



EUROPEAN FEDERATION OF TOURIST GUIDE ASSOCIATIONS

FEG – THE ART OF GUIDING TRAINING COURSE

The Art of Guiding is FEG's two day course on communication skills for tourist guides and as such meets the requirements for a communication seminar as stipulated by CEN standard EN15565:2008. The course is highly interactive to allow sharing of best practice and is of interest to all practicing tourist guides. Join us to go back to basics in analysing the main elements of the practical guiding skills and communication techniques we use in our daily work as tourist guides. The course also offers an opportunity to explore tools for thinking and acting creatively in a fast, efficient and effective way. Even experienced guides will find this a thought-provoking and stimulating update that will enliven and enhance their commentaries.



Who should attend? ... Learning outcomes

All qualified tourist guides are eligible to attend. The Art of Guiding training course is a MUST to be attended by all professional tourist guides, no matter where they work or what kind of tours they conduct.

The 2-day training course will be useful to all those who are interested in improving and expanding their potential to contribute towards quality and standards in guiding.

Seminar Objectives

- assessing an audience
- dealing with nervousness
- handling questions
- use of voice
- verbal and physical indication
- body language
- time management

Training Methodology

- Responsive, participative, positive, supportive

Seminar Duration: Monday 23 November 2015, 9.00-17.00
Tuesday 24 November 2015, 9.00-17.00

Seminar Venue: Hotel Cosmos, 150 Prospect Mira,
Moscow, tel. (495) 234-12-06

Number of Participants: Max. of 12, min. of 10 participants

Trainers:

- Efi Kalamboukidou, FEG accredited trainer & WFTGA National Trainer of Greece
- Themis Halvantzi-Stringer, Institute of Tourist Guiding UK accredited examiner and written test compiler

Registration Deadline: 30th October 2015

Seminar Cost: 395 EUR per person*

Bank Account Details: FEG-EUROPEAN TOURIST GUIDE FED

Montepio Geral, NIB 0036 0183 99100 0397 9522
IBAN PT50 0036 0183 99100 0397 9522
MPIOPTPL

Bookings / Payments are to be sent to Paulo Cosme on:

paulocosme@feg-touristguides.org

With copy to FEG Secretariat on:

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

A FEG attendance certificate will be issued to participants

**Fee includes two days' lunch and coffee breaks in hotel*

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