

## EUROPEAN FEDERATION OF TOURIST GUIDE ASSOCIATIONS

### TEAM WORK GUIDING FOR MASS GROUP MOVEMENTS

When working in a team of 30 to 40 guides, coordination and teamwork are essential along with respecting timings and all details of the itinerary. We may thus experience less freedom of choice and control. Yet, even when itineraries are tight and demanding our visitors still want and deserve to be treated as individuals and to enjoy individual experiences. This is particularly true for guiding for large conferences, incentives, events and the cruise industry. Here is a challenge to our professionalism and an opportunity to demonstrate the true *Art of Guiding!*



### Who should attend? ... Learning outcomes

This Seminar is for all qualified Tourist Guides, who want to:

- up-date their knowledge of the conference, incentive and cruise guiding market
- explore the tourist guide's role in team work with industry partners
- gain a deeper understanding of how to balance the needs and expectations of the individual guest and operators in mass group movements
- identify specific practical skills and techniques for guiding large groups in mass movements
- gain more confidence in operating well in group mass movements

## Seminar Objectives

This seminar will address aspects of the standard for training programmes EN15565 modules, by looking at selected points of 6.2.2., 6.2.3, 6.2.4. presentation and communication techniques, group management, applied to guiding for the conference, incentive and cruise market.

## Training Methodology

- Responsive, participative, positive, supportive
- Enabling exchange of experiences
- Utilising techniques such as multiple intelligences to appeal to different learning styles

<b>Seminar Duration:</b>	Thursday 19 <sup>th</sup> November 2015 14.00 to 18.00
<b>Seminar Venue:</b>	Moscow Marriot Grand Hotel, 26/1 Tverskaya Street, Moscow, 125009, Tel. <a href="tel:+74959370000">+7 495 937-00-00</a>
<b>Number of Participants:</b>	Max of 20 participants, min 6 participants or higher as per break-even point
<b>FEG Trainer:</b>	Mary Kemp Clarke, UK/Scotland, FEG accredited trainer & WFTGA Lead International Trainer
<b>Registration Deadline:</b>	30 <sup>th</sup> October 2015
<b>Seminar Cost:</b>	95 EUR per person*
<b>Bank Account Details:</b>	FEG-EUROPEAN TOURIST GUIDE FED

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**Bookings / Payments are 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 Seminars if there is insufficient enrolment

A FEG attendance certificate will be issued to participants

*\*Fee includes coffee break in hotel*

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