



TRAINING FOR ECO GUIDES



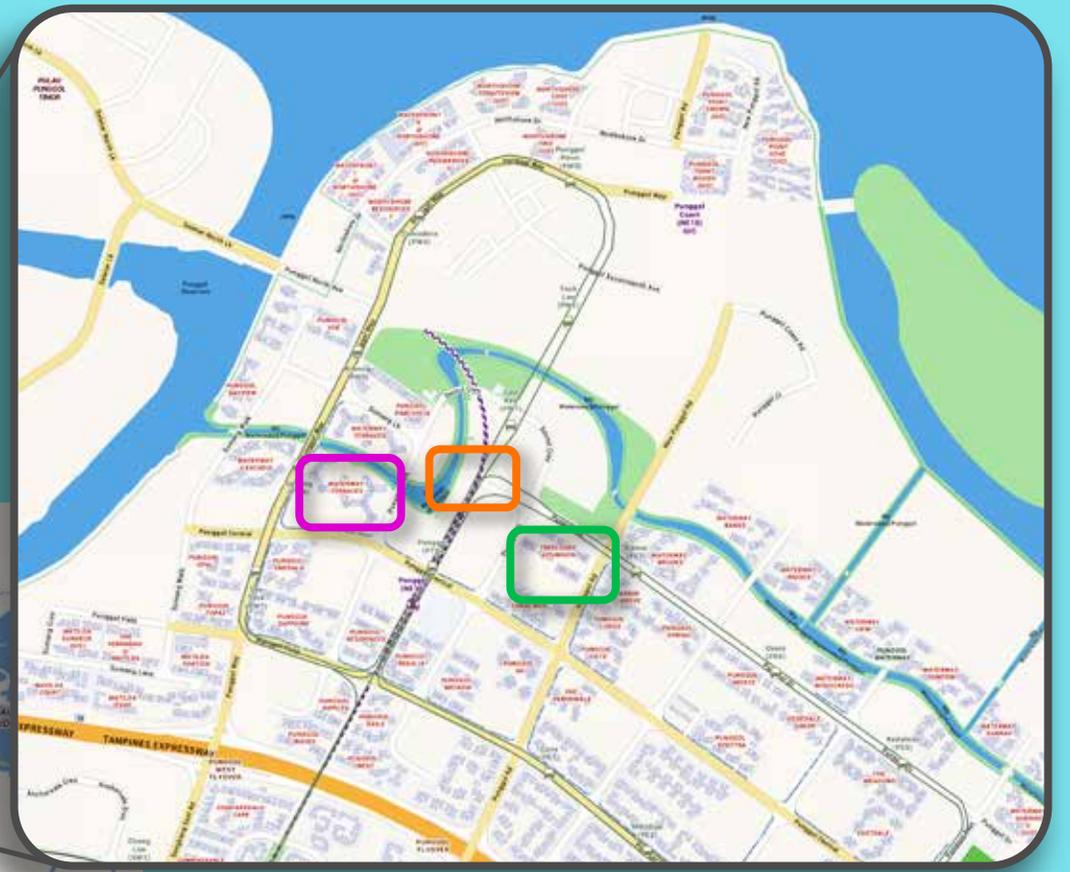
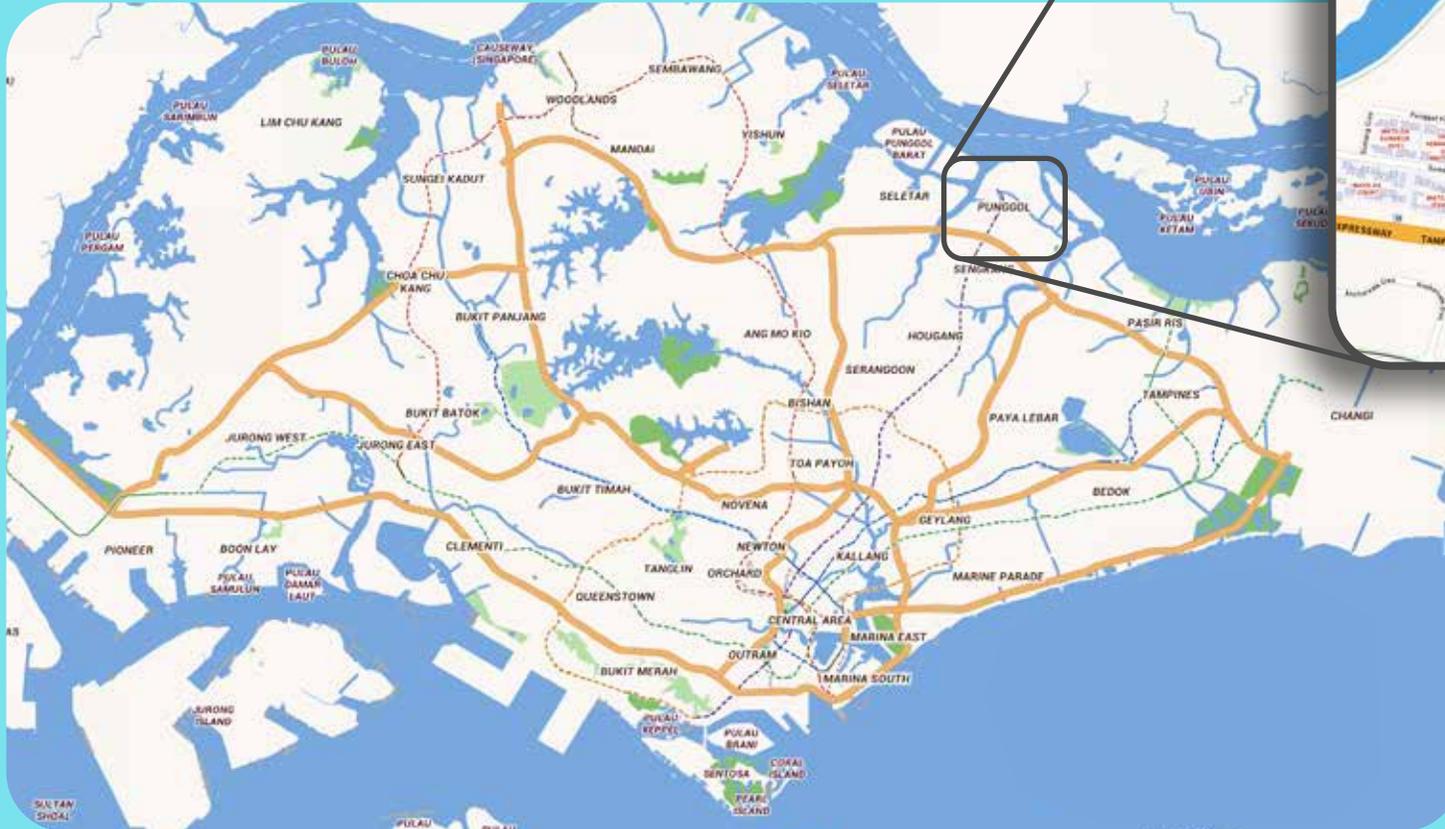
INTRODUCTION
- HDB'S ECO TRAILS



HDB PUNGGOL ECO TOWN

Singapore's first eco-town, where HDB introduces eco-features for sustainable and smart living: effective energy, water, and waste management.

Click on [video](#) to find out Punggol's rich history and how it evolved over the years - from plantation and farms to the modern waterfront town it is today.



-  **WATERWAY TERRACES 1**
-  **PUNGGOL TOWN SQUARE & DISCOVERY CUBE**
-  **TREELODGE@PUNGGOL**

HDB'S ECO TRAILS

WHAT ARE THESE ECO TRAILS?



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



Scan the QR Code to learn more!



Inspiring participants to do their part for the environment by adopting an eco-friendly lifestyle



MY DREAM GUIDE

(Refer to Page 4 of Handbook)

Qualities

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



Skills

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





**TOOLS OF
A GUIDE**



MY DREAM GUIDE



Voice Training

- Projection, Pitch, Tone, Clarity

1. Build Clarity by Warming Up
2. Posture
3. Relax and Smile
4. Be Positive
5. Speak from the Heart
6. Practise Difficult Phrases
7. Take Care of Your Voice
8. Be Yourself



VOICE TRAINING

Voice Training - Projection, Pitch, Tone, Clarity

1. Build Clarity by Warming Up

- Get into a routine to warm up your most important muscles.
- Use specify exercises to loosen up your jaw, lips and tongue.



Voice Training - Projection, Pitch, Tone, Clarity

2. Posture



BAD

POSTURE

- Slouchy shoulders
- Head 'falls' forward
- Lungs are 'squeezed'
- Voice gets muffled
- Uncomfortable position

You are not confident!

VS

GOOD

POSTURE

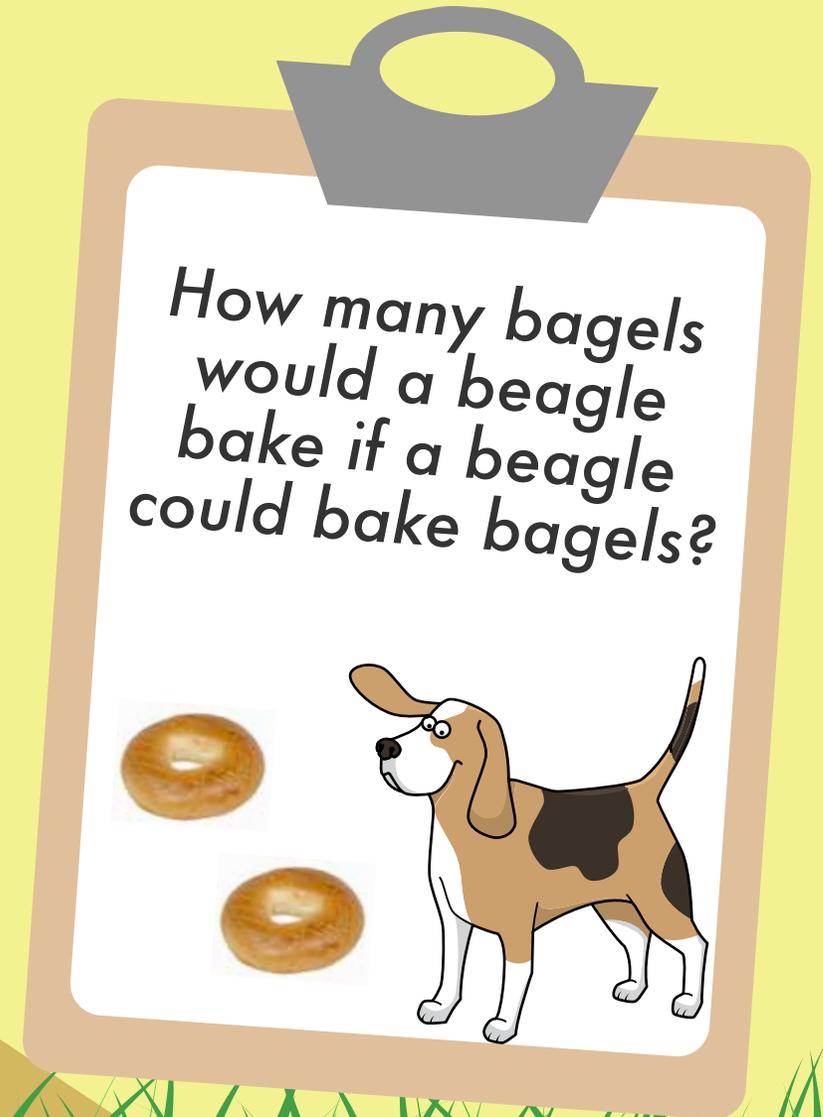
- Straight shoulders
- Upright position
- Lungs can expand
- Voice is loud & clear
- Comfortable position

You are confident!



Voice Training - Projection, Pitch, Tone, Clarity

3. Relax and Smile
4. Be Positive
5. Speak from the Heart
6. Practise Difficult Phrases
7. Take Care of Your Voice
8. Be Yourself



Voice Training - Projection, Pitch, Tone, Clarity

Activity Time

Tongue Twisters

*Rory's lawn rake rarely rakes
really right.*

*Six sick hicks nick six slick bricks
with picks and sticks.*

*A big black bug bit a big
black bear.*

Voice Training - Projection, Pitch, Tone, Clarity

(Refer to Page 9 of Handbook)

Activity Time

Voice Music

Please stay in groups:

- A stack of cards (faced-down) is placed on the table
- Take turns to draw a card from the stacks of cards
- Starting with the youngest in your group
- Follow instructions on the card
- Groups members listening - share what do you feel?

Voice Training - Projection, Pitch, Tone, Clarity

Activity Time

Voice Music

- The voice has different intonations
- Making use of the highs and lows gives depth to your presentation and makes your presentation interesting

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

Voice Training - Projection, Pitch, Tone, Clarity

(Refer to Page 9 of Handbook)

Activity Time

Say it Right

Long names - split them up into parts

e.g. Sri Vaira/vi/mada kali/amman

Super/califragi/listic/expiali/docious

Eye Contact

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



EYE CONTACT

Types of Gestures

'When your hands talk!'



Descriptive
Clarify or enhance a
verbal message



Prompting
to help evoke a desired
response from the audience



- Meaning of important gestures
- What not to do with your hands!



GESTURES

Using Props (Refer to Page 13 of Handbook)

Props can be:

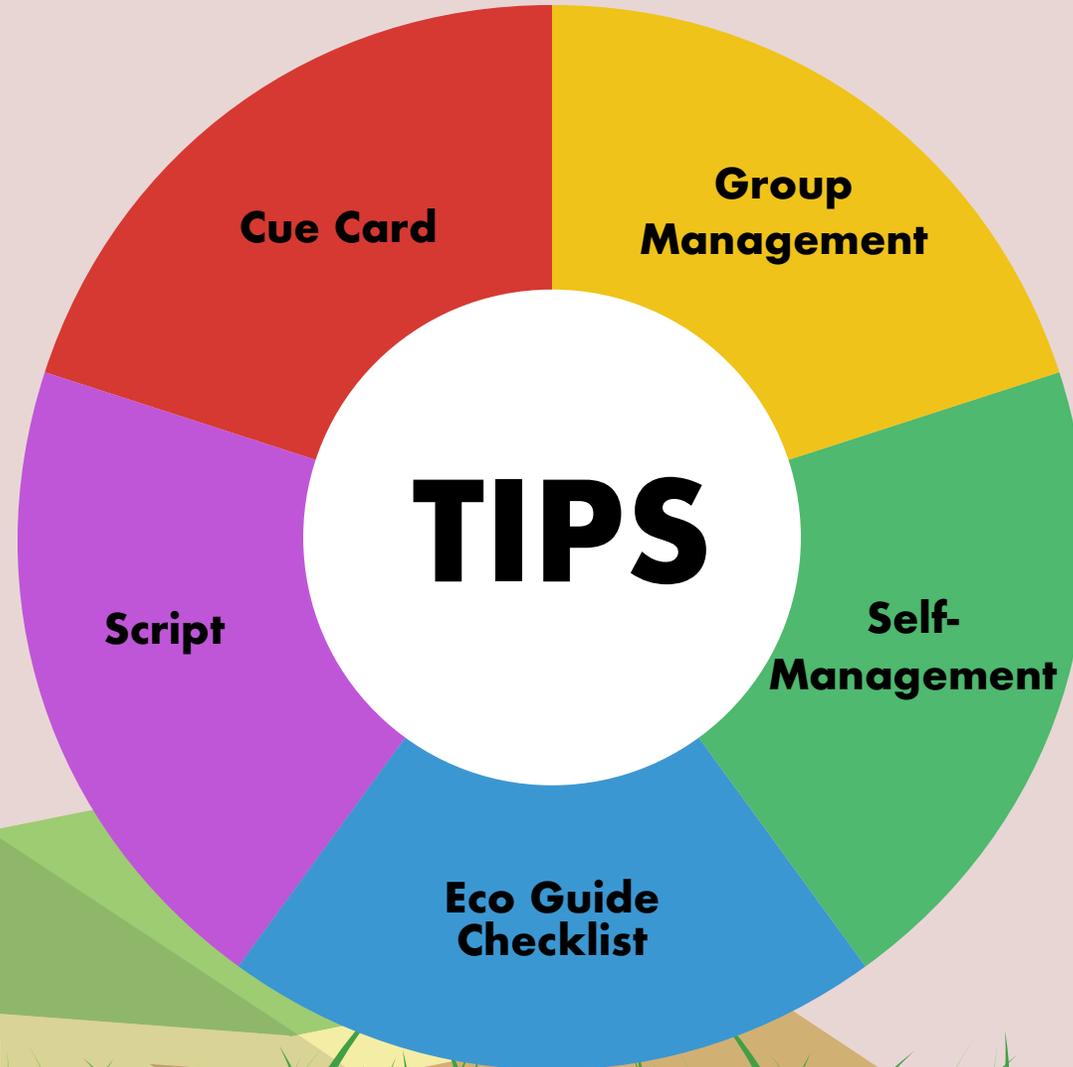
- ✓ Actual items that form a part of the story being told
- ✓ Symbolic items that are physical metaphors used to indicate something else





TIPS FOR TOUR MANAGEMENT & LOGISTICS

Tips for Tour Management & Logistics



Group-Management

(Refer to Page 15 & 16 of Handbook)

1

**Preparation
before the
Eco Trail**

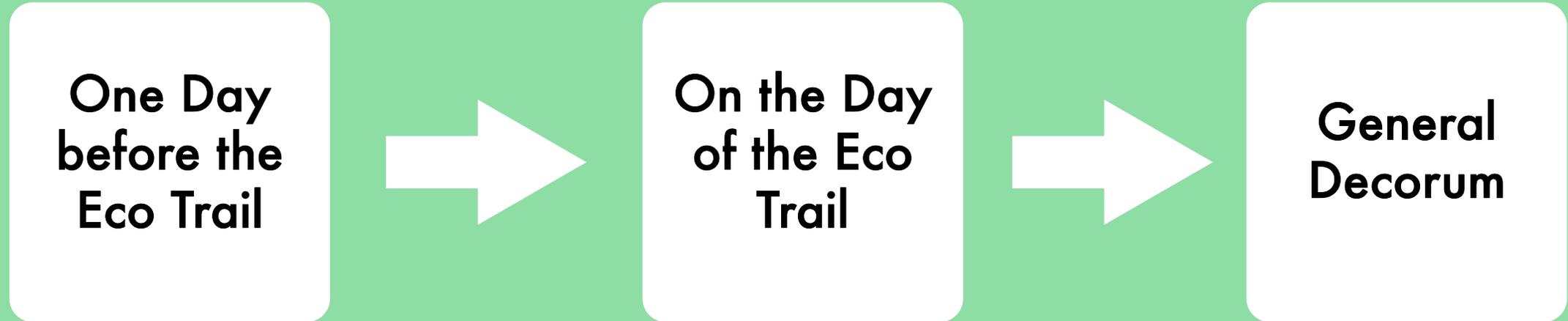
2

**During the
Eco Trail**

3

**After the
Eco Trail**

Self-Management





Considerations

- Limitations in the field
- Management of time
- Management of people
- Comfort of group
- **Safety**

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 Example **1**

Punggol
Singapore's first eco-town
Eco features for sustainable living

Treelodge@Punggol
First eco-precinct
Launched in March 2007
7 blocks with 700 households

IMPORTANT!

- Point form
- Big letters
- Space
- Few numbers

THANK YOU

