2025 BUSINESS of AIRPORTS

ACI NORTH AMERICA
AIRPORTS COUNCIL INTERNATIONAL

Resiliency in our Workforce

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WHAT IS RESILIENCY?

Resiliency is the ability to:

- Withstand or recover quickly from difficulties and setbacks
- Cope with personal or professional challenges in a productive manner
- Be adaptable in ever changing circumstances
- Move through, and grow from, demanding, arduous trials

WHY IS RESILIENCY IMPORTANT?

Resiliency in a workplace setting:

- Is essential for employees to maintain productivity and well-being
- Fosters positive attitudes and stronger relationships, and ultimately leads to a more successful work environment
- Reduces absenteeism and improves job satisfaction
- Provides a buffer against burnout, poor decision-making, and a harmful work-life balance

HIGHER OR LOWER?

To gauge your current knowledge of resiliency, you will see a series of statements displayed on the screen.

Your task is to determine if the actual statistic is higher or lower than the one provided.

PRACTICE ROUND

In a 2023 survey of kids ages 9-18 conducted by the Boys & Girls Clubs of America, 6 out of 10 youths said that when something important goes wrong in their lives, they can't stop worrying about it.

Higher

Or

Lower?

ANSWER

In a 2023 survey of kids ages 9-18 conducted by the Boys & Girls Clubs of America, 7 out of 10 youths said that when something important goes wrong in their lives, they can't stop worrying about it.

Higher

Or

Lower

ROUND 1

In a 2025 World Economic Forum survey, 18% of respondents feel well prepared with respect to organizational resilience.

Higher

Or

Lower?

ANSWER

In a 2025 World Economic Forum survey, 9% of respondents feel well prepared with respect to organizational resilience.

Higher

Or

Lower

ROUND 2

According to the 2025 KPMG Risk & Resilience Survey, 75% of C-Suite leaders believe their organization faces cultural resistance to effectively managing risk.

Higher

Or

Lower?

ANSWER

According to the 2025 KPMG Risk & Resilience Survey, 66% of C-Suite leaders believe their organization faces cultural resistance to effectively managing risk.

Higher

Or

Lower

ROUND 3

According to Deloitte's 2025 Global Human Capital Trends research, the average worker experiences 7 planned enterprise changes each year (e.g., organizational restructuring, culture transformation, large technology initiatives) – up from two in 2016.

Higher

Or

Lower?

ANSWER

According to Deloitte's 2025 Global Human Capital Trends research, the average worker experiences 10 planned enterprise changes each year (e.g., organizational restructuring, culture transformation, large technology initiatives) – up from two in 2016.

Higher

Or

Lower

BONUS ROUND

According to McKinsey's 2025 Talent Trends survey, 25% of global employers currently invest in adaptability, resiliency, or continuous learning programs.

Higher

Or

Lower?

ANSWER

According to McKinsey's 2025 Talent Trends survey, 16% of global employers currently invest in adaptability, resiliency, or continuous learning programs.

Higher

Or

Lower

RECLAIMING THE SKY

RESILIENCY LESSONS FROM 9/11'S AVIATION HEROES

GOAL: KEEP THE MEMORY OF 9/11 HEROES ALIVE – EXPLORE LESSONS THAT CAN BE APPLIED TODAY

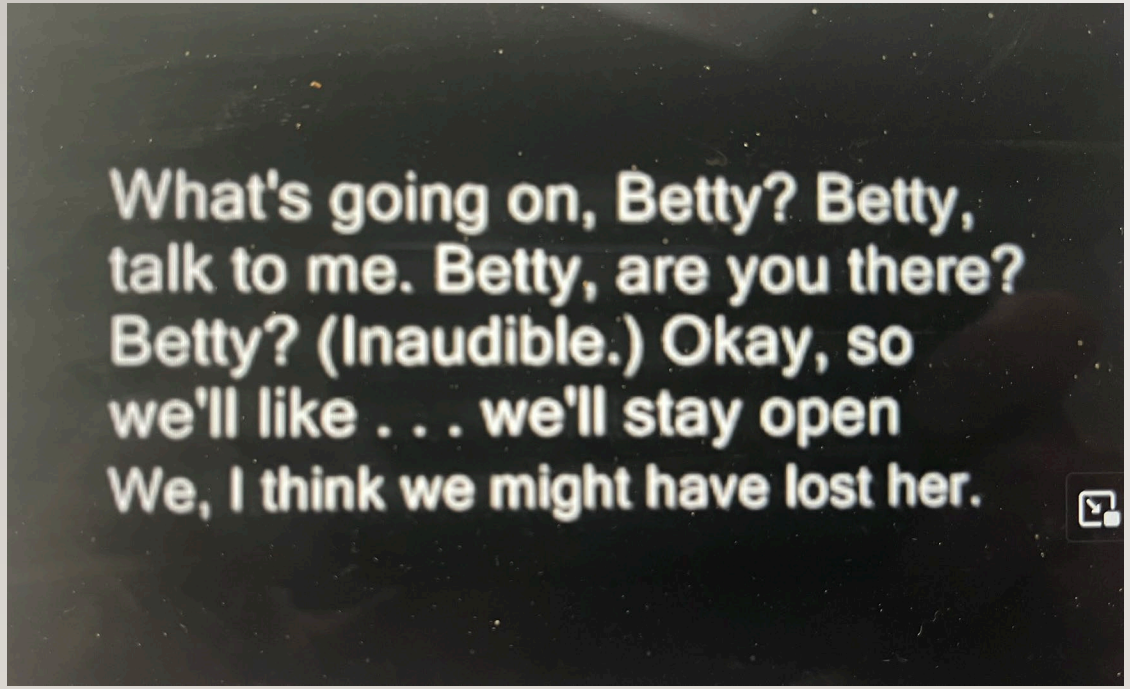
- Stories of the heroes that day
  - Boston
  - New York/Newark
  - Washington, DC
- 9/11 Recovery: Lessons in Resiliency
  - Key PRINCIPLES
- Apply 9/11 Resiliency Principles to today's challenges.

ACI-NA/SSP'S "YOUNG PROFESSIONAL" ESSAY COMPETITION

- Forty years of age and younger.
- Registration opened May 1 – at ReclaimingTheSky.com.
- Zoom Workshop July 23 - meet peers and mentors and explore lessons.
- Awards presented at ACI-NA's annual conference in Toronto in October.

THAT DAY: BETTY ONG – AA FLIGHT ATTENDANT FLIGHT 11

A/A FLIGHT 11 HEROES



BOSTON AND UNITED AIRLINES FL 175

NY/NJ: SUE BAER AND TERRI RIZZUTO

NEWARK LIBERTY INT'L AIRPORT

AA FLIGHT 77 – WASHINGTON, DC

KEN AND JENNIFER LEWIS: AA FL 77

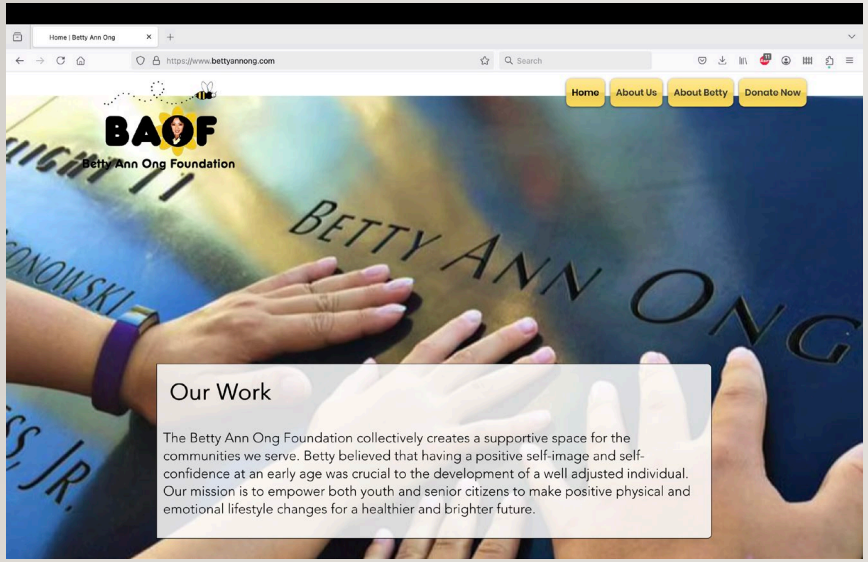
AA FLIGHT 77

KENNIFER GARDEN: CULPEPPER, VA

AA FLIGHT ATTENDANTS IN WASHINGTON, DC

CATHY ONG AND SUE BAER

BETTY ONG FOUNDATION: EMPOWER YOUTH TO MAKE POSITIVE LIFESTLYE CHANGES

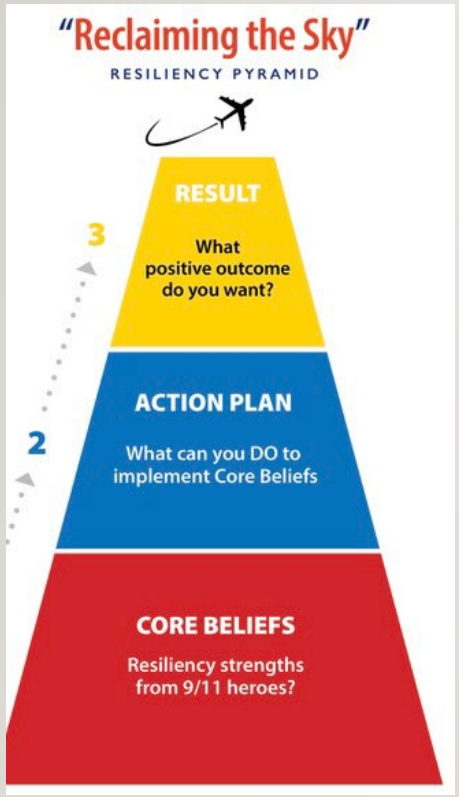


”WHEN YOU’RE HURTING, LOOK FOR SOMETHING YOU CAN DO FOR SOMEONE – AND DO IT!

FOUR KEY RESILIENCY PRINCIPLES

1. **Focus energy "outward" (on others.)**
2. **Someone has a need? Say yes, act to meet the need.**
3. **Soldier on! When it's hard, keep working, keep moving forward.**
4. **Form a community: work together.**

APPLY 9/11 "RESILIENCY PRINCIPLES" TO MEET TODAY'S CHALLENGES



- TPA: Maintain smooth operations in the midst of regional, national and sometimes global delays.

APPLY FOUR RESILIENCY PRINCIPLES FROM 9/11 HEROES

- Communicate early, often, clearly.
- Put staff where the crowds are.
- Distribute comfort items – water!
- Work with airlines and TSA.
- Keep the area secure!
- Anything else?

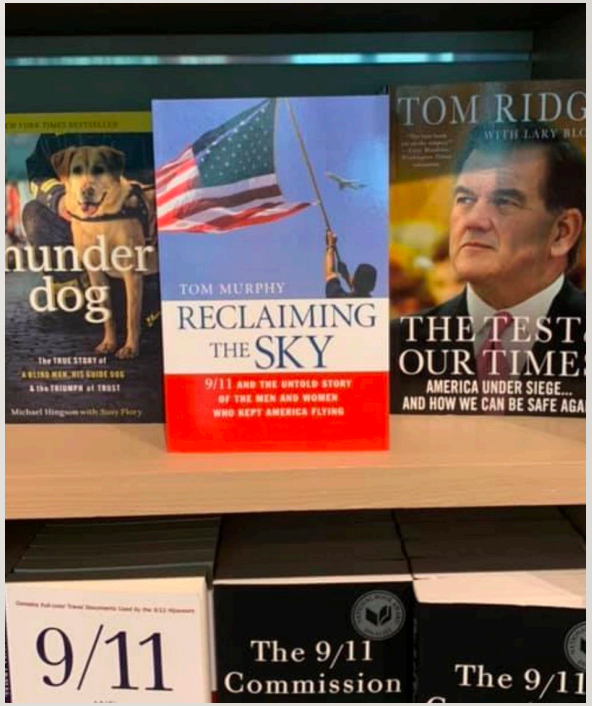
FINAL WORD: RESILIENCY THROUGH SERVICE

- **"When you're hurting, look for something you can do for someone, and do it."**

  -Susan Baer, Port Authority of NY and NJ

- **"We often imagine that people do good things because they are good people. But it's exactly the other way around. You do good things, and that makes you a good person. Just get started or be inspired by others, that's how you get there."**

  -Rutger Bregman, Dutch Historian

FOR MORE INFORMATION

- Contact Tom Murphy
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- Tom@ReclaimingTheSky.com.