



Human Resources Support Services & Executive Recruiting for Aviation

Whether your organization is going through a personnel transition or you are looking to improve overall organizational effectiveness and long-term staffing health, having an outside consulting firm, like **Steven Baldwin Associates**, can serve as a valuable resource and help you achieve your goals efficiently and cost-effectively. Given our successful working relationship with scores of airports throughout North America, as well as our superior knowledge of the aviation industry, our firm is in a unique position to provide a wide variety of expert **Human Resources Services** for your airport.



Human Resources Services

SBA provides a full complement of Human Resources Services, as noted below. We are able to help you determine the exact mix of services needed for your unique circumstances and situation.

Organizational Assessment

Is your organization aligned for peak performance during both growth climates and market contractions? SBA can perform an organizational assessment to ensure departmental activities and resources are best aligned to maximize efficiencies and position your airport to support future economic growth as well as strategic plans and priorities into the foreseeable future. We can work with you to take a deep dive and holistic look at both internal and external factors and align the organization for greater success. This often includes adjusting strategic alignment, restructuring organizational alignment, clarifying decision-making process, aligning budgets, reallocating staffing resources, realigning financial priorities and targets, as well as aligning vision, values, and people to optimize overall performance.

Executive Recruitment Services

Steven Baldwin Associates serves as a successful partner in your executive team member search. We can oversee the process, from start to finish, of searching for and hiring top talent, and bring our clients the best, most capable employees who represent the best fit for your team and organizational culture.



There are consulting firms whose only focus is executive searches. However, SBA has significant advantages over such search firms in that we are experts in the aviation industry, a unique industry with a relatively finite number of key players, many of whom are personally known to us.

SBA's founding principal and senior associates have more than 100 years of combined experience devoted to the aviation industry, and we are well known and well connected to the industry's

thought leaders, key players, and executive managers. Compared to firms that focus only on executive searches or local in-house airport HR departments, SBA has stronger connections and personal relationships throughout the country with the exact aviation industry executives who will make the strongest candidates for your management team.

Like all of our professional services, our proposed fee for executive searches is determined on a case-by-case basis, depending on the scope of services requested/needed. In the past, we have scheduled fees as a percentage of the successful candidate's first year compensation offer, as well as flat fees negotiated per project.

Succession Planning

Succession planning is an important part of maintaining the health, sustainability, and longevity of your organization. With retirements and turnover in key positions, and steep competition for talent, succession planning becomes even more important during competitive market periods. Moreover, succession planning is a key part of employee engagement, including recruitment and retention. With management, SBA will review paths for employees to advance within the organization and other key aspects of succession planning to develop your staff and ensure that key institutional knowledge resides in multiple positions, and that you hire candidates in key positions with an eye to grooming them for advancement within your succession line.

Compensation/Salary Studies

In today's competitive labor market, it is crucial to understand how your organization's compensation structure compares to those of similar airports. Maintaining a competitive salary and benefits structure is a major factor in attracting and retaining top talent.

However, getting access to relevant salary information is often challenging, not to mention burdensome for most airport Human Resources departments. Let SBA relieve this weight by conducting a targeted compensation study for you.



Best practice suggests that a periodic review of compensation will help you gain a competitive edge. Our understanding of the complexity of airport compensation is unique since our team has first-hand experience in the aviation industry. We will benchmark against relevant airports and help you develop a comprehensive compensation strategy to include benefits and incentive programs that will keep your employees challenged and motivated, while encouraging longevity.

Performance Management

Although it can often be one of the hardest elements to get right, organizations which excel at performance management are typically ranked as extremely high-performing organizations. Experienced SBA associates will develop an effective performance management program that facilitates open dialog between leadership and employees in order to manage expectations, goals, and career progress while supporting the organization's strategic vision and plans. SBA can conduct an assessment of your current performance review system and evaluate its effectiveness toward employee engagement, performance,

and development. In conjunction with executive leadership, SBA will propose a revised or new program that supports goal setting in conjunction with organizational objectives, and includes an employee self-assessment, measures employees against core values, and incorporates training plans that support employee development and succession efforts.



Leadership and Staff Coaching

Engaged employees, successful leaders, and collaborative teams will help make your group a high-performing organization. Let SBA help you discover your individual and team strengths, develop strategies for improved communication and effective leadership, improve collaboration, and develop leadership best practices. SBA associates can provide personal coaching and skill development techniques, helping your workforce connect and effectively work together. We also work with oversight Boards and Commissions regarding strategic planning, structural optimization, and individual member development and engagement.

For all your Human Resources support services, including executive and management recruitment, please consider Steven Baldwin Associates as your expert, go-to support team.

Contact Us

Founded in 2011, Steven Baldwin Associates is one of the leading airport management consulting firms in the nation, offering extensive expertise in airport operations, policy, governance, regulation, and HR support services and executive recruitment. Our professional staff have decades of combined industry experience and are known for providing the highest quality of policy, management, and airport advisory services in the industry.

Personnel related services and executive recruitment assignments represent some of our core competencies. We are well versed in all aspects of these areas and are confident that we can serve your needs in a superior fashion.

For additional information on specifics regarding how we can help your airport with its specific HR services needs, please contact:

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