

Qualified Interpretation of Culture



Is pleased to announce a full day seminar on:

Handling Difficult People

Friday 19th November 2010 (English)

Saturday 20th November (German with English Slides)

10:00 – 18:00 hours, Vienna

Handling Difficult People

Understanding how to handle difficult people is a key part of our work as qualified tourist guides. Yet in training courses it's a subject area rarely covered. All of us have experience of people who have shouted, been obstructive, rude, uncooperative, unhelpful, over-demanding or who have been difficult in other ways. The goal of this seminar is to demonstrate proven ways for tourist guides to acquire skills and become more confident in Handling Difficult People - whether visitors, tourism personnel or even colleagues!

FEG has commissioned the material for this course to be written by an experienced professional trainer in the field and it will be

delivered by FEG accredited trainer Viola Lier. Viola is an accomplished tourist guide who herself has experience with this type of training and is fluent in German and English.

The seminar will use maximum participation with delegates working as a whole group, sometimes in small teams, or pairs or individually. This is intended to

give delegates a chance to both learn generally and in relation to their own past experiences. A handbook has been produced for each delegate and Certificates of successful completion will be issued.

This is a seminar that should appeal to all qualified tourist guides but will be especially helpful to any qualified who have never covered this subject or who would like to become more confident in this area. For tourist guides who have qualified in the last few years it could be especially helpful.

Places are limited on each day so please register your interest as soon as possible in

order to receive a registration form and details of how to pay. The cost for the day will be 119 € on Friday (English) including lunch, coffee and tea and 105 € on the Saturday (German) without lunch.

Email your name and contact information to:

info@feg-touristguides.org



Booking Information

FEG Training Programs offer comprehensive education and training to enrich your career and increase your knowledge. This is an opportunity to learn practical strategies in improving and expanding your potential to contribute towards Quality and Standards in today's fast-changing world.

- All Qualified Tourist Guides are eligible to attend
- A FEG Certificate of Attendance will be issued
- Price: 119 € per person for the English Seminar the 19th and 105 € for the German Seminar the 20th.
- The Seminars are key units that count towards FEG Accreditation as a Tourist Guide Trainer

Bookings / Payments are to be sent to Annie Passot Annie

annie@tompas.fr

With copy to FEG Secretariat on
secretariat@feg-touristguides.org

Deadline: 31st October 2010

Bank Details:

FEG Account Number: **000 079 141 77-02 BNP PARIBAS**
Agence Niel Demours Bank Code: **300 04** Agency Code: **013 85**
IBAN Number: **FR76 3000 4013 8500 0079 1417 702**
BIC: **BNPAFRPPTE**
Bank Address: **BNP Paribas, 31 rue P. Demours 75017 Paris France**

Confirmation upon receipt of payment.

FEG reserves the right to cancel Seminars if there is insufficient enrollment

**The English Seminar on November 19th will be held at:
Segelschule Hofbauer, An der oberen Alten Donau 191, 1220 Vienna
(There will be a transfer from Hotel Hilton Danube).**

**The German Seminar on November 20th will be held at:
WIFI, Waehringuer Guertel 97, 1180 Vienna, Austria
Places are limited on each day so please register you interest as soon as possible!!!**

