

Workshop: Training for Visitor Tours

Led by English Heritage and Heritage Consultant Anne Mason who is also the Project Manager.

Venue: Village Hall at 10.00 and in village.

- The audiences - who they are and what they want to know ?
- How to design the guided walk content to match people's different learning styles by incorporating multi-sensory activities.
- Audibility, voice, suitable words and language.
- Management of a Group and adjusting to expectations and requirements
- Adapting to the weather and the environment
- Encouraging dialogue with the audience and each other so they are more empowered to have an active role within the guided walk.
- Meeting the needs of all visitors with emphasis on those with access limitations.

Particularly suitable for all tourism providers and village organisations.