

## FAST - Facilitating Accessibility in Support of Tourism Accessible Travel Facilitator (ATF)

### Module Methodology

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#### Modules and Unit Distribution

*Distribution of Modules:*

Module	Leading Partner	Units
Module 1 - First aids	OECON	
Module 2 – Dealing with persons with disabilities	SPI	
Module 3 – Communication	BEST	Unit 1: Effective communication Unit 2: Empathy
Module 4 – Problem solving and organisational skills	DEKAPLUS	
Module 5 – ICT - Accessibility of digital content for people with disabilities	INUK	
Module 6 – Cultural differences	SSGT	
Module 7 – Design an accessible travel itinerary	NTB	

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#### Module Outline

Provide a high-level content outline of the Module. Give brief and descriptive titles for each unit and sections within that. *(Please revise accordingly):*

Module: Module 3 – Communication

Module Overview (Please edit accordingly):

- Please add a brief description of the Module in the box below (what will the Module cover overall).

Module Overview
<p>Soft skills are equally desirable in the workplace as hard skills. Almost every industry requires individuals that possess not only knowledge and expertise in certain field, but interpersonal attributes that would allow them to work well with others. Effective communication and empathy are some of the most sought-after soft skills. This module will cover these two soft skills and equip future Accessibility Travel Facilitators (ATF) with relevant knowledge and experience.</p>

Module Objectives:

The main learning objective of the module is to support ATFs in honing their communication and empathy, and improving their overall interaction with tourists with disabilities.

Upon completion of this Module you should be able to:

- Understand and develop empathy towards others

Units in the Module:

Please list the Units that your Module includes in the table below:

Module: Module 5 – Communication
<b>Unit 1:</b> Effective communication
<b>Unit 2:</b> Empathy

#### Unit 2: Empathy

Unit Overview (Please edit accordingly):

Unit 2 Overview
<p>Empathy is one of the essential tools to achieving business success, effective collaboration and offering optimal customer service. Having empathy for one another allows people to build social connections and understand each other on a greater scale. Through empathy, communication is developed allowing individuals to express their emotions and ideas better, it decreases anxiety and builds trust. ATFs who are able to feel and express empathy especially towards clients can understand clients’ needs and their point of view with the result to build great customer relationships and earn the trust of others.</p> <p>Compared to other clients, it is important that a great level of empathy is present when dealing with guests with mobility issues. To equip the learners with the necessary knowledge and skills in this sense, this unit will</p>

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cover the most important elements in empathy concerning people with mobility limitations and help them improve their empathy skills.

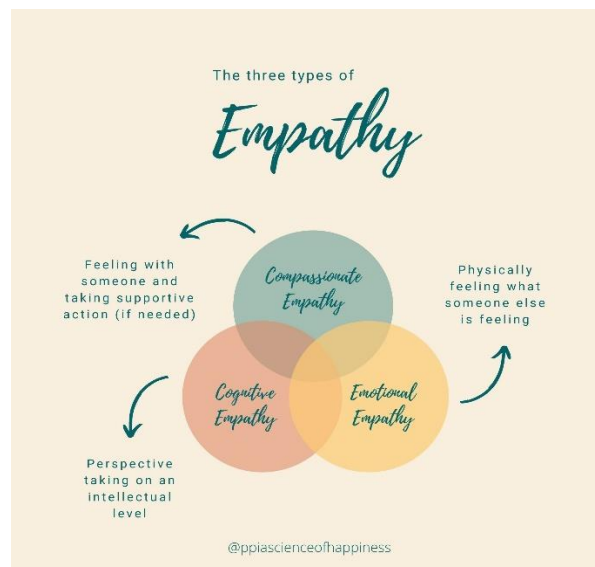
Upon completion of this Unit participants should be able to:

- Understand the main elements of empathy and how to adapt them
- Effectively express empathy towards ATF clients and customers along the value chain

#### Learning methodology – Please describe the way the content is presented

##### A. Introduction, development of the content:

At the beginning of this unit, the learners are introduced to the concept of empathy in theory and its elements. After they familiarise themselves with the main components of empathy with the specific target audience of ATFs, the learners move forward to hands-on sessions.



Source: <https://ppinaction.com/blog>

Since there are three types of empathy (Cognitive, Emotional and Compassionate as per model above), learners get to learn each one separately in more detail/depth. A short intro as the course theory should provide a basis for further hands-on sessions. In this phase, the learners deal with techniques and examples on how to be more empathetic, identifying and understanding emotions considering the audience groups.

##### B. Learning activities and material required:

For this phase, methods/strategies for practising empathy will be introduced and then applied. During this phase, learners will be taught about the types of empathy, their role and importance and how to apply them in real life using different scenarios as examples. Through these scenarios and exercises, they can practice different

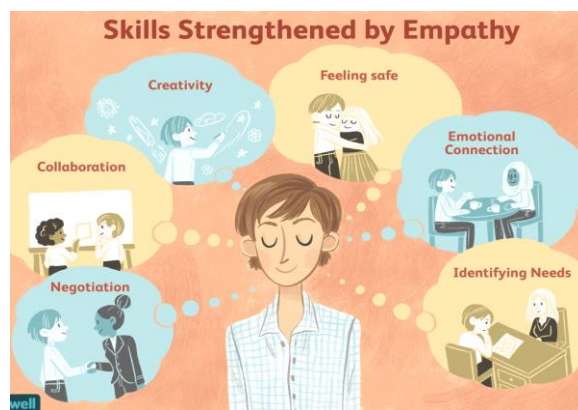
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perspectives which will allow them to understand the impact empathy has in all aspects of life and the benefits it provides. These exercises are recommended to take place in groups so as to practice with each other and will be supported by quizzes where learners get to test and evaluate their progress.

The learning sessions should provide enough space for each learner to improve upon individual empathy.



<https://subtleyoga.com>

When it comes to the material required for further learning activities, learning sources are listed in section D – 'References and material recommended for further study'.

As far as the equipment that would support the learning sessions, a PC/ laptop, paper, and stationery should suffice.

#### **C. Reflection and setting phase – closing of unit, assignment (optional):**

#### **D. References and material recommended for further study:**

- Guide to practising empathy - [https://www.researchgate.net/publication/328518275\\_A\\_Course\\_in\\_Empathy](https://www.researchgate.net/publication/328518275_A_Course_in_Empathy)
- Learning material - <https://takealtus.com/2020/07/empathy-2/>
- Quiz for practice - <https://implicit.harvard.edu/implicit/takeatest.html>
- Further learning material - <https://www.health.harvard.edu/blog/want-to-feel-more-connected-practice-empathy-2021022221992>
- Practice <https://www.ringcentral.com/us/en/blog/empathy-exercises/>