

Questions « guided tour / guided visit » to present the institution

The user with ID questions the professional.

Tip : make a record while interviewing. Make it with 2 users, have a coach with them.

1. How do you prepare yourself ?
2. How do you make the welcoming ? How do you present yourself?
3. In what language is the visit?
4. What do you explain? What are the topics?
5. What places do you show ? Which one not? Why?
6. In what order do you make the visite? What comes first? What then?
7. How do you name people with learning disabilities? What words do you use?
8. Are there any rules you have to observe? Is there anything to watch out? („Do's and don't“)

9. Is there any material to show while you explain? (photos, pictos,...) Do you give the people any hand-outs to take?
10. What could be the part of the users (my part) in it?
11. What could the user's „first steps“ to participate in this guided tour?
12. How would you it plan the tour with the user?

Some ideas for the „new design“of the guided tour

- 2 ways of proceeding:
In each working place a user is trained to explain on that precise professional activity
Or/and 1-2 users make the whole tour together with the professional.
- See what part the user can take and train that with him.
- See how many users should be prepared/trained for the guided tours in order to have enough available for the visit.
- Present yourself to the visitor: Who makes the introduction? Be clear on the words you use (terminology)
- Plan the tour together with the responsible professional
- Produce visual supports with illustrations or objects to show.
- make a test tour, let other users and professionals be the „guests“ who can judge the quality of the tour (to be considered later on in the evaluation phase