

On the job training for tourism in Iceland

The purpose of the course is to enhance on the job training in the tourism sector. At the end of the course the participants will be able to organize training for new employees and employees in general at their work place. They learn how to plan training in alignment to the service and the existing procedures and strategy in the company and how to assess the results of training programmes.

The course is aimed at all those who supervise or take part in on the job training at the workplace.

Participants experience different teaching methods and get introduced to the importance of using creative methods in teaching and learning. The role of the trainer as a leader is explored and how to use elements of creative thinking to encouraging employees to be active and take responsibility in their work.

Alongside the course the participants get the opportunity to use introduced methods and ideas to organize training at their workplace. This way they get training in independent work under supervision of a mentor.

The course training is conducted in five modules:

Module 1 - 6 hours	Teachers material	Methods and activities
	Effective communication and teamwork.	Short lectures, independent and group work.
	Companies culture.	Discussions.
	Training and empowering at the work place.	
	Use of It in training and communication.	
Module 2 – 8 hours	Training at the work place	Methods and activities
	Training, communication and empowerment at the workplace.	Participants are asked to conduct an informal research in their workplace. Take notice of communication and feedback stiles at the work place. Collect material used for training and think of how they use IT for communication and training.
	Use of It in training and communication.	
Module 3 – 6 hours	Teachers material	Methods and activities
	Learning environment.	Short lectures, independent

	<p>Preparation and organization of training.</p> <p>Teaching methods and delivery.</p> <p>Adaptability and resilience</p> <p>Creative thinking in problem solving.</p>	<p>and group work.</p> <p>Discussions.</p>
Module 4 – 8 hours	Training at the workplace	Methods and activities
	<p>Organize training and consider the elements introduced in the course.</p> <p>Preparation for on job training.</p>	
Module 5 – 6 hours	Teachers mentoring	Methods and activities
	Participants finish their training plans and introduce them. In cooperation with the teacher and the group they adjust their plans until they are ready.	Presentations, discussions, independent work and assessment of the course.
Module 6	Follow up	Methods
	<p>Participants are contacted following the course for a short interview to analyze needs for more support in employees training.</p> <p>For example it is possible to get more and deeper training in elective parts of the course.</p>	<p>After one or two months period the teacher contacts participants for a follow up. This is done through a phone but if necessary a visit is also an option.</p>