



Amadeus

Amadeus is a leading transaction processor for the global travel and tourism industry, providing transaction processing power and technology solutions to both travel providers (including full service carriers and low-cost airlines, hotels, rail operators, cruise and ferry operators, car rental companies, travel insurance companies and tour operators) and travel agencies (both online and offline). The company acts both as a worldwide network connecting travel providers and travel agencies through a highly effective processing platform for the distribution of travel products and services (through our Distribution business), and as a provider of a comprehensive portfolio of IT solutions which automate certain mission-critical business processes, such as reservations, inventory management and operations for travel providers (through our IT solutions business).

Techniques for Change has supplied training to Amadeus for over six years in areas including:

- Consulting Skills
- Consulting Diploma
- Facilitating Workshops
- Change Management
- Account Management
- Writing Winning Proposals
- Soft Skills
- Understanding Customer Needs
- Presentation Skills
- Influencing Skills

The training has been run in France, Spain, London, USA, Brazil, Istanbul, Poland, and Bangalore.

Consulting Skills

“We asked our Training Manager to find a company who excelled in consulting skills. The objective was to develop the skills of our consultants who work closely with our customers on the tailoring and implementation of Amadeus solutions. After meeting with Techniques for Change, we decided to commission them to run a pilot programme. We were pleased with their knowledge of consulting and their very commercial approach. The programme covers the entire consulting lifecycle from networking, promoting the consultancy through proposal writing, presenting proposals and implementing the solution. The pilot was well received and is now a regular feature on our training schedule. Our training people now use TFC on a number of related programmes including Writing winning proposals, Key Account Management, Consultancy Skills and Facilitating workshops. The follow-up support TFC has offered me in shaping our specific business consulting offer to travel distributors has been valuable. This has included detailed advice on how we could improve the design of the consulting services and promote them more effectively.”

Christian Doorenbos, Consultancy Manager

“Great knowledge of the instructor, high level of energy, very good ambiance and team spirit. Highly Recommended!”

Eugenio Marin, BPM Manager



Facilitating Workshops

Effective workshops are critical to interactions with Amadeus customers for example to gather requirements, develop solutions and plan implementation in projects. On this intensely practical two day programme participants spend 80% of their time on practical work and designing leading and animating sessions. Participants leave with a valuable toolkit with valuable tools, tips and a step by step guide to staging successful workshops.

“Very pragmatic – immediately applicable and does give new perspectives. Very lively course.”

Anne-Karen Segu, Programme Manager

“Definitely useful for my current job (and for my past job in Product Management). Good balance between theory/discussions and practice.”

Nicolas Hauviller, Innovation Portfolio Manager

“Very relevant and insightful, applies to many job categories in our company. Dynamic, fun and the right level and intensity and personal involvement. Thank you!”

Pierre Descamps, Product Strategy Analyst

Presenting and Influencing Skills

“Excellent training! I am confident that I will use many of the techniques that we were trained on to improve my skills. The best part was the fact that we were practicing during training and we got input from the trainer on what we need to improve on.”

Elena Morozini, Business Solutions Manager

“Great organisation content and materials. I would definitely recommend the course to others.”

Filip Batkowshi, Functional Consultant

“It was a brilliant course with very relevant exercises. Great for self-learning and understanding the team. I will practice with clients for sure.”

Rakesh Sharma, Online Functional Consultant





Soft Skills – Understanding Customer Needs

Product Managers in Amadeus play a key role to:

- Meet and interview customers to uncover business needs
- Collect information on business needs via third parties e.g. ACOs
- Facilitate workshops to elicit business needs
- Analyse these business needs and reformulate them into high level functional requirements
- Develop high level proposals
- Discuss and validate these with customers
- Agree these proposals iteratively with clients

“Fantastic trainer, great enthusiasm and really helpful takeaways! We learnt new techniques and even more things about ourselves and our esteem needs. Thank you!”

Sarah Bouzebiba, Product Manager

“Very rich course, good pace and interesting examples to illustrate the key processes and techniques. Very professional trainer.”

Pascale Vuagnoux, Product Manager

“Great course. Surely to be recommended to other Product Managers. I learnt very interesting techniques which will surely come in handy in the future.”

Gillian Attard, Product Manager

