### About this course:

This course assists Travel Management Companies to deliver a truly inclusive business travel experience. We explore the challenges faced by diverse business travellers including women, LGBTQ+ and disabled travellers through powerful case studies shared by experienced business travellers.

### Who is it for?

Travel Management Company employees and in particular those booking travel for business travellers.

### Duration:

Half day or full day

### Bespoke or off-the-shelf

This course is tailored for your Travel Management Company, taking into account your main traveller profiles, destinations and types of travel. E.g. domestic, NGO, high-risk, long-haul etc.

### Delivery method

In-person, virtually and/or blended with eLearning modules.

### Learning Objectives:

On completion of this course, delegates will be able to:

- Identify the risks, needs, desires and risks facing different types of business travellers.
- Ask the right questions to ensure that traveller’s wellbeing, health and safety needs are incorporated into a business trip.
- Identify the right means of travel, accommodation and ancillary services for each booking.
- Share priceless tips with business travellers to help them to keep themselves safe when travelling.
- Manage suppliers to ensure that inclusivity is incorporated into the traveller experience.
- Differentiate your company by providing and excellent traveller safety experience.
- Deal with problems effectively and swiftly.

### Syllabus:

- What is inclusive travel management?
- Why it’s important?
- Women travellers
- Disabled travellers
- LGBTQ+ travellers
- Racism
- Intersectionality
- Business travel & inclusive travel programmes
- ISO31030
- Being a great ally
- Booking with inclusivity in mind
- Supplier management
- Responding to incidents
- Gathering the right feedback

Find out more

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