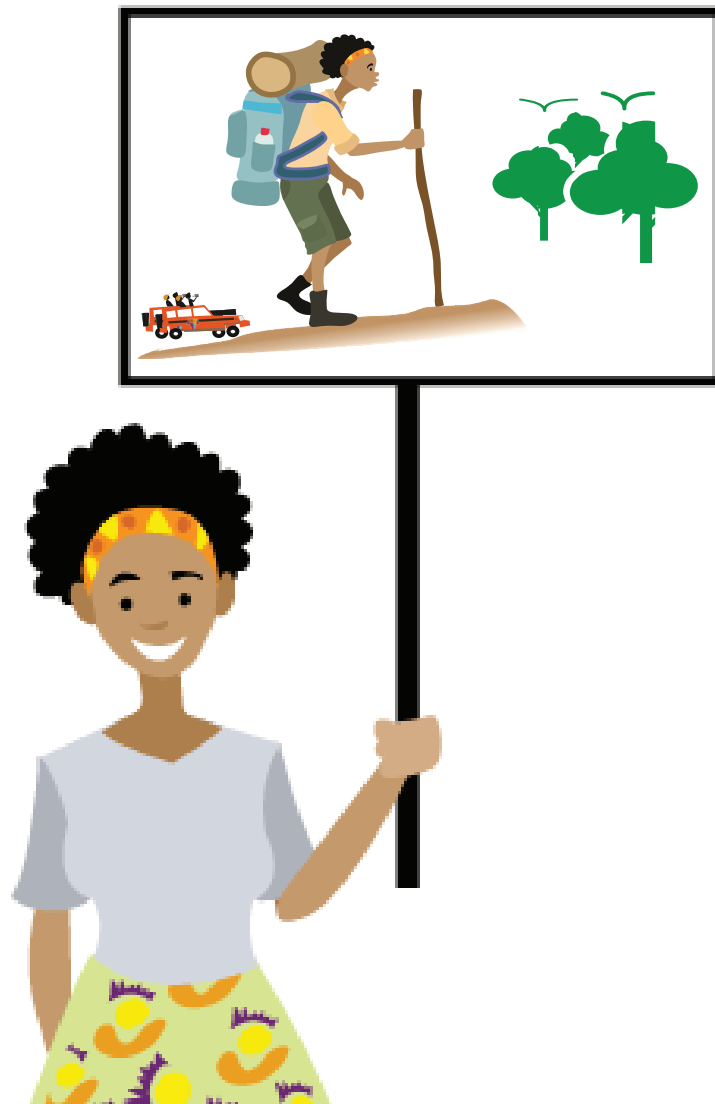


FACILITATOR'S HANDBOOK

SUSTAINABILITY



With a focus on environmental
sustainability in tourism and
hospitality



**AMBASSADE
DE FRANCE
EN OUGANDA**

*Liberté
Égalité
Fraternité*



UKARIMU

What is the purpose of this module?

This training module serves as guidance to train young people in Uganda in sustainability in the tourism & hospitality sector. The module is based on principles of Active Learning.

The training is developed for beginner level trainings but can also serve as a refresher course for people with some experience in tourism & hospitality.

The module can be used in a stand alone training, or combined with other Ukarimu modules that are all freely accessible at www.ukarimuacademy.org.

What does this training module consist of?

THE MODULE CONSISTS OF :

1. Pages that guide the trainer on how to implement the different training activities.
2. Pages that will be displayed as a presentation during the training. These pages can be edited as you like via PowerPoint or Google Slides.

PREPARATIONS

Training participants

This training is developed for anyone with an interest in sustainability in tourism & hospitality. Commitment to the training should be among the recruitment criteria. As this training is written in English, basic literacy and understanding of English are important (although it can also be translated into other languages).

Trainers

The trainers are preferably tourism & hospitality professionals with expertise in sustainability and that have gone through a training of trainers (ToT). Ideally, the lead trainer is supported by a sidekick who helps in coordinating the training.

Training venue

This training can be hosted at a range of training venues. To support active learning, choose a spacious venue where people can move around and work in small groups. Ideally your venue also has some outdoor space to host energizers and/or exercises.

Training materials

- Flipcharts, sticky notes, writing equipment
- Projector and slides
- Various documents that go alongside this module
- Certificates of participation (to be developed by the trainer)



TRAINING OUTLINE: DAY 1

AGENDA



Introduction game,
expectation setting, etc.



Introduction to
sustainability



Sustainability!
What can be done?



Zoom into environmental
sustainability



Who is responsible for
sustainability?



Wrapping Up



Introduction game (20 min)



STEPS

1. Let the participants team up in pairs.
2. Give them 3 minutes to interview each other.
3. Let them find out each other's names and experience with working in tourism & hospitality. Invite all participants to share the answer to this question: "In your opinion, what's the worst thing that could happen to our planet?"
4. Afterwards let participants introduce each other to the rest of the group by summarizing what their partner has shared.



Learning goals

1. Participants will be more familiar with each other.



ADDITIONAL MATERIALS

It is best to do this activity in a big open space. Take the group outside if possible.

Reference Training content Sustainability, page: 2

Expectation setting (20 min)



STEPS

1. Place the participants in an open circle, in front of a flipchart. Provide everyone with 3 sticky notes.
2. Let them reflect for 3 minutes on what they aim to learn during the training and what they can teach others.
3. Let them write down their learning goals on the sticky notes and invite them to place the sticky notes on the flipchart. (1 note = 1 learning goal)
4. Go through their answers and explain whether each expectation is realistic and reflect on what they can offer each other.
5. Emphasize that they should also take their own responsibility in ensuring that they actually learn what they have mentioned. Also emphasize that peer-to-peer learning can be very effective.
6. Also share your own expectations on the training and provide an overview of how the training will look like.





Learning goals

1. Participants are clear on what they aim to learn and take ownership of their learning goals.
2. Participants realise what they can offer to others and are willing to help each other.



TIP FOR THE FACILITATOR:

When sharing the learning goals, start with one goal of a participant, read it out loud and ask other participants if they have the same or a similar goal. Harvest and cluster similar answers so you create an overview of different learning themes emerging from the group.

Reference Training content Sustainability, page: 2

Deciding on Rules (20 min)



STEPS

1. Invite the participants to brainstorm on the rules for the training.
2. Let the participants split up in pairs and discuss with each other for 5 minutes what they consider to be proper rules on timekeeping, how to interact with each other, etc.
3. Ask each pair to mention one of the rules they have come up with. If the group agrees with the rule it will be written on a big sheet of paper. Allow people to come up with alternative suggestions.
4. Make sure people only suggest rules that cover new topics.
5. Also agree on what to do when someone doesn't respect the rule. Suggest something playful, such as singing a song or telling a joke.
6. When everyone (or at least the majority of the group) agrees with the rules, invite one person to sign the paper on behalf of the rest.
7. From now on the rules are in place!



Learning goals

1. The participants agree on the rules of the training and feel ownership over them.

Reference Training content Sustainability, page: 2



Introduction to Sustainability? (90 min)



STEPS

1. Introduce the topic of sustainability ask participants what they understand by this term.
2. In 4 groups, discuss the following questions and present to the whole group.
 - What is social sustainability?
 - What is economic sustainability?
 - What is environmental sustainability?
 - Of what importance is sustainability to a tourism and hospitality business?
3. Depending on the level of accuracy of the groups, present the slides on sustainability as a wrap up to the introduction.
4. Let's look at some case studies and see if we identify sustainability aspects.
5. Referring to the presentation on the importance of sustainability, present the slide on the business case for sustainability



Learning goals

1. Participants gain basic knowledge on sustainability and its importance to a tourism and hospitality business.



ADDITIONAL MATERIALS

Make sure to prepare the markers and flip charts ahead of the exercise.

Reference Training content Sustainability, page: 2-4

Sustainability! what can be done? (90 min)



STEPS

1. Begin by saying, “we have discussed the business case for sustainability and seen how it can be beneficial to any tourism business, its employees and its clients. But how we get there is the remaining piece of the puzzle”.
2. In 4 groups, discuss how we get there across these 4 important areas. The 3rd area is better handled by managers as it's more at a managerial level. Otherwise, each group will discuss one area
 - Environmental sustainability
 - Community relations



- Communication and awareness
 - Decent work for employees
3. The groups will present their discussion results and facilitator will wrap up the discussion with a brief slide on “what can be done”
 4. Display images and ask participants to identify sustainability aspects and indicate what is missing considering what we have learnt in this session.
 5. End the session with a presentation on sustainable tourism. Ensure to check the knowledge of the participants before presenting this slide.



Learning goals

1. Participants explore practical ways of how they can practice sustainability across various areas and their importance to a tourism and hospitality business.



ADDITIONAL MATERIALS

Make sure to prepare the markers and flip charts ahead of the exercise

Reference Training content Sustainability, page: 4-6

Zoom into environmental sustainability (90 min)



STEPS

1. Start with a teaser asking the participants to study the slide and explain what is happening in the image? Encourage them to tell the story with a beginning, middle and an end.
2. Watch a video on how humans are affecting the environment. <https://youtu.be/cvfSpsEN2qk?si=CyQQ4REcNTlwf3IJ>
3. In a brain storm ask the participants to relate the video to tourism and hospitality. What is the positive/negative impact of tourism and hospitality on the environment?
4. Wrap up session with a presentation of the repercussions of not practicing environmental sustainability



Learning goals

1. Participants will learn about environmental sustainability, how it is affected by their work activities and how to corporately come up with solutions.





ADDITIONAL MATERIALS

You need internet to watch YouTube videos

Reference Training content Sustainability, page: 6-8

Who is responsible? (30 min)



- Traveler
- Tour Operator, Hotel/Lodge owners
- Tourism and hospitality staff
- Governments & Local Leaders
- Local Communities,
- Tour guides



- Nature has a natural way of adapting to changes in the environment → Evolution
- Human made changes are happening in an unnatural fast way
- Wildlife and Plants have no chance to adapt and get extinct



Wrapping up (30 min)



STEPS

1. Hand out three sticky notes in different colors to each participant.
2. Let them write down on one sticky note with a specific color what they appreciated about the day.
3. Let them write down one thing they learned today on another sticky note.
4. Let them write down one thing that could be improved in the training at the last sticky note.
5. Ask them to place the sticky notes on a flipchart, grouped per color.
6. Invite everyone to walk up to the flipcharts and read the sticky notes.
7. Harvest a few answers in the plenary, 1-3 for each flipchart.



Learning goals

1. Participants will learn about environmental sustainability, how it is affected by their work activities and how to corporately come up with solutions.





ADDITIONAL MATERIALS
None

TRAINING OUTLINE: DAY 2

AGENDA



Recap on sustainability



Environmental
sustainability awareness



Environmental
sustainability in our
departments



Waste management
4Rs Action plans



Wrapping Up



Environmental sustainability awareness (60 min)



STEPS

1. Start by saying, “We are going to do a scan of our hotels and working environment.”
2. Please study the list of environmental practices and identify those that you practice regularly in your work.
3. “I would like for you to sit with someone/ people from your hotel. Using the Ukarimu environmental sustainability criteria, select the practices that are done at your work place.”



Learning goals

1. Participants will discover environmental sustainability practices and how they can be put in place at their workplace.



ADDITIONAL MATERIALS

- Facilitators will need to prepare the sustainability quiz. Either display it via a link or make a few prints (use only one paper per participant)
- Flip chart and markers

Reference Training content Sustainability, page: 9-10

Environmental sustainability in our departments (120 min)



STEPS

1. Once the selection has been done, invite participants to team up according to the departments in which they work regardless of the hotel they work at.
2. Discuss and present to the whole group;
 - The similarities you see in your departments.
 - What differences do you notice in your environmental practices?
3. What environmental practices have you not been doing but you think can easily be implemented in your departmental work?
4. Present slides that zoom into practical ways of implementing environmental sustainability in tourism and hospitality.





Learning goals

1. Participants will discover environmental sustainability practices and how they can be put in place at their workplace



ADDITIONAL MATERIALS

- Facilitators will need to prepare the sustainability quiz. Either display it via a link or make a few prints (use only one paper per participant)
- Flip chart and markers

Reference Training content Sustainability, page: 10-11

Waste management & Action plans (120 min)



STEPS

1. Ask participants about waste management. What is it? How is it done?
2. Present slides on waste management
3. Participants from the same hotel will come together and create action plans that they will lobby for at their work place in line with the 4Rs.



Learning goals

1. Participants will discover environmental sustainability practices and how they can be put in place at their workplace.



ADDITIONAL MATERIALS

- Facilitators will need to prepare the sustainability quiz. Either display it via a link or make a few prints (use only one paper per participant)
- Flip chart and markers

Reference Training content Sustainability, page: 11-12



Wrapping up (30 min.)



STEPS

1. Hand out three sticky notes in different colors to each participant.
2. Let them write down on one sticky note with a specific color what they appreciated about the day.
3. Let them write down one thing they learned today on another sticky note.
4. Let them write down one thing that could be improved in the training at the last sticky note.
5. Ask them to place the sticky notes on a flipchart, grouped per color.
6. Invite everyone to walk up to the flipcharts and read the sticky notes.
7. Harvest a few answers in the plenary, 1-3 for each flipchart.



Learning goals

1. The participants learn to reflect on the training and their own learning process.



ADDITIONAL MATERIALS
None

Reference Training content Sustainability, page: 12



TRAINING OUTLINE: DAY 3

AGENDA



Recap on environmental sustainability practices



Decent work and sustainability



Contracts and Job descriptions



Assessment



Wrapping Up

Decent work and sustainability (90 min.)



STEPS

1. Begin this session by saying that we are going to talk about decent work. Then ask,
 - “What does the term decent work mean?”
 - What is the relationship between decent work and sustainability?
2. Then the facilitator will present the elements of decent work using the slides and ask the participants to assess how decent their job is after seeing the elements shared?
3. Slides on safety and sexual harassment will also be presented here. As a close to the presentation, participants can be asked on how they intend to professionally push their employers to offer them decent jobs.



Learning goals

1. Participants will learn about and appreciate decent work and how it fuels sustainability.
2. Facilitator to ensure that participants understand their rights VS their responsibilities, so that there is a knowledge balance





ADDITIONAL MATERIALS
Flipchart and markers

Reference Training content Sustainability, page: 13-14

Contracts & Job Descriptions (90 min)



CONTRACTS

1. “Let’s zoom into contracts. What is a contract? Of what importance is a contract? How many of us have a contract?”
2. Show the group an example of a customer service contract, and see if they recognize the decent work elements therein. Which ones do they see?

JOB DESCRIPTIONS

1. Give a short introduction into job descriptions.
2. Invite participants to collectively develop a job description. List the contributions on a flip chart.



Learning goals

1. Participants will become more familiar with contracts and job descriptions



ADDITIONAL MATERIALS
Flip chart and markers

Reference Training content Sustainability, page: 14-16



Assessment (90 min)



STEPS

1. Divide the participants into 4 teams.
2. Each team will receive 3 case studies, presented in the slides below.
3. They will get 30 minutes to discuss the case studies.
4. The teams will use the next 30 minutes to develop a 5 minute “Pitch for sustainability”.
5. The pitch should appeal to;
 - Tourism and hospitality business owners
 - Employees in tourism and hospitality
 - Tourism and hospitality clients
 - The community around us
6. The teams will present their pitches to the whole group.
7. Fellow participants will select the winning team and celebrate them.



Learning goals

1. The participants will demonstrate what they learned.



PREPARATION

- Make sure to have arranged a prize (such as ice cream or candy) beforehand.
- Flip charts and markers are needed
- Prints of the case studies needed. (Ensure to minimize the amount of paper used)

Reference Training content Sustainability, page: 16-17



Closure & graduation (60 min.)



STEPS

1. Participants will sign sustainability pledge cards and share their intentions with the group.
2. Hand out certificates and have fun.
3. Don't forget to take a group picture.



Learning goals

1. The participants will demonstrate what they learned.



ADDITIONAL MATERIALS

- Sustainability pledge cards
- Certificates of participation
- Music

Reference Training content Sustainability, page: 18



THIS MODULE IS DEVELOPED BY...

Lead partner



Ukarimu is an initiative that develops open-source training material for the tourism & hospitality industry.

www.ukarimuacademy.org

Funding partner



Implementing partners

