

Callisto Travel Training Academy



Meet the team



Karen McKenna, Founder and Co-Director, Callisto (CTTA)

Karen has gained immense business travel experience spanning 25 years, with a diverse and in-depth knowledge of sales, marketing, sourcing and procurement processes; creation of online market places, business travel consultancy and training.

Over the last 12 years she has run her own businesses, selling her first online company in 2007 and her subsequent consultancy in 2011. She founded Callisto in 2012, having identified a need for specialist training and education for business travel buyers and suppliers.

The company now runs regular public training workshops globally for IATA and in-company training and mentoring for both major corporations and leading travel suppliers. Callisto also is engaged by several major corporations to provide consultancy services in travel management, change management and CR



Julian Knott, Co-Director Callisto, (CTTA)

Julian has a proven track record, with over 20 years board level success. His background encompasses significant breadth and depth of operational expertise in all aspects of the travel and tourism industry. This is supplemented by experience of the environmental/home services and civil engineering services as well as charities and public sector.

He has extensive knowledge of cross cultural, global markets including the Middle East, China, India, US and Europe which gives him a strong grasp of the operational drivers and financial levers that impact service businesses.

His exposure to other business models brings non-linear thinking and equips him with a set of business perspectives and frames of reference to transform organisations, build strong operational foundations and create profitable growth strategies.

History

We have been providing business travel consultancy and training since 2004.

We have experience in all fields of business travel, as well as corporate strategy, change management, customer relationship management and sales and business development.

We offer classroom based training, distance learning, mentoring, in-company training and business consultancy.

Our team has vast experience in delivering services to all types of organisations, big and small, in all different countries, with diverse cultures and practices.



Our Experience



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GLOBAL BUSINESS TRAVEL



amadeus



SLAUGHTER AND MAY

What we do

Inform, Consult,
Educate

...with any individual or
team involved in
managing or servicing
a corporate travel
program



How We Do It...

Training

Consultancy

Business
Transformation

Change
Management

Workshops

Distance
Learning

Sourcing

Industry
Standard
Practices

Training Services

Travel Workshops



CTTA Workshops are designed to provide training for all travel company professionals. Our training workshop format is designed, not only to educate, but to inspire and invigorate our participants – and, most importantly, to have fun. We will develop your business travel expertise and provide you with essential tools and resources that will actually work back at the office.

Training Academy



The Academy provides global training in partnership with IATA, to deliver corporate travel management training to emerging and mature markets. We are committed to improving and developing the careers and aspiration of industry professionals worldwide, by offering a range of training choices accessible to everyone.

In-Company Training



CTTA provides “white label” services where we tailor training programs specifically for your team and your organization. Our interactive training workshops are designed to enhance the skills and knowledge of your team in a specific business need or requirement.

Distance Learning



Our distance learning packages allow students to fit their learning around their own schedule, studying at their own pace using a manual, e-book, or both. Exams can be taken at one of IATA's 60 worldwide locations..

Travel Workshops

If you're tired of industry events that deliver "death by powerpoint" and are bored of being lectured to, our training workshop format is designed to not only educate, but to be interesting, inspiring and, most importantly, fun...

We will help you to develop your business travel expertise and provide you with essential tools and resources that will actually work back at the office.

Our training workshops are facilitative and interactive - helping you learn more, faster and to stay awake longer!



In-Company Training

Build your employee skills with in-company training

- * Tailored to meet the needs and specific challenges of your organisation
- * Delivered by subject matter experts
- * Reduced training costs
- * Delivered on-site

...with any individual or team involved in managing or servicing a corporate travel program





CTTA and IATA have formed a partnership to provide global training in corporate travel management to emerging and mature markets. Both organizations are committed to improving the training standards in our industry by providing courses that are engaging, interactive and inspirational.

Our highly experienced team of subject matter experts train a wide range of industry professionals each year, helping them not only develop their careers, but also achieve their aspirations.

Training Academy

Travel Consultancy Services

Travel Audits



We provide our clients with a step by step Travel Audit, which will identify the gaps in the current travel program.

Key areas analyzed include: Management Information, Travel Policy, Compliance, Authorization and Booking Processes, Supplier Performance and Hotel Programs.

Travel Policy



CTTA will perform an in depth analysis of the current travel policy and provide a report outlining suggested modifications, focusing on streamlining existing travel processes and improving communications to the business travelers and bookers.

Travel Suppliers



Our subject matter experts have extensive experience in sourcing business travel suppliers. One of our team founded the industry's first e-tendering tool and is recognized by the industry as a pioneer and expert on e-procurement solutions. We run regular workshops on Sourcing Suppliers and Effective RFP Development

Travel Technology



CTTA consults with clients on opportunities to streamline their travel booking processes & expense management, working with finance, travel management and IT. We audit current processes and explore which technology systems will bring efficiency and cost savings to the program.

Strategic Consultancy Services

Transformation



Our goal is to provide a diagnostic evaluation of your operating environment. We make recommendations for enhancements which have a quick and positive profit impact.

Areas analyzed include organizational structure, operational efficiency, service delivery, distribution and marketing channels, CRM, business development, commercial disciplines, financial controls and staff engagement.

Change Management



CTTA will move from the evaluation stage, to provide a framework of options and a strategy for transforming your organization.

You will be equipped with the tools to help your organization build a contemporary future working environment. We will help your company design, build and implement the change strategies, under your direction and control.

CRM



Our subject matter experts have the ultimate experience and skill set to develop customer focus within the client organization.

For sustained success, we work with your organization to build an effective Customer Relationship Strategy and align with your mission, purpose and business objectives.

As the organization advances, so will the CRM strategy, processes and customer care methodology.

Staff Engagement



At the center of our consultancy and change management programs, is a focus on service delivery. We engage your employees and management team at all stages of the re-design, to ensure the operational culture and positive attitudes are enhanced and positively transformed as the organization develops and evolves.

Our Approach



Our value

UK based firm with
local and global
expertise



Expert knowledge in
industry best practice and
solutions



Subject matter experts in all
aspects of business travel



Extensive network of UK
& global industry contacts



Hire us

