



TRAINING SEMINARS 2008

Achievement requires continuous professional development as a key skill. If there is no continuous professional development then there is only routine and repetition. While these are highly valuable and represent the bulk of our behaviour, training and creativity are necessary for change, improvement and new directions. FEG Training Seminars offer participants the opportunity to learn, practice and use creative guiding skills and techniques in different guiding scenarios.

Professionalism has become essential in guiding. The FEG Training Seminars are concerned with changing ideas, perceptions and concepts. Rather than working harder with the same ideas, perceptions and concepts, we look to change them. An understanding of such systems is the logical basis for the practical tools of professional guiding techniques.

FEG is offering the following training programs in Palma de Mallorca from the 19th – 25th November 2008. Hereunder please find information regarding the FEG seminars and booking details:



Seminar : **GUIDING VISITORS WITH SPECIAL NEEDS**

Duration: 4 hours

Dates: 19th November 2008 at 09h00

22nd November 2008 at 14h00

Cost: 95 EUROS per person

We will be covering mobility, visual and hearing impairments. National and EU legislation is constantly improving the rights of persons with such special needs and the CEN standard requires tourist guides to be able to plan relevant tours/itineraries and guide in an appropriate and sensitive way. Join us to pool experience and update this aspect of your guiding skills. In addition to the FEG trainers there will also be a facilitator from the famous Spanish national organization ONCE.

*This seminar will also be offered in Spanish on the 22/11.

- All qualified Tourist Guides are eligible to attend.
- A FEG Certificate of Attendance will be issued.
- The Seminars are key units that count towards FEG Accreditation as a Trainer



Seminar: **TEAMWORK GUIDING ON MASS GROUP MOVEMENTS.**

Duration: 4 hours

Dates: 19th November 2008 at 14h00

22nd November 2008 at 14h00

Cost: 95 EUROS per person

We will be covering mainly large conferences/incentives and cruises. Let's share experience with colleagues from across Europe and also give attention to some feedback from organizers and operators. When working in a team of 30-40 guides coordination and team collaboration are essential along with respecting timings and all details of the itinerary. We may thus experience less freedom of choice and control but even when itineraries are tight and demanding our visitors still want to be treated as individuals. Here is a challenge to our professionalism and an opportunity to demonstrate the true *Art of Guiding!*

- All qualified Tourist Guides are eligible to attend.
- A FEG Certificate of Attendance will be issued.
- The Seminars are key units that count towards FEG Accreditation as a Trainer



Seminar: **THE ART OF GUIDING**

Duration: 2 Days

Dates: 24th and 25th November 2008

Cost: 299 EUROS per person

(price includes transfers, two lunches, and coffee breaks)

The Art of Guiding Seminar is interactive to allow sharing of best practice and is thus of interest to all practicing tourist guides. It is also a key unit that counts towards FEG accreditation as a trainer. So join us to go back to basics in analyzing all the main elements of the practical guiding skills and communication techniques we use in our daily work. We include mini workshops on assessing an audience, dealing with nervousness, answering questions, use of voice, verbal description, physical indication etc. Lateral thinking is needed even by the most resilient and resourceful guides in order to address different and complex situations that can crop up. So the seminar also offers an opportunity to learn techniques for thinking and acting creatively in a fast, efficient and effective way. You cannot fail to find this a thought-provoking and stimulating update that will enliven and enhance your commentaries.

- All qualified Tourist Guides are eligible to attend.
- A FEG Certificate of Attendance will be issued.
- The Seminars are key units that count towards FEG Accreditation as a Trainer



Applicants are kindly asked to book by sending an email with clear information regarding requested seminars and send payment via bank transfer to:

Email : secretariat@feg-touristguides.org

Bank Transfer to be made to:

F.E.G Account Number	00007914177- 02
BNP PARISBAS	Agence Niel Demours
Bank Code : 30004	Agency Code : 01385
IBAN n°:	FR 76 3000 4013 8500 0079 1417 702
BIC (Bank Identification Code)	BNPAFRPPTE

Bank Address:

BNP PARISBAS
Agence Niel Demours
31, rue Pierre Demours
75017 PARIS FRANCE

BOOKINGS TO REACH SECRETARIAT BY NOT LATER THEN

20TH October 2008