



# ITM Training - Managing a Mature

**Start Date: Jul 1, 2020 9:00 AM**

**End Date: Jul 2, 2020 5:00 PM**

ITM Training - Managing a Mature Programme

July 01-02, 2020

London, UK

ITM Training brings you the second course designed specifically for suppliers. If you have ever wanted to better understand the world your clients operate in, to maximise your success, then register your place today.

Following on from our "Understanding business travel management" training, this course explores the complexities of managing a mature programme and the impact on suppliers. Delivered by our Director of Education, Sandy Moring, and will help you identify opportunities to gain an advantage and build even stronger relationships with your clients.

This course will cover:

- Understanding strategic solutions for a mature programme
- Buyer/Supplier rules of engagement
- Travel programming, project management, and Implementation
- How buyers communicate and engage with their travellers
- MI and business intelligence - Understanding travel risk and mitigation
- Compliance - the legal importance

If you are unsure whether this is the right course for you, or if you would like bespoke training for your sales team, please contact [secretariat@itm.org.uk](mailto:secretariat@itm.org.uk)

Please note this course is not available to media organisations, except approved ITM partners.

What delegates say about this course:

"ITM Training has given me the insight I needed to see things from the buyers side and adapt. With examples that really spoke to me, it was easy to put the methods and advice into action, pretty much immediately. Excellent content and delivery, I'm already seeing the results and feedback from my key customers." Richard Morse, Key Account Manager, Accor UK & Ireland

"I am personally a big fan of the ITM Training courses, they bring immense value to our everyday work. The course content is, as always, thoughtfully designed to learn, exchange ideas and address the various challenges and complexities of the ever dynamic and rapidly evolving Business Travel Industry. Also, they are a great way to meet and network the industry colleagues that have varied experience and backgrounds." Prashanth Ayyagari, Director - Global Sales - Corporate & MICE, Taj Hotels.