

Stewarding Course

Professionalising your stadium organisation means developing your stewarding organisation. This means you better be prepared to face the challenges that are typical for stewarding: safety, security and service.

We offer a course for steward trainers and a program for steward trainings. After the stewarding course, future steward instructors will be able to create awareness with their own stewards regarding the tasks that they have to fulfil in the overall organisation of large-scale (football) events.

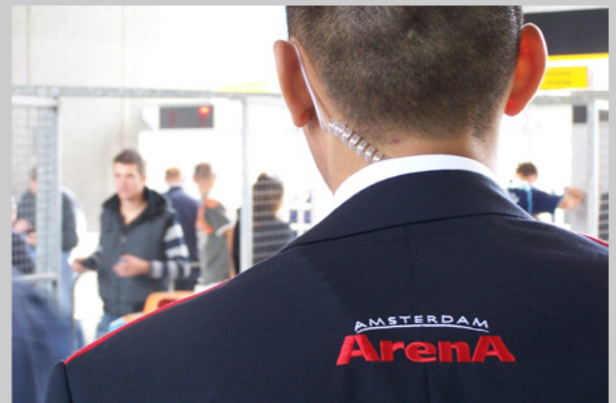
The main topics that will be addressed during the training for future steward instructors are:

- crisis management;
- communication;
- group management;
- leadership skills;
- observing & intervening;
- body searching;
- command centre operations and,
- the chain-of-command.

The steward trainer will be able to train the stewards in the following aspects:

- expectations of the steward at the various locations in the stadium;
- recognising situations that are beyond the steward's responsibility and knows how to call in the next level of the so-called ladder structure;
- have a clear understanding of the different ways to communicate;
- the stadium and its rules;
- the legal framework in which a steward system operates;
- the principles of conducting a body search and knows how to apply these principles;
- have a clear understanding of the various ways to act in a de-escalating manner and in case of calamities and emergency procedures.

The course is presented by stewarding experts of Amsterdam Arena Advisory who have many years of experience in training and operational management of steward organisations of various sizes. The course consists of theory sessions, and exam and an internship.



'Thanks to the excellent training and support I received at the Amsterdam Arena I am very confident of performing my tasks as a steward inside the stadium, which has become a second home to me.'

Astrid Jansen – Steward at Amsterdam Arena