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	
Module 4 – Problem solving and organisational skills	DEKAPLUS	Unit 1: Problem-Solving Unit 2: Organisational skills
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 4 – Problem solving and organisational skills

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
Soft skills are equally desirable in the workplace as hard skills. Almost every industry requires individuals that possess not only knowledge and expertise in a certain field, but interpersonal attributes that would allow them to work well with others. Well-developed organisational and problem-solving skills 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.

Module Objectives:

The main learning objective of the module is to support ATFs in honing problem-solving and organisational skills, and improving their overall interaction with tourists with disabilities.

Upon completion of this Module you should be able to:

- Develop effective problem-solving skills

Units in the Module:

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

Module: Module 4 – Problem solving and organisational skills
Unit 1: Problem-Solving
Unit 2: Organisational Skills

Unit 1: Problem-Solving

Unit Overview (Please edit accordingly):

Unit 1 Overview
Problem-solving is an essential tool to achieve business success and offer solutions, especially in critical times. Strong problem-solving skills enable one to identify risks/issues at an early stage so as to create efficient approaches to solve them and/or prevent them before occurring or once they occur.   ATFs with strong problem-solving skills are able to respond and act efficiently in unexpected situations in a timely manner creatively. Another important characteristic is great judgement and active listening.   Compared to other clients, guests with mobility issues need to think of many factors and be prepared in case of any issue occurring when travelling. To equip the learners with the necessary knowledge and skills in this sense, this unit will cover the most important elements in problem-solving when it comes to people with

> mobility limitations and help them improve these skills so as to solve complex issues and present evidence to a range of audiences.

Upon completion of this Unit participants should be able to:

- Understand main problem-solving elements so as to apply when required;
- Effectively analyse and solve complex issues and present evidence in problem-solving with the specific 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 problem-solving. After they familiarise themselves with the main components of problem-solving with the specific target audience of ATFs the learners move forward to hands-on sessions.

Source: https://ramkumarssite.com/2019/08/19/problem-solving-skills/
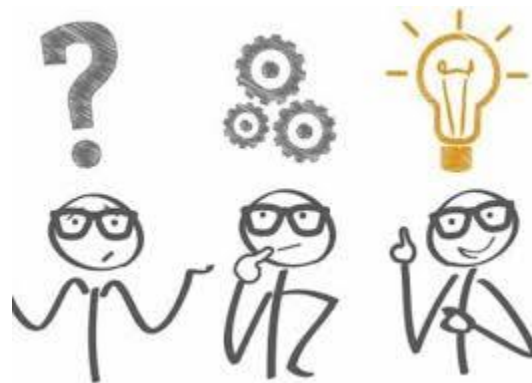
Since problem-solving is an activity that consists of different phases and steps to follow, the learners get to know problem-solving elements that explain their complexity and the strategies required to follow in more detail. A short intro as the course theory should provide a basis for further hands-on sessions. In this phase, the learners deal with techniques on how to identify problems/risks and how to prevent them, particularly with the ATF clients/ customers who have different needs and challenges to consider compared to other audience groups.

B. Learning activities and material required:
For this part, it is recommended to follow some problem-solving strategies in order to first understand what problem-solving skills are and learn what is required to develop such skills. After the theoretical part is covered, it can be supported by a variety of games that require participants to play in groups. Such games will allow the participants to engage, collaborate, communicate and exchange thoughts whilst allowing them to develop their own decision-making and analytical thinking by the challenges they will face through these games. The games include examples, different problem-solving scenarios that could apply to real-life providing a deeper understanding of the problem-solving skills. Games examples are found in the references, section D.

Source: https://leanscape.io/team-work-solve-business-problem-solving/

However, individual work should not be left out. The learning sessions should provide enough space for each learner to improve individual problem-solving skills.

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):
Tbd

D. References and material recommended for further study:
- Problem-Solving skills and their importance: https://kepner-tregoe.com/blogs/what-is-problem-solving-and-why-is-it-important/
- Problem-Solving Games for practice and theory implementation: https://www.ntaskmanager.com/blog/top-problem-solving-activities-for-your-team-to-master/
- https://unremot.com/blog/problem-solving-activities/
- Problem-Solving Strategies: https://asq.org/quality-resources/problem-solving