



## Instructor-Led

### Training techniques for airline trainers

In this course Amadeus trainers will equip you with the right techniques to deliver efficient and engaging functional training by using hands-on practice activities and real-time delivery exercises.



In this course you will learn how to:

- > Share the Amadeus Trainer's Values.
- > Find your inner trainer.
- > Take care of your participants.
- > Create effective training materials.



This course covers the following topics:

- > Becoming your company's ambassador.
- > Examining the techniques of a trainer.
- > Dealing with challenging situations and behaviours (*classroom and virtual*).
- > Designing an efficient evaluation system.
- > Giving and receiving feedback.
- > Analysing adults' methods of learning.
- > Identifying the profiles of different participants.
- > Preparing your training delivery.
- > Creating and maintaining effective tutor guide and exercise books.
- > Identifying the types of engaging hand outs that can be shared with participants.
- > Discovering the Knowledge Management Ecosystem (*video*).



Certification:  
No



Duration:  
3 days



Language:  
English



Level:  
Fundamentals



Pre-requisite:  
Yes



Pework:  
No



#### Is this the course for you?

This course is for:

- > Airlines in PSS migration.
- > Subject Matter Experts who need to start delivering training on Amadeus products.
- > Experienced trainers wishing to refresh their skills.



#### Things you need for this course

Pre-requisite:

Have successfully passed one of the courses below:

- > Amadeus Reservation and Ticketing Web Certification for New Users
- > Amadeus Altea Inventory Certification
- > Amadeus Altea DC-CM Certification
- > Amadeus Altea DC-FM Certification



#### How the course is organised

- > 3 days training.
- > During the course you will complete 2 hands-on practice activities and deliver 1 training session of 20-30 minutes.
- > You will receive constructive feedback on your delivery of the training session.



#### What equipment do you need?

View our [instructor-led requirements](#).



#### The last few details...

- > To schedule a customised session, please contact: [learning@amadeus.com](mailto:learning@amadeus.com)
- > Last update: June 2024