



## EUROPEAN FEDERATION OF TOURIST GUIDE ASSOCIATIONS

### FEG – SHARING BEST PRACTICE

FEG's 6-day Sharing Best Practice Course brings together previously stand-alone components of FEG Training and continuous professional development and combines these with ample opportunities to practice guiding skills.

Even experienced guides will find this a thought-provoking and stimulating update that will enliven and enhance their commentaries and will sharpen their guiding skills – an excellent opportunity for intensive networking and exchange of experience with colleagues from across Europe.



#### Aims

To provide existing European tourist guides with the range of skills, understanding and competencies that are set out in CEN standard EN 15565: 2008 and thus facilitate best practice in ever increasing numbers of tourist guides.

#### Objectives

You will gain a fuller understanding of the ethos behind tourist guiding, especially the interrelationship between common subjects and area-specific subjects, and be able:

1. To develop best practice in your own tourist guiding across the range of tours on a moving vehicle, on site and on walking tours.
2. To monitor your own guiding skills and techniques so that you can confidently guide the fullest possible range of client profiles as might be booked by the widest spectrum of engagers of guiding services.

## Who should attend?

All qualified tourist guides are eligible to attend.  
The Sharing Best Practice Course will be useful to all those who are interested in improving and expanding their potential in contributing towards quality and standards in guiding and all those who wish to become FEG accredited trainers.

## Learning Outcomes

On completion of this programme you will be able to:

1. Evaluate the effectiveness of guiding engagements using self, peer and client evaluations.
2. Apply theoretical concepts of interpretation to practical guiding skills.
3. Retain an understanding of the role of tourist guide and identify key functions of the profession.
4. Work in an enhanced manner with visitors with disabilities and/or impairments.
5. Function as a better team player.

## Programme Content

The programme consists of 35.5 hours directed learning, covering a range of development activities closely linked to the content of guide training programmes as set out in the CEN standard EN 15565:2008. The skills and knowledge are generic (in the sense of common rather than area-specific subjects as per the CEN standard EN 15565:2008) and transferable. The following elements will be covered:

- The role of the Tourist Guide
- Terminology and Definitions relating to tourism professionals
- National, European and International Standards
- The different practical guiding skills and the varying requirements for guiding in different situations: a museum/art gallery, religious building, on foot and on a moving vehicle
- **The Art of Guiding Seminar** – becoming a more effective speaker by dealing with nervousness; use of voice, words, body language and visuals; handling questions; planning and timing commentaries – *how to inform entertainingly*.
- Client/tourist guide rapport.
- Working with visitors with disabilities/impairments
- Teamwork

## Training Methodology

The Sharing Best Practice Course contains a mix of interactive class-room sessions and ample opportunities to practise diverse guiding skills, followed by self-evaluation and feedback from others. The training methodology is responsive, participative, positive, supportive and encourages exchange of experiences between participants. The course contains practical and written assessments.

For further details please refer to the course outline.

## Course Details

<b>Course Duration:</b>	Monday 21 November 2016, to Saturday 26 November 2016, 9.00-17.00 every day
<b>Course Venue:</b>	Hotel Myslivna, Nad Pisárkami 276/1, 623 00, Brno Tel. +420 547 107 111
<b>Number of Participants:</b>	Max. of 12, min. of 6 participants
<b>Trainers:</b>	<ul style="list-style-type: none"><li>• Viola Lewis, UK/Scotland, FEG accredited trainer &amp; WFTGA Lead International Trainer</li><li>• Mary Kemp Clarke, UK/Scotland, FEG accredited trainer &amp; WFTGA Lead International Trainer</li></ul>
<b>Registration Deadline:</b>	<b>31<sup>st</sup> August 2016</b>
<b>Course Cost:</b>	1.875 EUR per person in single room* 1.860 EUR per person in double room* 1.750 EUR per person with no accommodation**
<b>Bank Account Details:</b>	FEG-EUROPEAN TOURIST GUIDE FED

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MPIOPTPL

**Bookings / Payment bank receipts to be sent to Paulo Cosme on:**

[paulocosme@feg-touristguides.org](mailto:paulocosme@feg-touristguides.org)

**With copy to FEG Secretariat on:**

[secretariat@feg-touristguides.org](mailto:secretariat@feg-touristguides.org)

Confirmation upon receipt of payment

List of the participants will be confirmed based on the order of registration date

FEG reserves the right to cancel the course if there is insufficient enrolment

Successful candidates of the Sharing Best Practice Course will be awarded a FEG certificate.

*\*Fee includes six night accommodation and continental breakfast in Myslivna hotel, six days' lunch and all coffee breaks in hotel.*

*Buffet breakfast is an extra 5 EUR per person charge.*

*\*\* Fee includes six days' lunch and all coffee breaks in hotel*

**PLACES ARE LIMITED!!!  
EARLY BOOKINGS RECOMMENDED!!!**