

TRAINING FOR ECO GUIDES



INTRODUCTION

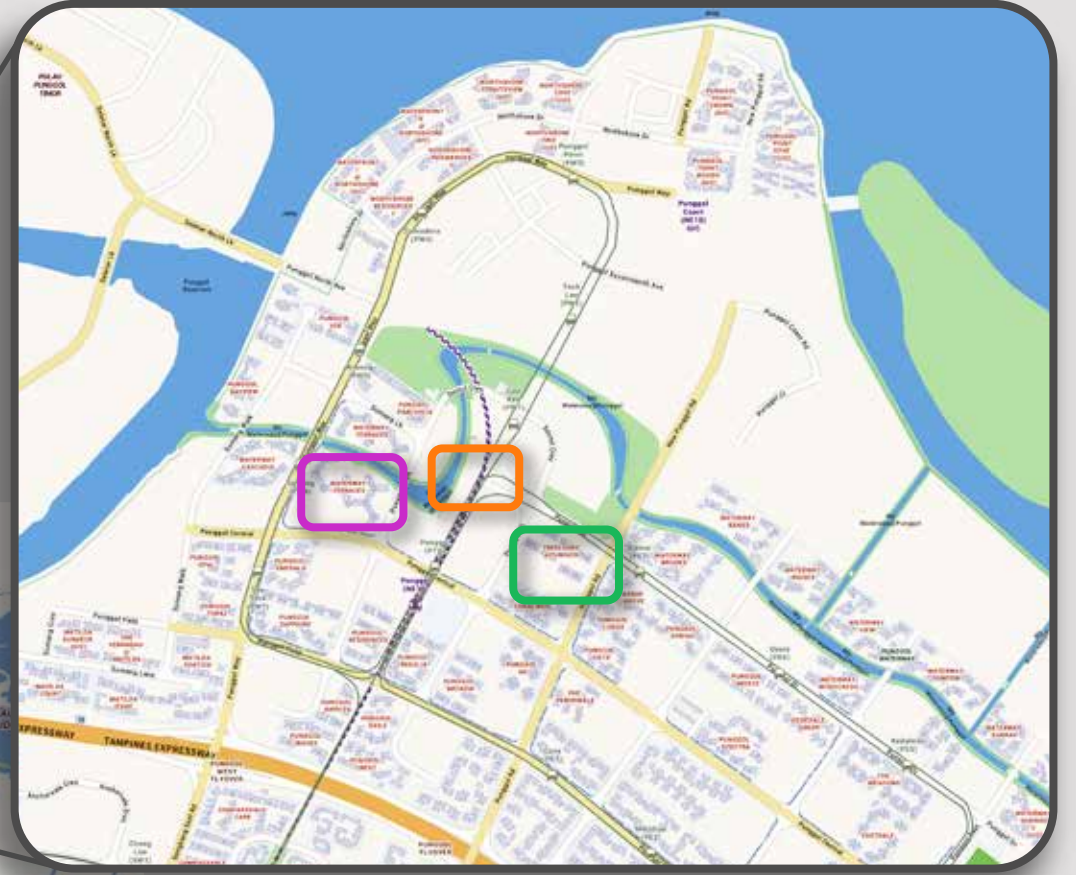
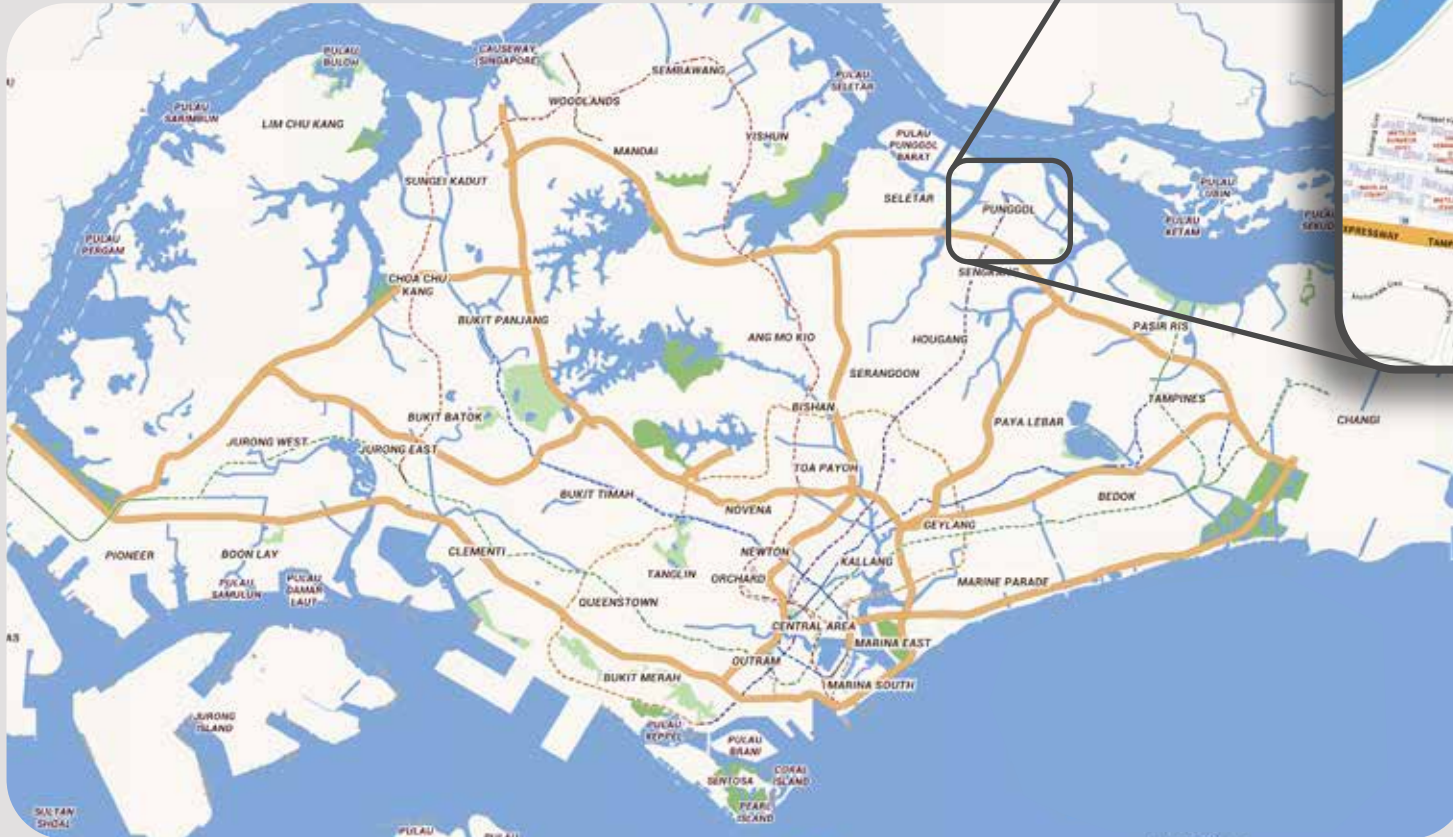
-HDB'S ECO TRAILS



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.

Punggol Sec Guides Leading Greendal Pri Students



Dunman High Guides Leading Kong Hwa Students



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

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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



Activity Time

Activity - Voice Music

(Refer to Page 9 of Handbook)

Please stay in your groups:

- A stack of cards (face down) is placed on the table
- Take turns to draw a card from the stack of cards
- Starting with the youngest in your group, follow the instructions on the card

Groups members listening - share what do you feel?

Activity Time

Activity - Voice Music

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

Activity Time

Activity - Say It Right

(Refer to Page 9 of Handbook)

Practice:

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

Say it quickly then slowly

Eye Contact

👁️ The importance of eye contact

👁️ Eye Contact Techniques

No eye - contact = **lose** your audience

No eye - contact = **no** visual feedback

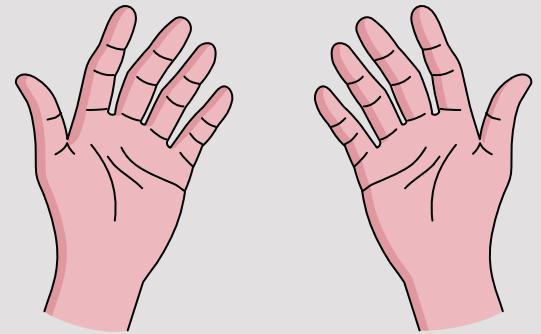
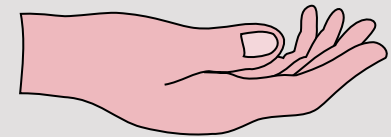
Contact with one or two in the audience = lose the rest



Types of Gestures

'When your hands talk!'

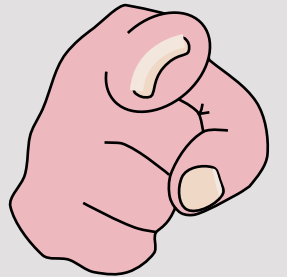
- ▶ The importance of the right gestures
- ▶ Meaning of important gestures
- ▶ What not to do with your hands!



Types of Gestures

'When your hands talk!'

- ▶ Properly executed gestures will underline what was said
- ▶ Gestures that have not been thought through will make your commentary difficult to follow
- ▶ Gestures wrongly applied might be offensive



Using Props *(Refer to Page 13 of Handbook)*

Props can be:

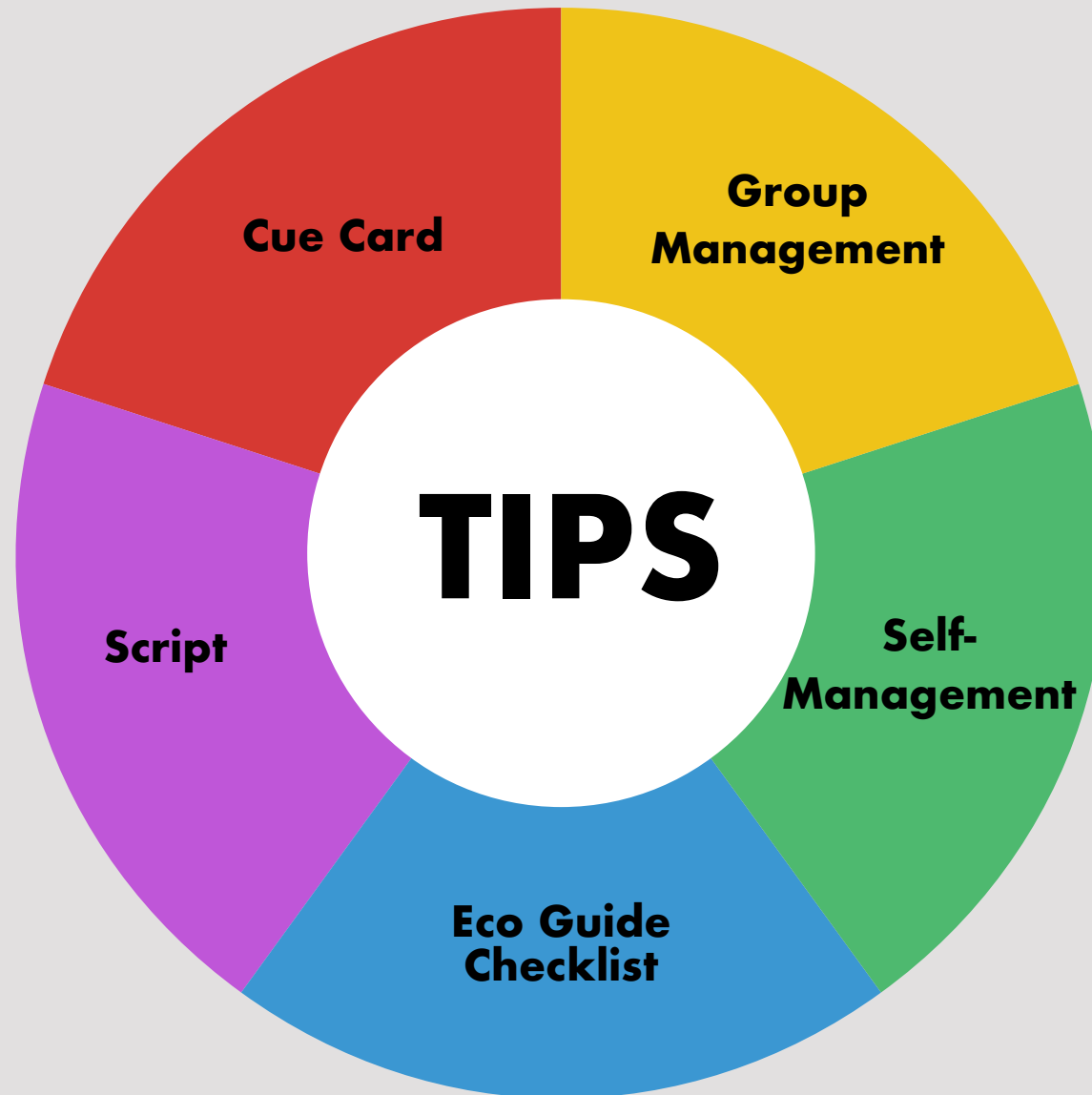
- ▶ Actual items that form a part of the story being told
- ▶ Symbolic items that are physical metaphors used to indicate something else



TIPS FOR TOUR MANAGEMENT & LOGISTICS



TIPS FOR 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




Eco-Guide Checklist *(Refer to Page 18 & 19 of Handbook)*



Considerations

- Limitations in the field
- Time management
- People management
- Group comfort level
- **Safety**

Script

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,</p> <p>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

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

