



UNIT 3

SOCIAL HABITS FOR TOURISM SECTOR

PARTICIPANT'S MANUAL

BLOCK 1: SOFT SKILLS IN THE TOURISM SECTOR



Consortium



Number project: 2017-1-ES01-KA202-038574

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**INCLUSIVE
TOURISM**



SOCIAL HABITS FOR ACCESIBLE AND INCLUSIVE TOURISM SECTOR

List of contents

- Introduction
- Objectives of the unit
- Face to face sessions.
 - Social skills
 - Positive relationship
 - Good social relationships in group
 - Working in group
- Conclusions

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1. INTRODUCTION

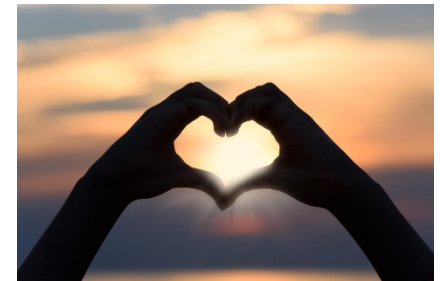


Introduction

Social habits for accesible and inclusive tourism sector



Social skills are the skills we use to **communicate** and **interact** with each other, both **verbally** and **non-verbally**, through **gestures**, **body language** and our personal appearance.



Introduction

Social habits for accessible and inclusive tourism sector



Social skills do more than just give person the ability to **communicate with other** people, but can also help with developing strong **relationships** with people.

Introduction

Social habits for accessible and inclusive tourism sector



In the **workplace**, especially in tourism, employees meet with a **lot of people** every day.

Good social skills can enable them to **talk to, work and develop relationships** with all people, which is crucial for the **good climate** in the work environment and **succeed** in the **work place**.



2. OBJECTIVES OF THE UNIT



Objectives

Social habits for accessible and inclusive tourism sector



- To know what social skills are.
- To know how to give feedback.
- To be aware of people's first impression at work.
- To learn appropriate social approach.
- To encourage cooperation.
- To offer participants a spectrum of social skills which they can use while working in group.

3. FACE TO FACE SESSION



SESSION 1

AGENDA



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- 1. Introduction of basic social skills**
- 2. Matter of emotions**
- 3. Conclusions**
- 4. Evaluation**



1.1 INTRODUCTION OF BASIC SOCIAL SKILLS

Introduction of basic social skills

Social habits for accesible and inclusive tourism sector

Activity 1

Ice-breaker

What is inside the box and who is it?



Introduction of basic social skills

Social habits for accesible and inclusive tourism sector



Activity 2

Guess who I am talking with?



Introduction of basic social skills

Social habits for accesible and inclusive tourism sector



Discussion

- How did you feel during the activity?
- Do we talk with every person the same way?
- What is the difference while talking with our friend or a boss?

Introduction of basic social skills

Social habits for accesible and inclusive tourism sector



Activity 3

Say it like you are ...



Introduction of basic social skills

Social habits for accesible and inclusive tourism sector



Discussion

- How did you feel during the activity?
- Was it hard to change voice, face and body language?



1.2 MATTERS OF EMOTIONS

Matters of emotions

Social habits for accesible and inclusive tourism sector



The way we **interpret** and **respond** to our feelings has a major impact on our **behaviour**, **choices**, and **how well we cope** with others and **enjoy life**.

Matters of emotions

Social habits for accesible and inclusive tourism sector



Activity 4

Communication with different persons – Role play



Matters of emotions

Social habits for accesible and inclusive tourism sector



Activity 5

Trust challenge – Trust and follow



Matters of emotions

Social habits for accesible and inclusive tourism sector



Discussion

- How did you feel during the activity?
- Was it hard to trust other participants?
- Do you trust every one the same way?
- Why is trust important?

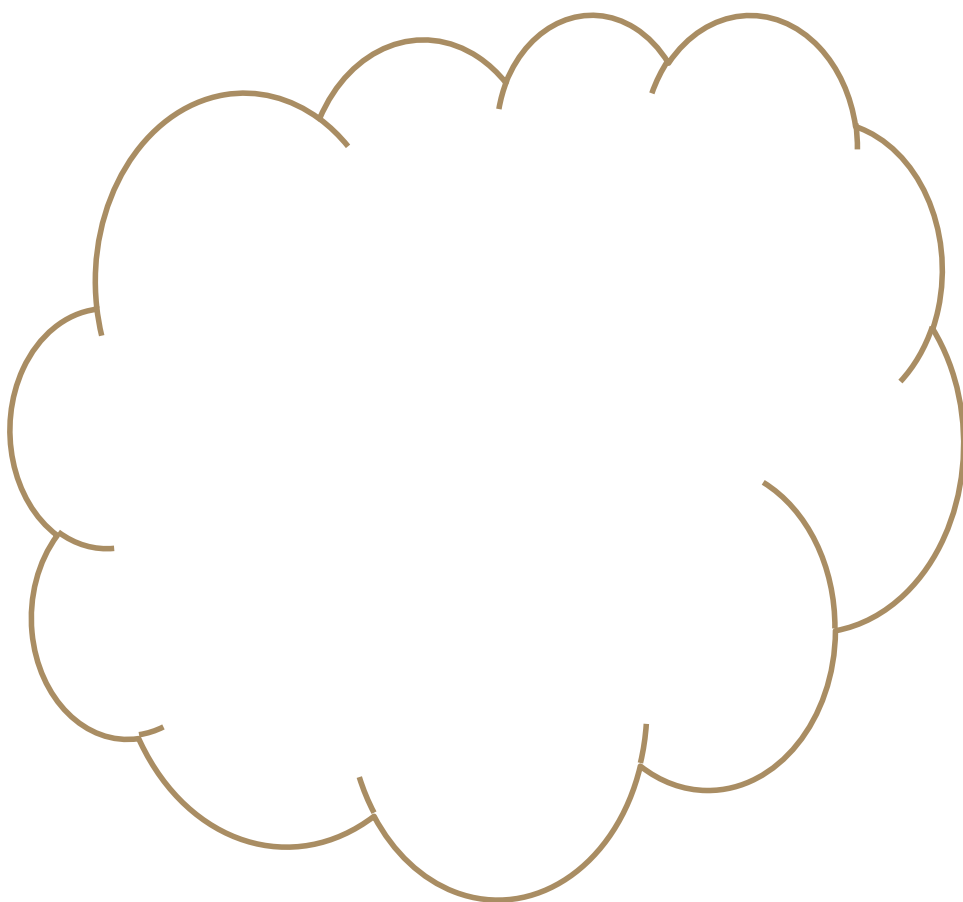


1.3 CONCLUSIONS

Conclusions

Social habits for accessible and inclusive tourism sector

Conclusions



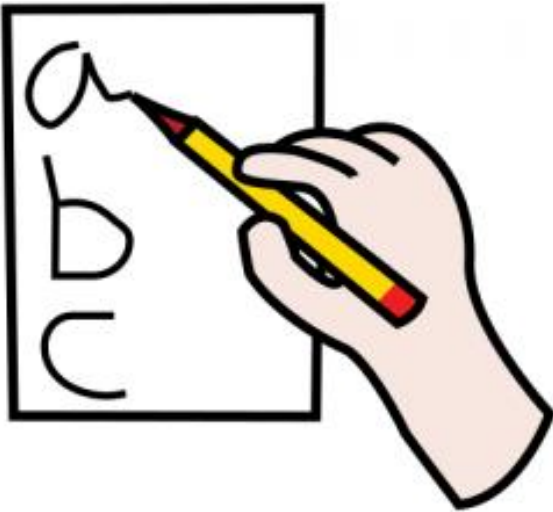


1.4 EVALUATION

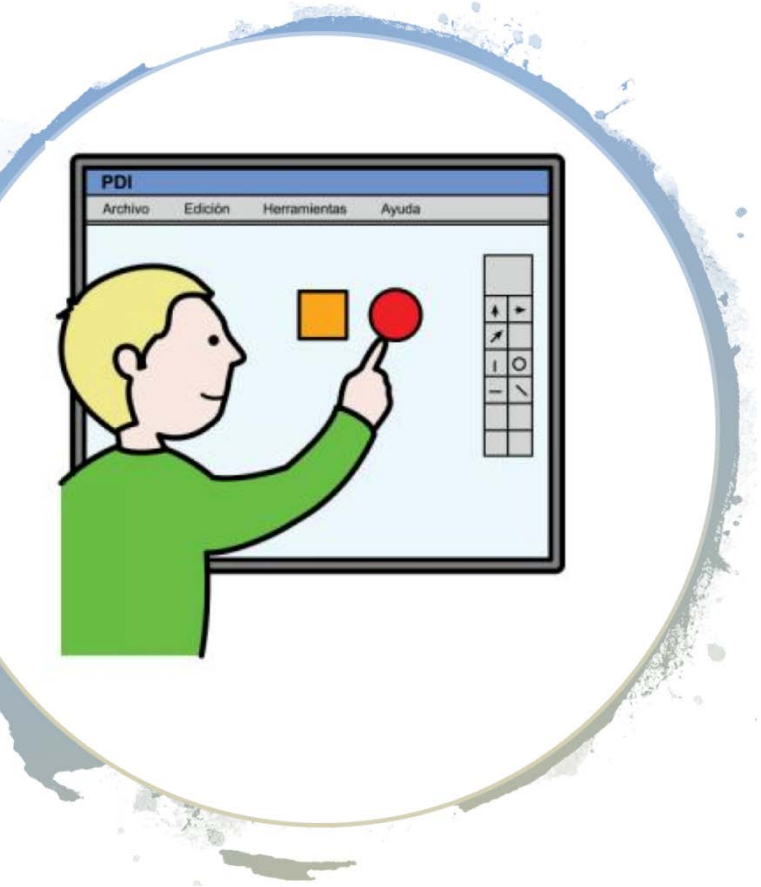
Evaluation

Social habits for accesible and inclusive tourism sector

Basic concepts of social skills



SUMMARY OF SESSION 1



- ✓ Introduction of basic social skills
- ✓ Matter of emotions

SESSION 2

AGENDA



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1. Review of the contents
2. Giving and receiving feedback
3. First impression
4. Conclusions
5. Evaluation



2.1 REVIEW THE CONTENTS



**What do you
remember from
the previous session?**



2.2 GIVING AND RECEIVING FEEDBACK

Giving an receiving feedback

Social habits for accesible and inclusive tourism sector

Ice-breaker

Flag of me



Sheet_3_3_Flag of me

Giving an receiving feedback

Social habits for accesible and inclusive tourism sector



Activity 2

Say your feelings



Giving an receiving feedback

Social habits for accesible and inclusive tourism sector



Discussion

- How did you feel during the activity?
- Is it OK to feel bad sometimes?
- What can we do about it?
- How we can cope with that feelings at work?

Giving an receiving feedback

Social habits for accesible and inclusive tourism sector



EXAMPLE OF POSITIVE FEEDBACK

The Sandwich Method

1. First slice of bread: Start off with **positive feedback** (authentic praise of something they did recently)
2. The “Meat of the Matter”: Provide your **constructive criticism**
3. Second slice of bread: End on a **positive note**

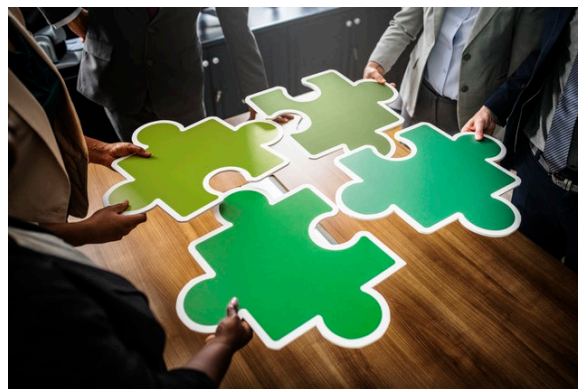
Giving an receiving feedback

Social habits for accesible and inclusive tourism sector



Activity 3

Puzzle activity



Giving an receiving feedback

Social habits for accesible and inclusive tourism sector



Discussion

- How did you feel during the activity?
- Was it hard to give feed back?
- Is it hard to receive feedback?
- Why is feedback important?



2.3 FIRST IMPRESSION

First impression

Social habits for accesible and inclusive tourism sector



First impression is the event when one person **first encounters** another person and forms a **mental image** of that person.



First impression

Social habits for accesible and inclusive tourism sector



Activity 4

First impression



First impression

Social habits for accesible and inclusive tourism sector



Activity 5

Listening activity



Sheet_3_5_Listening activity (Dialog 1)

Sheet_3_6_Listening activity (Dialog 2)

First impression

Social habits for accessible and inclusive tourism sector



Discussion

- How did you feel during the activity?
- Was it hard to listen actively?
- Do we always listen actively?
- If not, what are the consequences?

First impression

Social habits for accesible and inclusive tourism sector



Activity 6

Think it or say it



First impression

Social habits for accesible and inclusive tourism sector



Discussion

- Is it ok to have opinion about something?
- Can we say whatever comes to our mind at any time?

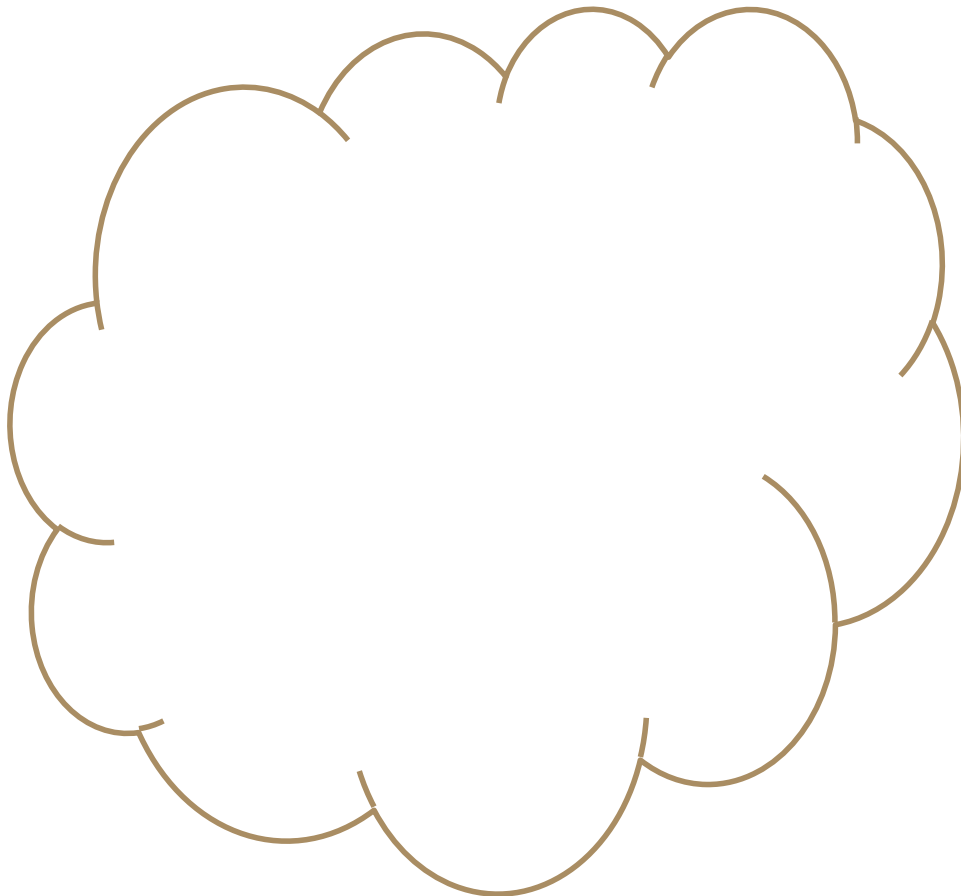


2.4 CONCLUSIONS

Conclusions

Social habits for accessible and inclusive tourism sector

Conclusions



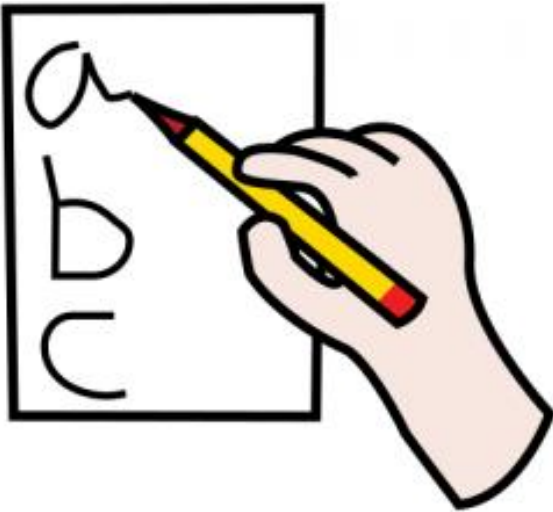


2.5 EVALUATION

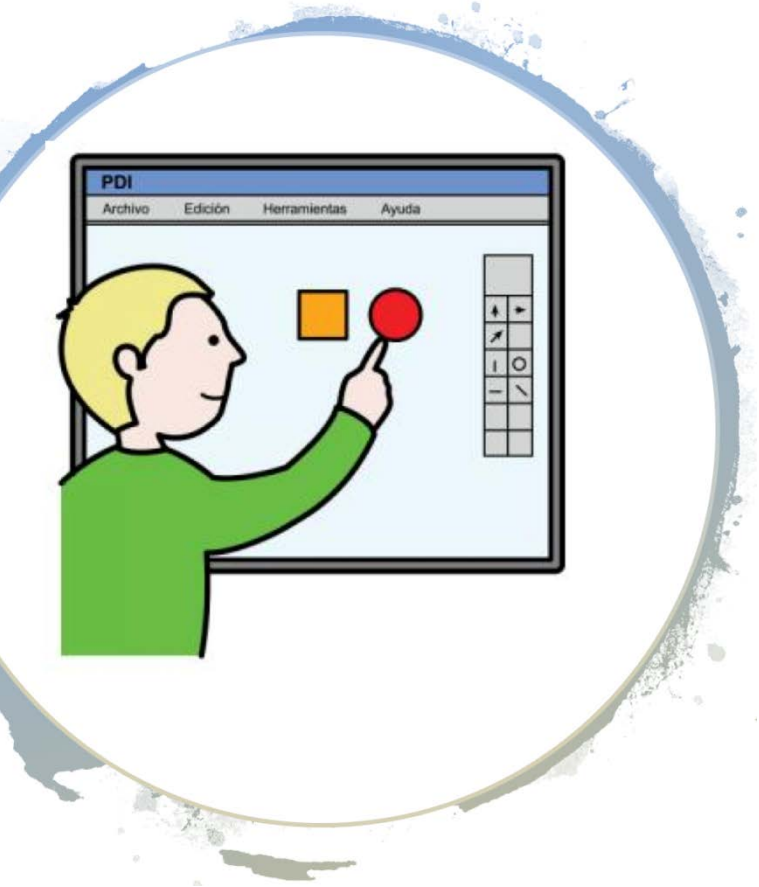
Evaluation

Social habits for accessible and inclusive tourism sector

Positive relationships



SUMMARY OF SESSION 2



- ✓ Giving and receiving feedback
- ✓ First impression

SESSION 3

AGENDA



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1. Review of the contents
2. Good social relationships in group
3. Conclusions
4. Evaluation



3.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**



3.2 GOOD SOCIAL RELATIONSHIPS IN GROUP

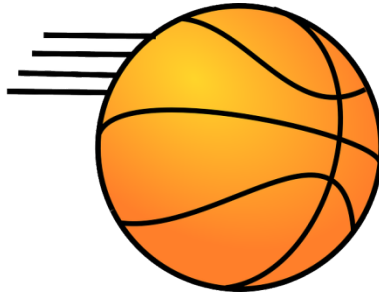
Good social relationships in group

Social habits for accessible and inclusive tourism sector

Activity 1

Ice breaker

Passing the ball



Good social relationships in group

Social habits for accesible and inclusive tourism sector



Activity 2

Social relations with different groups of people



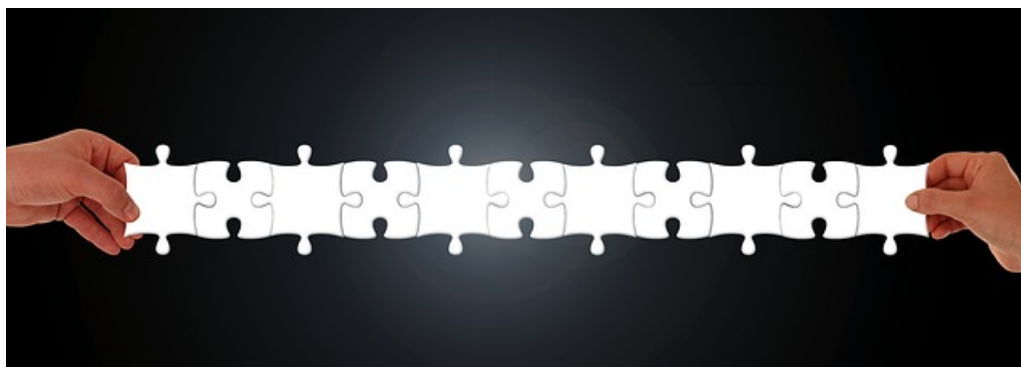
Good social relationships in group

Social habits for accessible and inclusive tourism sector



Activity 3

Create a story – taking turns



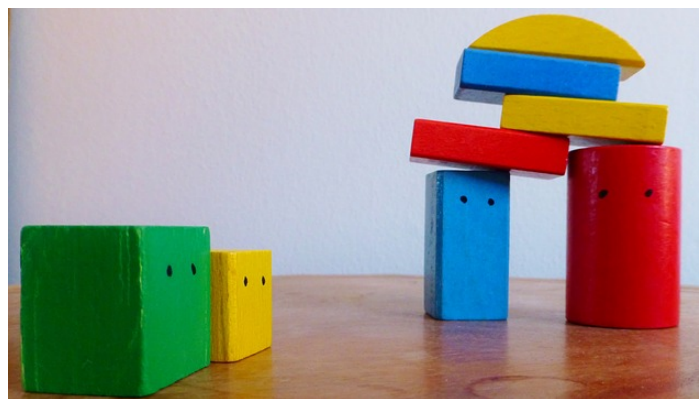
Good social relationships in group

Social habits for accesible and inclusive tourism sector



Activity 4

If you build it ...



Good social relationships in group

Social habits for accesible and inclusive tourism sector



Activity 5

A story competition



Good social relationships in group

Social habits for accesible and inclusive tourism sector



Discussion

- How did you feel during all the activities today?
- Was it hard to cooperate with other participants?
- Why is important to work together and cooperate for professins like barman, waiter, etc.
- What do you think, is there any difference between approaching to a friend or a family member?

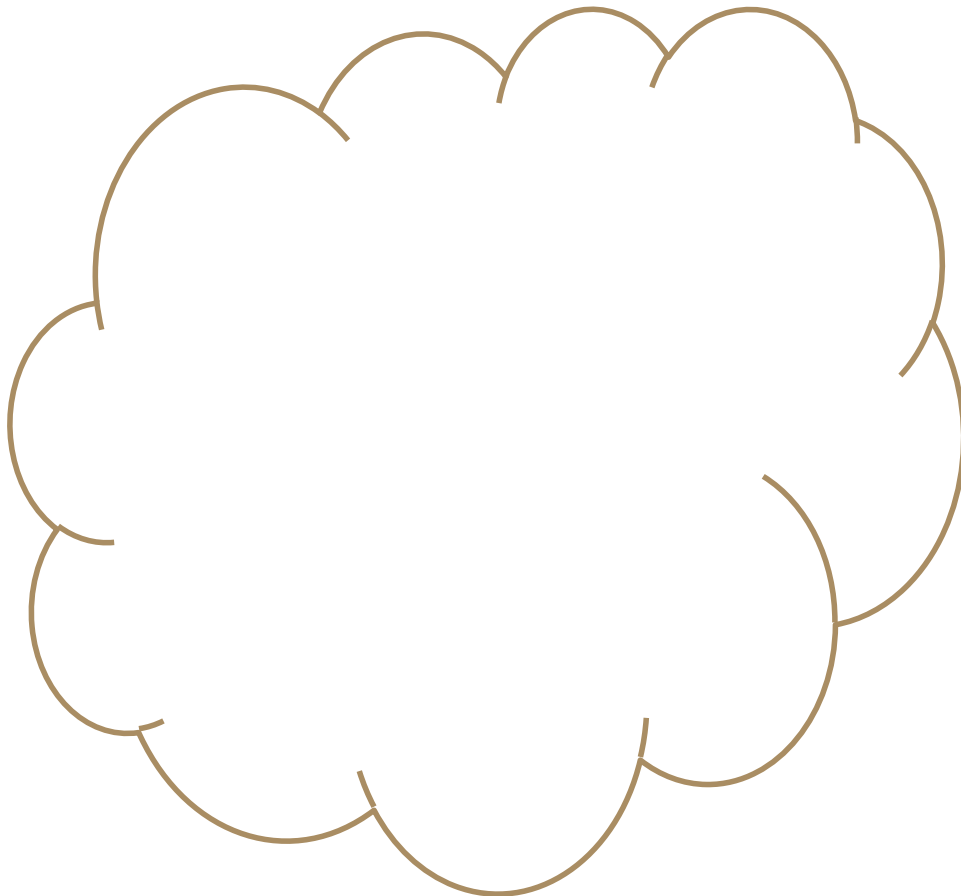


3.3 CONCLUSIONS

Conclusions

Social habits for accessible and inclusive tourism sector

Conclusions



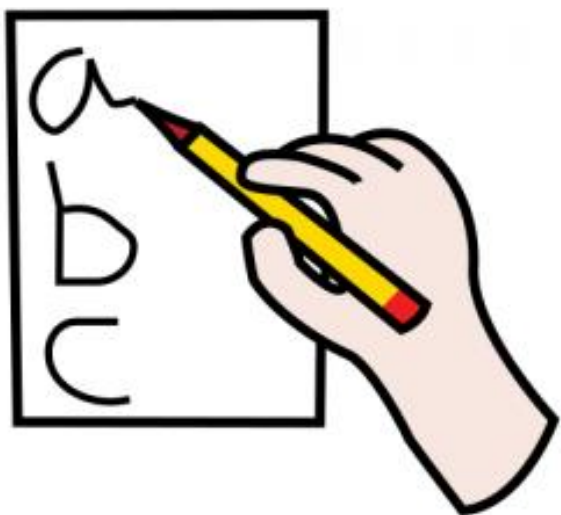


3.4 EVALUATION

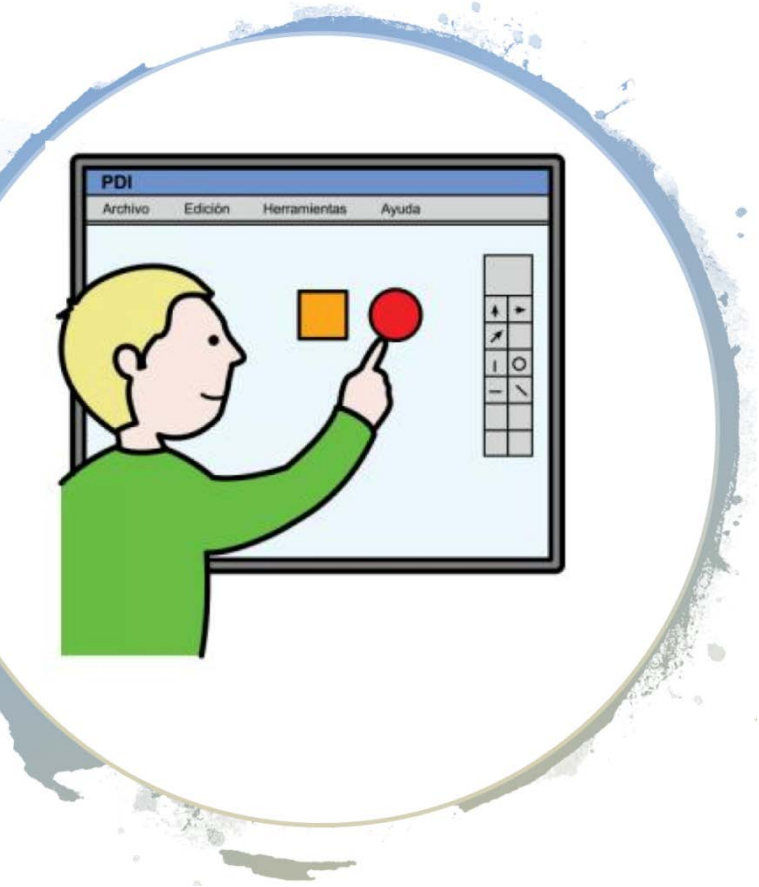
Evaluation

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Good social relationships in group



SUMMARY OF SESSION 3



- ✓ Good social relationships in group

SESSION 4

AGENDA



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1. Review of the contents
2. Social skills
3. Going out for a coffee
4. Conclusions
5. Evaluation



4.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**



4.2 SOCIAL SKILLS

Social skills

Social habits for accesible and inclusive tourism sector

Activity 1

Ice breaker

Truth and a lie



Social skills

Social habits for accesible and inclusive tourism sector



Activity 2

Talking and thinking



Social skills

Social habits for accesible and inclusive tourism sector



ACCEPTING DIFFERENCE

No two people are the same.



They can have different **beliefs or religious practices**.
They may have different **abilities**. They may live in
different houses or in different families.

Being different is OK.



Social skills

Social habits for accesible and inclusive tourism sector



ASKING FOR HELP

We all need help sometimes.



It is **OK** to ask for help.

Social skills

Social habits for accesible and inclusive tourism sector



COMPLIMENTING OTHERS

Compliment is an expression to **appreciate or praise** other people.



Compliment is useful to give **encouragement** so that people will **keep on doing their best** and even **improve** their performance.

Social skills

Social habits for accesible and inclusive tourism sector



DISSAGREE POLITELY

When you disagree with someone, it can often be a **challenge** to express your point of view **without offending that person**.

At the same time, it's important to express your **honest opinion**.



Make sure you make it clear that **you understand** what the other **person is saying** and that it is a valid argument before you disagree. This shows you are **listening** to the other person and makes your argument stronger.

Social skills

Social habits for accesible and inclusive tourism sector



ACTIVE LISTENING

It means, as its name suggests, actively listening. That is fully **concentrating on what is being said** rather than just passively 'hearing' the message of the speaker.



Active listening involves listening with **all senses**.

Social skills

Social habits for accesible and inclusive tourism sector



Activity 3

Traffic lights





4.3 GOING OUT FOR A COFFEE

Going out for a coffee

Social habits for accessible and inclusive tourism sector



Activity 4

Going out for a coffee



Going out for a coffee

Social habits for accessible and inclusive tourism sector



Discussion

- We observe in real situation the relationship between the employee and the client and between co workers and analyse it with the trainer.
- Discussion while drinking coffee.



4.4 CONCLUSIONS

Conclusions

Social habits for accessible and inclusive tourism sector

Conclusions



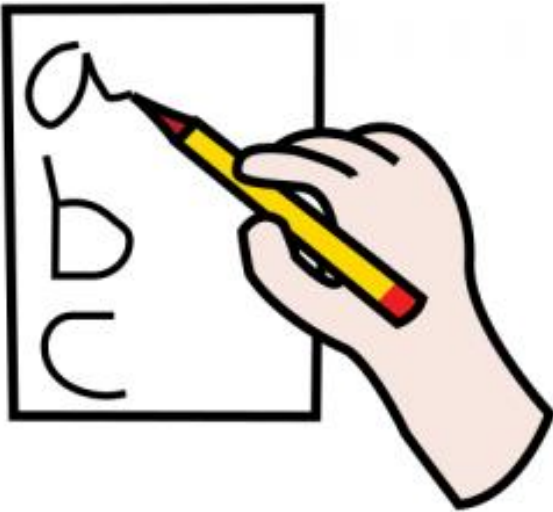


4.5 EVALUATION

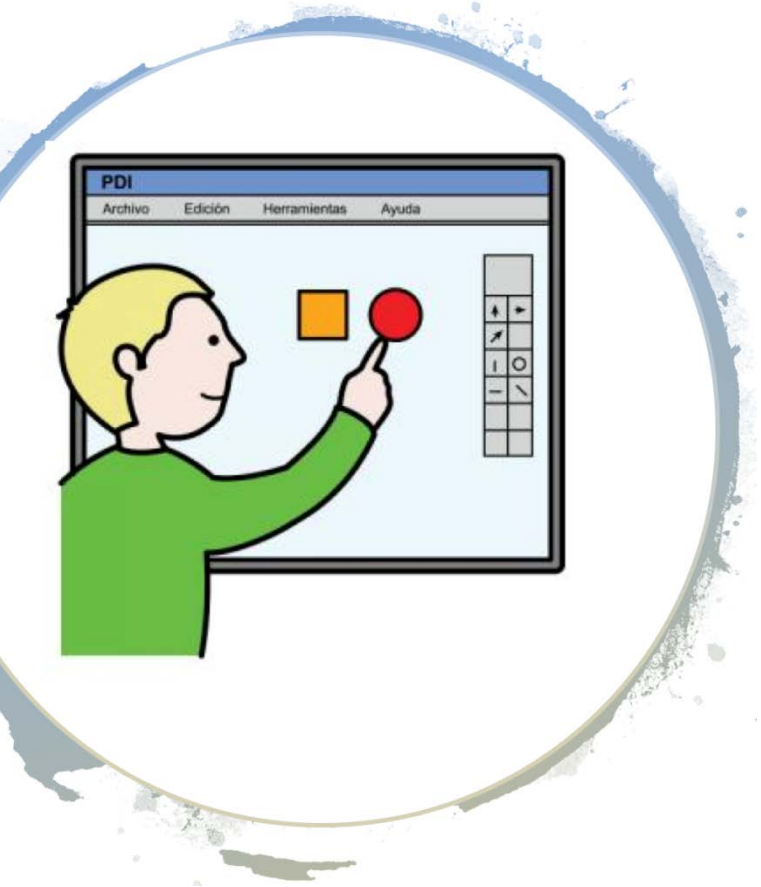
Evaluation

Social habits for accesible and inclusive tourism sector

Working in group



SUMMARY OF SESSION 4



- ✓ Social skills
- ✓ Going out for a coffee

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UNIT 3

SOCIAL HABITS FOR TOURISM SECTOR

ONLINE SESSION

BLOCK 1: SOFT SKILLS IN THE TOURISM SECTOR



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UNIT 3: SOCIAL HABITS FOR TOURISM SECTOR

Online session

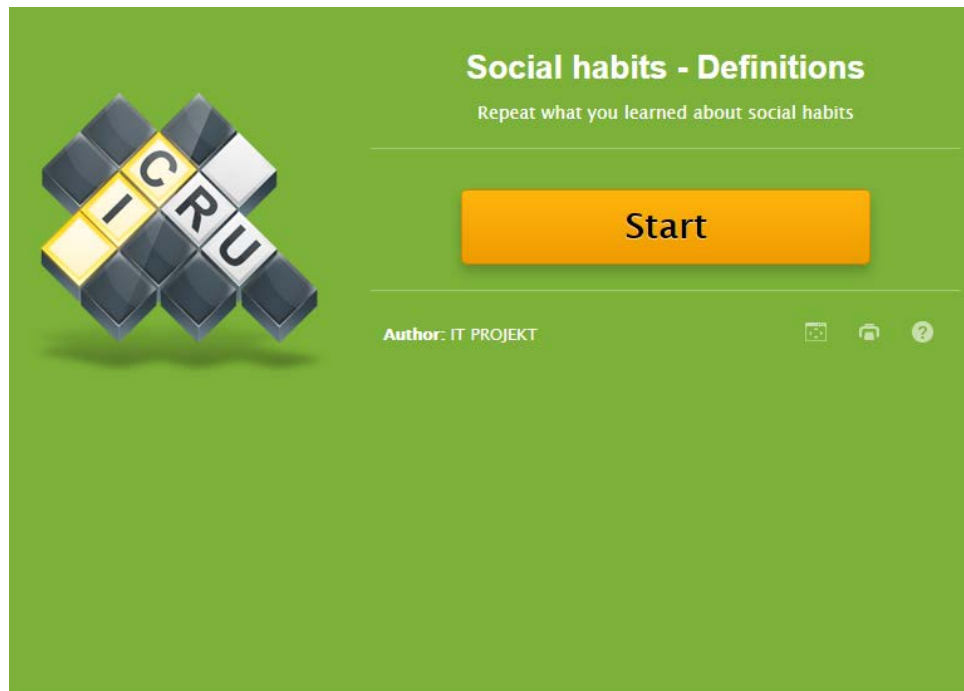


Activity 1

Definitions



Repeat what you learned about social habits

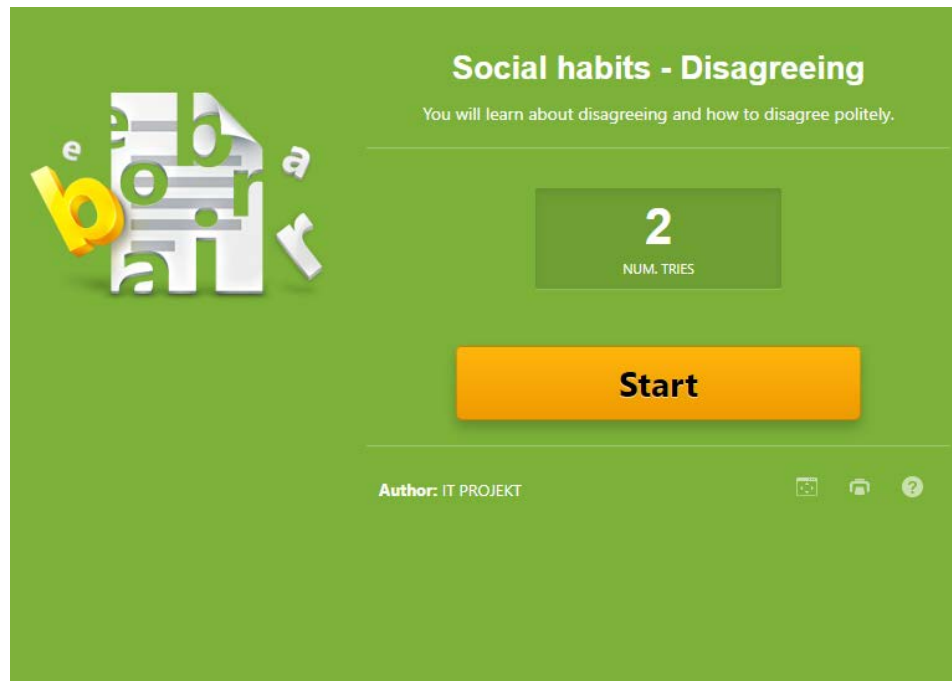


Activity 2



Disagreeing

You will learn about disagreeing and how to disagree politely



Social habits - Disagreeing

You will learn about disagreeing and how to disagree politely.

2
NUM. TRIES

Start

Author: IT PROJEKT

Activity 3

Find the words (Level 1)



Social habits - Find the words Level 1

Find the words about social habits and then talk about them.


Start

Author: IT PROJEKT

Activity 4

Find the words (Level 2)








Social habits - Find the words Level 2

Find the words and talk about them.

Start

Author: IT PROJEKT



Activity 5

Emotions (Level 1)



Social habits - Emotions level 1

link the pairs of basic emotions



2
NUM. TRIES

Start


Author: IT PROJEKT

Icons: a small grid icon, a speech bubble icon, and a question mark icon.

Activity 6

Emotions (Level 2)





Social habits - Emotions Level 2




Talk about emotions and find picture a match.

99

NUM. TRIES

Start

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