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4 Tips to Re-establishing Travel and Regaining Confidence

Travel is taking off again, and businesses are getting ready to go. As you're re-establishing your travel program, it's far from business as usual. The new realities of travel require renewed energy and creativity from travel managers.

Because flexibility is the name of the game going forward, and the travel programs that lead the way will be those willing to be bold. Those organizations that forgo baby steps that make incremental change in favor of giant steps in new directions that deliver sustained success.

TIP #1

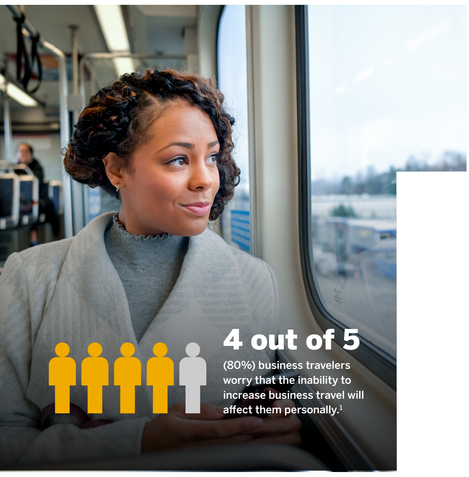
Embrace a traveler-management mindset.

Make it about the traveler, not just about the business.

- **Your company might be ready to kick travel off again, but your travelers may not be so keen on the idea.**
- **Perhaps your road warriors are ready to get back out there, but your business isn't.**
- **Or maybe you're both ready to go, but your clients and prospects aren't prepared for a visit.**

Corporate travel is about responding to travelers where they are at any given moment, so you need to be able to support your travelers with the right tools, communication, and education to manage their expectations. You also need to offer an "opt-out" process for those who aren't yet ready to go.

72% of corporate travelers rank flexibility as the top driver for business travel, well ahead of vaccination-related demands, at 62%.[1]



4 out of 5
(80%) business travelers worry that the inability to increase business travel will affect them personally.[1]

TIP #2

Shift from duty of care to duty of caring.

Duty of care quickly became the hottest topic in our industry, but don't let it become a cold, process-focused discussion. Travel has always been personal, but now it's intensely personal. So connecting with your travelers and understanding their needs is vital.

Take a look at the processes you've put in place, as well as those you're planning, and make sure you can:

- **Gather traveler sentiment to ensure you consistently understand their wants and needs at the individual and company-wide levels.**
- **Provide travelers with specific guidance on anything from what to expect at a specific airport to COVID-19 protocols in the city they're visiting.**
- **Deliver neighborhood safety scores for travelers' destinations and provide a little peace of mind.**
- **Quickly identify anyone impacted by an emergency, provide support, and get them home safely.**

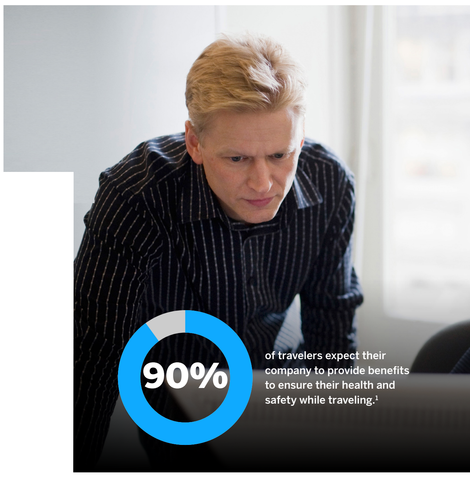
TIP #3

Recommit to a task-force mindset.

If you weren't already connected to HR, security, IT, and others when travel stopped in 2020, you likely are now. As travel gets moving again, it would be easy to fall into old silos. Instead, build bridges. Take the initiative to keep those top minds connected – anyone who can help you re-examine and re-establish travel safety, compliance and confidence. You're going to need to work together to address issues like:

- **Keeping employee data up-to-date and readily accessible for all who need it.**
- **Matching your virtual work plan with your travel policy.**
- **Determining the effects of your distributed workforce and travel plans on tax liabilities and reclaim opportunities.**

As travel gets going again, this group is critical. Keep them connected and remind them that there's no finish line – this is a cultural change and challenge, and your program needs to be adaptable to be sustainable.



90% of travelers expect their company to provide benefits to ensure their health and safety while traveling.[1]

Over two-thirds
(69%) of travel managers say they've made updates to have a greater focus on sustainability.[2]

TIP #4

Dive into sustainability.

Focus on eco-behavior as a key contributor to a successful travel program. Don't stop with offsets and planting a few trees here and there.

- **Your booking tool needs to offer messaging and alerts – and a little visual guilt – to direct travelers to the most responsible decisions.**
- **Your data should help you set, track, and manage sustainability goals for your program and the company as a whole.**
- **And you need the tools to track carbon emissions by employee, department, route, country, and any other category you like.**

Want to learn more?

Get expert advice, plus the tools and tech to put your travel program out front, at concur.com/business-travel-management

[1]2021 Global Business Traveler Survey
[2]2021 Global Travel Manager Survey