

On the job training in tourism

The purpose of the course is to enhance on the job training in the tourism sector. The course is aimed at all those who supervise – or shall supervise in near future - or take part in on the job training at the workplace. At the end of the course the participants will be able to organise training for peer and new employees.

Learning objectives:

- Learn how to plan training in alignment to the service and the existing procedures and strategy in the company
- Learn how to assess the results of training programmes
- Experience different teaching methods and get introduced to the importance of using creative methods in teaching
- Learn to use introduced methods and ideas to organise training at the workplace

Duration: The course consists of five modules implemented during two days

	Competences addressed	Activities/methods
Module 1 Social – and communication skills	<i>Teamwork and communication skills in general</i>	Teamwork <ul style="list-style-type: none"> • Requirements for a successful teamwork • Teambuilding Communication skills: <ul style="list-style-type: none"> • Communication in general • Communication models • Communication process • Non-verbal communication
Module 2 – Training skills	<i>Preparation and organisation of training sessions</i>	Training organisation <ul style="list-style-type: none"> • General activities to prepare, plan and implement training • Learning and training styles Gender & Diversity <ul style="list-style-type: none"> • Working with and serving different types of people • Service orientation and case studies
Module 3 Implementation at work	<i>Communication and empowerment at the workplace</i>	Participants are asked to implement lessons learnt at their workplace. Take notes on feedback from work place.
Module 4 - Adaptability and Problem solving	<i>Conflict management and problem solving</i>	Conflict management <ul style="list-style-type: none"> • Requirements in conflict situations • Role play examples in training situations Self-branding <ul style="list-style-type: none"> • Self-marketing
Module 5 – Organisation and Continuous learning		Evaluation and Assessment <ul style="list-style-type: none"> • Different methods for evaluation and assessment • Feedback Learn to learn <ul style="list-style-type: none"> • Critical thinking • Self-organise oneself and training paths • Stress & time management

Further details are available at

BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH, 1070 Wien, Österreich
www.best.at; office@best.at