IATA
WORLD CARGO
SYMPOSIUM

10 – 12 March 2020
Istanbul, Turkey

PROGRAM
People & Skills
## People & Skills

### 14:00 – 14:15
**Welcome & Opening:** Setting the scene: "People and skills, the 4th revolution challenges"

### 14:15 – 14:45
**Keynote:** What should be the focus?

Cargo is going through a major digitalization and processes transformation where the right skilled staff is more essential than ever to attract, develop and retain the cargo industry challenges and opportunities we face.

### 14:45 – 15:30
**Panel discussion:** Skills of today vs the needs to tomorrow: The current challenges and the immediate actions to make our industry sustainably attractive to new comers.

### 15:30 – 16:15
**Networking Break – WCS Exhibition Hall**

### 16:15 – 16:40
**Making people want to stay and grow:** What does cargo have to offer? How to develop and keep the skills in house towards the need of the future?

### 16:40 – 17:20
**Panel discussion:** Are we doing enough to attract and retain the skills we need? Sharing what is working well and brainstorming about what can be different?

### 17:20 – 17:30
**Lessons learned and call for action**

### 19:00 – 22:00
**WCS Gala Dinner – location to be confirmed**

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