



Old School Meets New Rules: Harmonizing Travel Tech for all Ages



MODERATOR

MARK CULLEN
CCO, Amadeus Cytric



SUSAN DIXON
VP Global Leader Travel, Expense and
Card Services, Synchrony



GINNY ROELANT
Global Travel Manager,
TechnipFMC



STEVEN VAN OVERMEIREN
Director, Global Travel Program,
Baker Mckenzie

Amadeus
Cytric

Old School Meets New Rules

Harmonizing Travel Tech for all Ages



The biggest challenges for corporate travel managers when addressing a multi-generational workforce include:

- Different generations have varying communication preferences
- Millennials and Gen Z prioritize work-life balance, sustainability and mental health
- Negative stereotypes can lead to misunderstandings and tensions within teams
- Travel managers must adapt policies to accommodate diverse needs



What generation of your workforce is the hardest to communicate with regarding your travel program

What **generation** of your workforce is the **hardest to communicate** with regarding your travel program and why?

1. Baby Boomers—born 1946 to 1964 (61-77 Years old)
2. Generation X—born 1965 to 1980 (45-60 Years old)
3. Millennials—born 1981 to 2000 (29-44 Years old)
4. Generation Z—born 2001 to 2020 (18-28 years old)



How does your travel program work to accommodate travel tech for all ages?

How does your travel program work to accommodate travel tech for all ages?

1. Traditional (travelers must abide by policy)
2. Flexible booking options
3. AI to become a larger component
4. Leveraging collaboration tools



What is your primary concern with adopting new travel technology?

What **tools** do you use today to help employees **communicate and collaborate** within your travel program?

What **strategies** have proven most effective for **engaging travelers** across **different generations** and tech-savvy backgrounds?

Can you share an example of how unified collaboration tools have **improved your team's travel experience?**



**How would you rate your
organization's technology readiness for
AI?**

What **advice** would you give to other travel managers looking to use **AI** within their travel program to create harmony for a **diverse workforce**?

Key takeaways on supporting a multi-generational workforce with travel technology:

- **Harmonizing Travel Tech**
- **Addressing Multi-Generational Needs**
- **Adapting Travel Policies**
- **Managing Rising Costs**
- **Embracing Innovation**

Amadeus
Cytric

Thank you for attending!

Get in touch with us for more
info on Cytric:





**TELL US WHAT
YOU THINK**

