

Inclusive Traveller Safety for Travel Management Companies

About this course:	This course is designed for Travel Management Companies looking enhance the customer travel management and safety experience by support a diverse range business travellers. The course uses rich case studies to highlight the different aspects and mitigations for different minority groups including: women, LGBTQ+, inexperienced, disabled, neurodiverse travellers as well as addressing aspects of race, ethnicity and culture.
Who is it for?	Travel management consultants booking business travel as well as those working within new client acquisition.
Duration:	3 hours
Bespoke or off-the-shelf	This course is tailored to incorporate any relevant internal, external resources and supplier partnerships used within your organisation.
Delivery method	Virtually or in-person
Learning Objectives:	<p>On completion of this course, delegates will be able to:</p> <ul style="list-style-type: none"> • Understand the travel safety risks associated with different minority groups • Identify best practice to ensure the safety and security of business travellers • Have a critical eye over the risks associated with various aspects of a trip, including by region, accommodation and air and ground transportation • Book business travel with safety in mind
Syllabus:	<ul style="list-style-type: none"> • Psychological Safety • Diversity, Equity and Inclusion in travel safety • Common challenges related to: <ul style="list-style-type: none"> • Women travellers • Disabled travellers • LGBTQ+ travellers • Race, ethnicity & culture • Why this matters to your customers • Working with travel buyers, a consultative approach • Switching on your inclusivity radar • Supporting traveller safety and wellbeing • Signposting useful resources • ISO 31030 • Questions

Find out more

training@maiden-voyage.com