



Tourism & Job Skills Training

'Get ready for your future post Covid19'

What: 10-weeks pilot job skills training for eight motivated Kapchorwa youth

Whom: Organized by Home of Friends, in partnership with Run Kapchorwa, From Coach to Coach and Sipi Tour Guides

When: October 2020 – December 2020

Why: Job opportunities for youth in Sebei region are severely limited. Tourism is a promising sector that is expected to grow in the coming years. This leads to increased demand for motivated and qualified young tour guides. This training enables Kapchorwa youth to 1) discover & learn about opportunities in tourism, 2) gain basic practical skills in major tourism fields* and 3) acquire necessary presentation, communication and leadership skills. In this way our youth get ready for their future and the world post Covid19!

* hospitality/customer care in hotels, running tourism, hiking, mountain biking and cultural tourism

Continuity: after this training youth can opt to continue with a specialization in the tourism field of their interest, with a senior tourism professional as their mentor and trainer

LEARNING GOALS

The tourism & job skills training has four modules with specific learning goals:

1. Personal leadership
 - * Be able to formulate a personal mission statement and set life goals
 - * Learn to know your strengths and weaknesses
 - * Know how to connect and work together with the people who can lift you
 - * Make right decisions that can enrich your life and career
2. Opportunities in tourism & hospitality
 - * Understand the opportunities and threats of the tourism & hospitality landscape in Uganda
 - * Know the tourism highlights and activities in Mount Elgon
 - * Understand the needs and demands of tourists for an unforgettable experience
 - * Differentiate the job opportunities in Ugandan tourism & hospitality and the requirements for professionals working in these sectors
 - * Apply the basic attitudes and behaviors of a customer care professional
3. Professional skills of a tour & outdoor sports guide



- * Understand the professional attitude and ethics of a tour & outdoor sports guide
- * Know how to prevent and manage risks and injuries
- * Practice clear communication and presentation skills before, during and after a tour
- * Technical skills of a running and mountain bike guide

4. Community innovation

- * Investigate and understand the real needs in your Community
- * Learn creative & critical brainstorm techniques to come up with hands-on solutions to Community needs
- * Create a basic and sustainable (social) business plan

PROGRAM

Blended learning program with a combination of different topics and learning methods for each session, highly interactive and based on needs and interests of students and their Kapchorwa environment.

Date (all trainings take place on Wednesday mornings from 9am to 11.30am in Barawa)	Module 1 : Personal Leadership	Module 2: Tourism & Hospitality Opportunities	Module 3: Professional skills tour & outdoor sports guide	Module 4: Community innovation
Wednesday 14 October (Daan/Juma)	Interactive get-to-know each other	Introduction tourism landscape Uganda	Professional attitude as a tour guide & course participant	Potential jobs & sources of income in your Community
Wednesday 21 October (Daan/Eliza)	What is your passion? Create a personal mission & objectives (part 1)	Walk to Cave Complex while we share about working in hospitality	Importance of being curious and doing research	What future do you see for yourself and your Community Where lies your passion
Wednesday 28 October (George/Daan)	Create a personal mission & set clear objectives (part 2)	Introduction to being a running guide	Do's and dont's of interaction with tourists (e.g. briefing)	What are needs or problems in your Community you want to solve
Wednesday 4 November (Job/Daan)	What are your strengths and weaknesses	What are the needs of tourists Why do people travel?	Presentation skills e.g. briefing	Brainstorm ways to lift yourself, your family and the Community



		It is all about the customer experience!	Safety & care measures / first aid skills	through tourism, sports and/or farming
Wednesday 11 November (Daan/Eliza)	Growth mindset Identifying and engaging people who can lift you	Do's and don't's of a customer care professional (part 1)	Introduction to mountain bike riding (compound circuit @ HoF)	Exploring ways to improve infrastructure and trails for both (runners) Community and tourists
Wednesday 18 November (Daan/Juma)	Focus and decision-making (non-urgent, important tasks)	-	Do's and don't's of a tour guide Let's go out for a hike and some basic photography skills!	Develop a basic (social) business plan around a need/opportunity in your Community in tourism, sports and/or farming (part 1)
Wednesday 25 November (Mark)	Planning and time management	How to create successful outdoor sports experiences	Social media skills: how to create captivating content for Facebook and Instagram, an introduction	-
Wednesday 2 December (Eliza/Daan)	Evaluation of the course so far and choice of specialization in tourism field	Do's and don't's of a customer care professional (part 2)	-	Develop a basic (social) business plan around a need/opportunity in your Community in tourism, sports and/or farming (part 2)
Wednesday 9 December (Daan/Sebei Storytellers)	Preparation of final test on 16 December	-	What you must know about the Sebei culture Storytelling skills	-
Wednesday 16 December (all trainers)	Present action plan on your specialization and development	-	Perform a professional hike with one of the trainers (end-assessment)	-