.



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)
(Switzerland)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut



Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



هيئة تنظيم الكهرباء - عمان
AUTHORITY FOR ELECTRICITY REGULATION, OMAN
Authority for

UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



International House 185 Tower Bridge
Road London SE1 2UF United Kingdom



+44 7401 1773 35
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

