

TTRAIN Course for Tourism Trainers in Italy

The **objective** of the course is to teach participants competences and tools that are necessary to provide an **effective in-house training** in their tourism company/for their own colleagues.

The training course uses various **active learning methods** such as games, role plays, discussions and group work, and combines them with **short presentations** summarizing most important contents in a concise way.

Participants learn basic knowledge about **important aspects of staff development**, such as providing feedback, problem solving, teamwork and effective communication. The alternation between in-class training and work-based learning allows participants to apply newly acquired knowledge and competences directly after each session. At the beginning of each in-class training session, the work-based learning is discussed in the group. This way, participants learn how to act as autonomous learner and get inspired also from other participants' experience to use creative teaching and learning methods at their workplace.

The course training is conducted in the following modules. –N.B.: these can be adapted according to needs of the participants, following the self-assessment in the first session of the course:

	Contents	Methods and activities
Module 1	In class Self-assessment of competences Communication Feedback Work Ethics Use of IT	Icebreaker game, Presentations, Self-assessment Questionnaires, Role plays, Video clips
	Work-based learning Communication Work Ethics	Participants are asked to provide feedback at their workplace and to reflect about work ethics in their company
Module 2	In Class Teamwork Effective communication – dealing with difficult customers Planning and organizing	Icebreaker, group work, organisation group game, presentations
	Work-based learning Writing skills; planning and organizing	Participants are asked to write a short text about their company and to search and reflect about security norms in their company
Module 3	In Class Intercultural competences	Creative exercises, quiz, group exercise, presentation and

	Adaptability and problem solving	structured discussion
	Work-based learning Cultural Differences	Reflection on culture shocks at the work place
Module 4	In Class Adaptability Problem solving Continuous Learning Tourism in Sicily	Creativity exercise, presentations, problem solving exercise, structured discussion on continuous learning, final evaluation
	Work-based learning – Follow up Phone call/visit at the work place	Participants are contacted via phone by the teacher/or teacher visits participants at the workplace for a follow-up.