AMADEUS

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:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Fundamentals	Yes	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
> Last update: June 2024