

Client Spotlight

A Leading Airport Operator

Challenge

A leading airport operator set out to strengthen leadership capability across its management team as it managed growth and rising expectations in a demanding, service-critical and safety-critical environment. Airport operations depend on leaders who can align large, multidisciplinary teams, build trust across functions and execute reliably around the clock.

The organisation wanted to establish a consistent leadership foundation and a shared language, developing leaders who could lead themselves effectively, build high-trust relationships and translate strategy into results across the operation.

Our Approach

FranklinCovey Middle East partnered with the organisation to deliver a structured leadership development programme built on three flagship frameworks, sequenced to build capability from the individual outward.

Leaders began with personal effectiveness through The 7 Habits of Highly Effective People, moved on to building high-trust relationships with Leading at the Speed of Trust, and then to leading the organisation through The 4 Essential Roles of Leadership: inspiring trust, creating vision, executing strategy and coaching potential. Delivered through facilitated workshops across successive cohorts, the programme gave managers a common framework and a shared language for how they lead.

KEY ELEMENTS OF THE INITIATIVE

- A structured leadership journey built on three flagship frameworks.
- Personal effectiveness through The 7 Habits of Highly Effective People.
- High-trust leadership through Leading at the Speed of Trust.
- Organisational leadership through The 4 Essential Roles of Leadership.
- Delivered through facilitated workshops across multiple cohorts.
- A common leadership language embedded across the management team.

Business Outcomes

The programme gave the airport operator's leaders a consistent foundation and a shared language for leadership: how they manage themselves, how they build trust, and how they align and execute across the operation. Developed across successive cohorts, leaders were better equipped to inspire trust, set clear direction and deliver results in a complex, service-critical environment.

By building this capability consistently across the management team, the organisation strengthened collaboration across functions and laid the groundwork for a more aligned, resilient leadership culture able to support its long-term growth.

Industry

Aviation / airport operations

Region

Oman

Delivery

Facilitated workshops across multiple cohorts

Engagement

Structured leadership development programme

Frameworks

7 Habits, Leading at the Speed of Trust, 4 Essential Roles of Leadership