

## **Using the ‘Good Practices’:**

The ‘Good Practices’ included in the trainers’ manuals are intended to be an integral part of SMART training workshops. Even if the trainer is, or has been a tourism operator himself/herself, the workshop is not to focus solely on his/her experience. To do so would detract from the value and sharing concept of this program. Of course, the trainer’s experience may be included with the other examples where appropriate.

Some suggestions for use of the ‘Good Practices’ are:

- Evaluate certain good/best practices - are there any problems with them? (Group discussion)
- Compare several good/best practices - which is the most effective, why?
- Would this good/best practice be applicable in your region or business - Why yes or no? How would you alter it?
- Select and print out several as hand outs for reading
- How do these examples illustrate sustainability?
- Use sample good/best practices to apply to one of the suggested learning exercises.

## **Use of Suggested References**

The list of references included with each trainers’ manual is intended to augment the basic information provided. Some possible uses are:

- As an additional source of information for the trainer
- Websites could be used for assignments (suggested learning exercises) – for example researching availability of environmental safe cleaning products, or eco-friendly camping supplies
- To provide suggestions for further reading for advanced students
- Possible videos to be shown during the workshop
- For trainers and participants to add to, and improve the reference lists

## **Preparing Hand-outs or Handbooks for Participants**

The majority of participants will want to have some kinds of printed resources to use during the workshop or to take home for future reference. Most trainers will have had experience in preparing workshop hand-outs. Here are some suggestions:

- Print out of contact names and useful references from the Reference Lists
- Sheets for note-taking can include ‘starter lists’ for brain storming sessions
- Print out of a question or controversial issue to be discussed
- Print out best/good practice examples for specific learning exercises
- Notes on important points to remember – for example, how to put together a risk management plan

## Expectations of the Trainer

Each Arctic area will have differing needs as will different groups of participants. Training workshops need to be tailored to serve the individuals participating in the workshop. Nevertheless, those who contract trainers to deliver the SMART modules need to define clearly the budget, resources required, logistics and general expectations for the trainer's performance – all of these ahead of time. A simple contract is probably the best way. Most of the modules would likely need a minimum of three days in order to deliver them adequately – especially Modules 2 and 5. Of primary importance is the trainer's understanding of, and commitment to sustainability. This theme run throughout the workshop.

There are a number of ways that participants will learn from the SMART program. Whichever of these methods is stressed, it is important that *actual learning* takes place and that participants feel they have benefited measurably from the program.

- Learning from the best/good practices - picking up good ideas from exemplary operators
- Research and other suggested projects provided in the module - group or individual
- Listening to guest presenters
- Learning from information provided by the trainer
- Learning from other participants' experiences – sharing ideas
- Generating solutions to issues through interaction of ideas - synergy