



INCLUSIVE TRAVEL MANAGEMENT TRAINING

Maiden
Voyage

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:	<p>On completion of this course, delegates will be able to:</p> <ul style="list-style-type: none"> • Identify the risks, needs, desires and challenges facing different types of business travellers. • Ask the right questions to ensure that the traveller’s wellbeing, health and safety needs are incorporated into each business trip. • Identify the right modes of travel, accommodation and ancillary services for each booking. • Share priceless tips with business travellers to help them to feel and keep themselves safe when travelling. • Manage suppliers to ensure that inclusivity is incorporated into the traveller experience. • Differentiate your company by providing an excellent and inclusive traveller safety experience. • Deal with problems effectively and swiftly.
Syllabus:	<ul style="list-style-type: none"> • What is inclusive travel management? • Why it’s important? • Women travellers • Disabled travellers • LGBTQ+ travellers • Racism • Intersectionality • Why this matters to your customers • Working with travel buyers, a consultative approach • Switching on your inclusivity radar • Signposting useful resources • Booking with inclusivity in mind • Supplier management • Responding to incidents • Gathering the right feedback

Find out more

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