

HANDBOOK FOR ECO GUIDES



Name:

School/Class:





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INTRODUCTION

This handbook provides the tools for you to be a confident and effective Eco Guide. These tools will come in handy when you guide others along on the Eco Trails.

HDB's Eco Trails

HDB's Eco Trails bring you around eco-destinations to explore the many green innovations to explore the many green innovations that support eco-friendly high-rise living.



Through these Eco Trails, we hope for participants to:

-  Better understand the efforts that have been put in place to enable eco-living;
-  Inspire them to do their part for the environment; &
-  Adopt an eco-friendly lifestyle



MY DREAM GUIDE

In your own group, list down the qualities and skills your dream Eco Guide would have!

Qualities	Skills



WHAT MAKES A CONFIDENT AND EFFECTIVE SPEAKER?

A confident and effective speaker is someone who has certain qualities and skills. Let us learn some examples below!

Qualities:

- 💡 Confident
- 💡 Friendly
- 💡 Polite
- 💡 Helpful
- 💡 Patient
- 💡 Responsible
- 💡 Trustworthy

Skills:

- 💡 Communication Skills
- 💡 Time Management
- 💡 Product Knowledge
- 💡 Presentation Skills

TOOLS OF A GUIDE



Voice Training

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VOICE TRAINING

Having a clear and confident voice is an essential skill to becoming an effective guide, leader and communicator. Whether you are presenting in front of a group or speaking on the phone, a good voice can be a great asset.

The tone of voice may be changed to suggest emotions such as anger, surprise, or happiness. Singers use the human voice as an instrument for creating music.

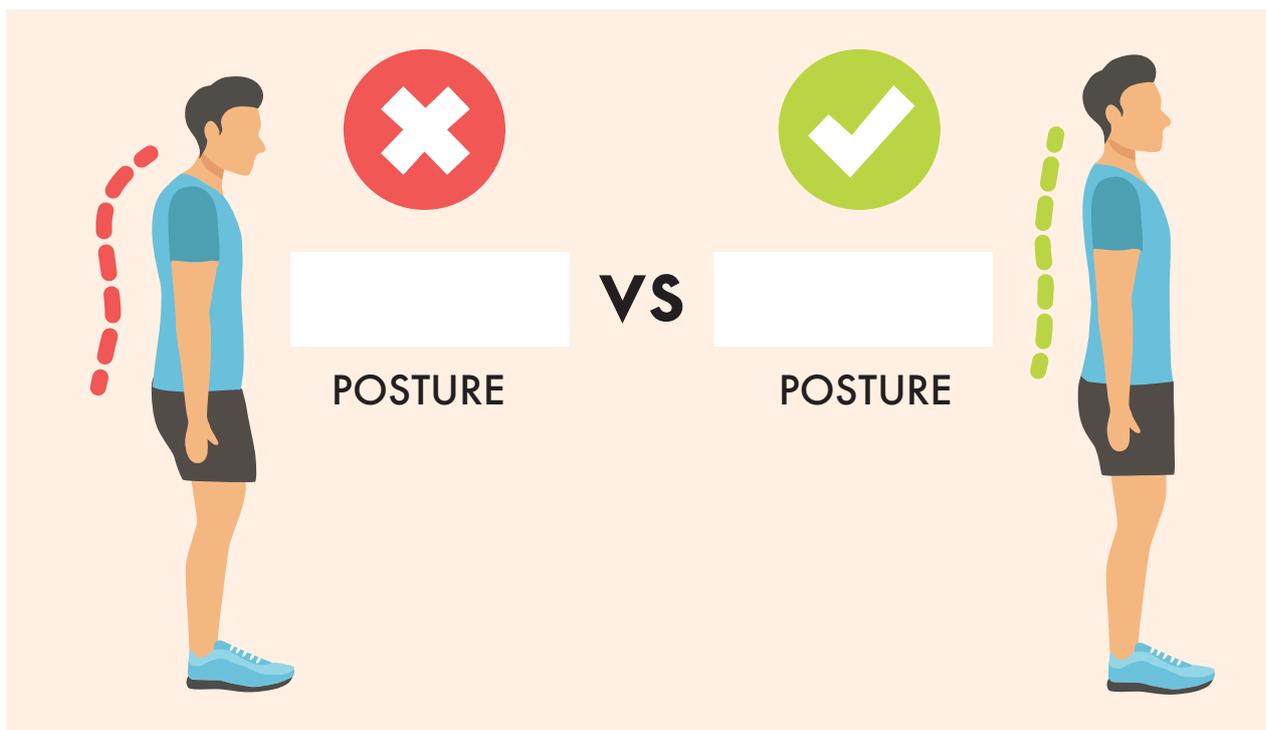
Here are some tips on developing a **confident voice**.

1. Build Clarity by Warming Up

Do you know that the human face can pull more than 7,000 unique expressions with 44 different muscles?

Get into a routine to warm up your most important muscles. Use specific exercises to loosen up your jaw, lips and tongue. Being physically prepared will give you confidence.

2. Posture



3. Relax and Smile

The more relaxed you are, the more confident you will feel and appear. Smiling at the audience will also help you to relax.



4. Be Positive

Having a positive attitude is very important. Feel and use this positivity.

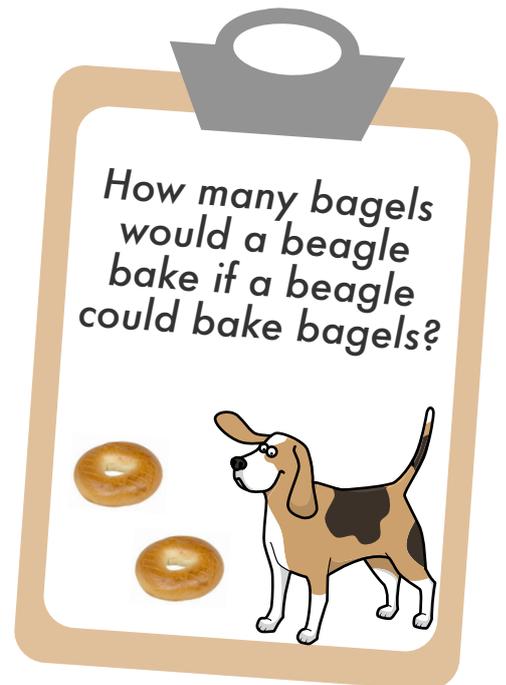
5. Speak from the Heart

Make use of emotions and feelings in your voice. Use these emotions and feelings in the words that you choose.

6. Practise Difficult Phrases

Once you have warmed up, do a couple of tongue twister exercises to put it all together.

Try this first quickly, then slowly:



Find more Tongue Twisters to practise!

7. Take Care of Your Voice

You should always take care of your voice. A healthy diet, adequate sleep and plenty of water are essential to protect your voice.



8. Be Yourself

Develop your own style and be yourself. Relax and enjoy the experience.

ACTIVITY TIME!

Voice Music

Stay in your groups and follow the instructions on the cards.



The voice has to match the content and meaning of what is being said!



Say it Right

Split up long words into parts:

Super/califragi/listic/expiali/docious

Learning Points

The voice has different intonations (highs and lows).

- ▶ Make use of the highs and lows in your voice to:
 - Give depth to your presentation
 - Make your presentation interesting
 - Keep your audience with you

Write down your experiences in the columns below:

Voice Music	Say it Right

EYE CONTACT



-  Using eye contact is essential to any form of communication both verbal and non-verbal.
-  Your eyes tell your mood, comfort level, confidence and most of all, your sincerity.
-  It is possible to give a speech or presentation without eye contact, but it would not be effective to do so.
-  Having eye contact is critical to the success of your speech or presentation.

Learning Points

- ▶ No eye-contact = lose your audience
- ▶ No eye-contact = no visual feedback
- ▶ Contact with one or two in the audience = lose the rest

GESTURES

There are two main types of gestures:



Descriptive

Clarify or enhance a verbal message



Prompting

to help evoke a desired response from the audience

1. Descriptive Gestures

These gestures clarify what you are saying. They help the audience understand comparisons and contrasts, and visualize the size, shape, movement, location, function, and number of objects.

2. Prompting Gestures

Prompting gestures are used to help get a desired response from the audience. If you want your audience to raise their hands, or perform a specific action, you can enhance the response by doing the action as an example.

Here are two palm positions and the meanings they tend to portray.



A palm held downward can express suppression, secrecy, completion, or stability.



Your arms are firmly held on the left and right to your body, your lower arms from the elbow onwards are stretched out in front of you with your hands open will help to show measurement, limits in space or time, comparisons, or contrasts.

Learning Points

- ▶ Properly executed gestures will underline what was said
- ▶ Gestures that have not been thought through will make your commentary difficult to follow
- ▶ Gestures that are wrongly applied may come off as being offensive

USING PROPS

'Props' are used on guided tours to make the tour more interesting or lively.

Props can be:

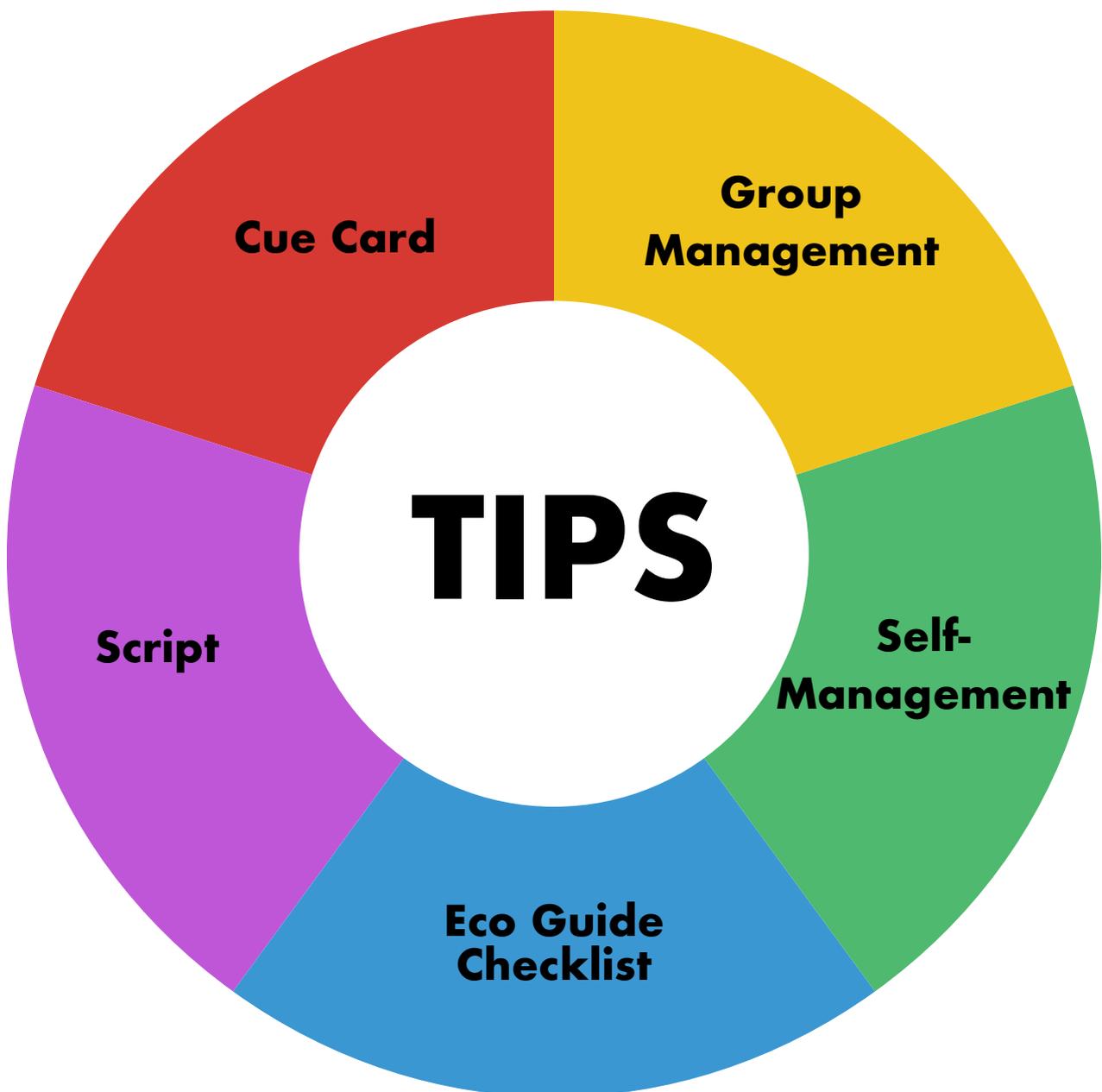
- ▶ Actual items that form a part of the story being told
- ▶ Symbolic items that are physical metaphors used to indicate something else

List out the props you may need:



TIPS FOR TOUR MANAGEMENT & LOGISTICS

While planning for the Eco Trails, take into consideration the things that you would need to prepare for the group as well as for yourself.



GROUP MANAGEMENT

There are three stages of preparation for the management of the group:

- ▶ Before embarking on the Eco Trail
- ▶ During the Eco Trail
- ▶ After the Eco Trail

All three stages are equally important!



Preparation BEFORE the Eco Trail

- Arrive at the designated meeting point 15 minutes before the start of the Eco Trail.
- Ensure that you have prepared sufficient copies of materials that need to be handed out.
- Ensure all participants are present before the start of the Eco Trail.
- Remind participants to go to the washroom before the start of the Eco Trail.
- Welcome participants and give an introduction of the Eco Trail.
- Take attendance of the group and ensure everyone is accounted for.
- Remind participants that there is walking involved and so they should stay hydrated.

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DURING the Eco Trail

- Direct the group to sheltered places in the event of wet weather.
- Ensure participants follow closely and stay safe.
- Be aware of your surroundings - keep a look out for potential hazards and avoid them during the Eco Trail.
- Be aware of your participants' state of health and well-being – provide water breaks or rests when required.
- Keep track of time (Eco Trail lasts for 2 – 2.5 hours).
- Remind participants to stay close so they can hear you and see what you are pointing out.
- Take photos along the way to document participants' experience and share with them after the Eco Trail.
- Engage participants with short quizzes.

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AFTER the Eco Trail

- Encourage participants to share some personal stories related to the nodes of the trail (if applicable).
- Ask participants about what they enjoyed and what surprised them.
- Hand out feedback forms and remember to collect them back.

SELF-MANAGEMENT

Here are some ways you can prepare yourself as you embark on being an Eco Guide.

One Day before the Eco Trail

-  Prepare the personal items you require according to your list
-  Ensure that you have your cue cards, props and water bottle

On the Day before the Eco Trail

-  Observe punctuality and ensure you have a working watch
-  Enjoy being an Eco Guide by doing your best to engage and share your knowledge with the participants
-  Take care of yourself and stay hydrated
-  Remember to thank participants at the end of the Eco Trail.
-  Do a self-reflection after completing the Eco Trail to acknowledge areas done well and areas with room for improvement.

General Decorum

-  Speak and act respectfully and courteously towards others.
-  Observe cultural, racial and religious sensitivity at all times.

ECO GUIDE CHECKLIST

When conducting a tour, there are several important factors you have to take note of as an Eco Guide.

Look at the table below and list down the issues you may face during the Eco Trail. Write down how you think these issues can be solved.

	Potential Issues	Possible Solutions
(i)	Limitations in the field - E.g. Corridor may be too small for group to stand	
(ii)	Time management - E.g. Group arrived late but has to leave on time as planned	

	Potential Issues	Possible Solutions
(iii)	<p>People management</p> <ul style="list-style-type: none">- E.g. More participants turned up than what had been expected	
(iv)	<p>Group comfort level</p> <ul style="list-style-type: none">- E.g. No shade for everyone to stand and listen	
(v)	<p>Safety Measures</p> <ul style="list-style-type: none">- E.g. Participants are playing while crossing the road	

SCRIPT

Here is an example of how you can structure your script to help you when you prepare for the Eco Trail.

Site/ Venue	Content/ Commentary	Props, Notes
<p>Meeting Point 305C Punggol Treelodge Multi-Purpose Pavillion</p> 	<p>Good Morning!</p> <p>Welcome to the Explorer Trail.</p> <p>My Name is _____!</p> <p>Thank you for coming to Punggol to discover more about this area and what HDB - the Housing & Development Board - is doing here in terms of green innovations that support eco-friendly high-rise living.</p> <p>Our trail will start here at Treelodge, the Punggol Waterway and the Kelong Bridge; and we shall try to catch a bus at the old bus stop!</p> <p>Make yourselves comfortable, in a semicircle in front of me, so everyone can hear what I say and see what I am showing or pointing at.</p>	<p>Make a gesture pointing around you</p> <p>point at your eyes and ear</p>

CUE CARD

As the name suggests, you can use cue cards to prompt and help you in the sequencing of the tour. You can find an example below for your reference.

Cue Card Example
<p>Punggol Singapore's first eco-town Eco features for sustainable living</p> <p>Treelodge@Punggol First eco-precinct Launched in March 2007 7 blocks with 700 households</p>

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IMPORTANT!

- Point form
- Big letters
- Space
- Few numbers



REFLECTION

Today's session required teamwork and cooperation with other team members.

Looking back at the session, name one thing you found out about yourself and one you found out about your classmates.

I enjoyed/did not enjoy the workshop today because ...

