

Nr.	Phase	Targets	Information / text	Helpful questions	Method / equipment	Time minutes
1	Introduction (1-3) (5 – 15 minutes)	Introduction of the trainer	The trainer should introduce him or herself including his or her professional qualifications (trainer's biography).	What qualifies the trainer to hold that training?	Self introduction	3
2		Short description (presentation) of your JOHANN activities	Short introduction with 2-3 slides		Discourse	3
3		Introduction to the issues and the targets of your training session	City ports aiming to attract SCS & their passengers have to optimize infrastructure and services. The workshops shall bring together relevant local actors (and if appropriate international experts) and help to transfer the experience and lessons learned in JOHANN to other stakeholders in JOHANN destinations and beyond. The workshops are devoted to determining how to obtain information about the direction of infrastructure and services improvement and what steps can be taken to implement these. Basic safety regulations should be presented, including evacuation procedures and emergency contacts.		Discourse	5
4	Training (4-11) (60 Min)	Present your topical subject (3 – 5 minutes) and describe it /or some of the crucial factors to the group. Maybe you can allow some interesting insights in your project to make it more lively.	Port, city infrastructure and services attracting cruisers visits in the ports		Discourse	3
5		Instruct your training group (2 - 3 minutes) to find out and describe certain aspects about one of those crucial factors (in a 5 - 10 minutes workshop) either in small groups or each for themselves.	Roadmap / Agenda Training 1. The readiness of the port and city to attract cruise operators- including technical requirements, tourist profile and attractiveness factors - Several groups work with the same question (Time limit 5-7 Min.) - Presentation of currently used solutions presented on the cards - Proposed solutions shall be categorised Presentation of each group (5 Min per group), followed by discussions in the plenary	Master-question: < What is the tourist volume of the city and what are the features of "perfect customer" (are they in certain age group, are they premium tourists, is the local business focused on a specific group) > < Which improvements in port and city infrastructure can be introduced to adapt them to the needs of perfect tourists and to better cooperate with their cruise lines > < Are there any bureaucratic barriers (visa issues, control formalities, etc.) that may affect the attractiveness of locations for cruise lines or groups of tourists. If so, are there possibilities to solve these problems.	Instruction	3
6	Work shop 1 (10 - 20 Minutes)	Groups arrange and work as they were told ...	<i>maybe you'll have to help or answer questions within the groups</i>		<i>Tell the remaining time after 10minutes and again 2 minutes before they should be ready to present</i>	15
7	Presentation (15 – 20 Minutes)	Ask your training group to conduct their presentations and collect all the ideas and information on a white board or a flip chart.	<i>Control time and help if needed</i>		Presentation in groups	15
8		Instruct your training group (2 - 3 minutes) to find out and describe certain aspects about one of those crucial factors (in a 5 - 10 minutes workshop) either in small groups or each for themselves.	Roadmap / Agenda Training 2. WS: Aplitted group work a. Group 1: Role of Vessel Traffic Service b. Group 2: How overall smoothness can be improved? Presentation of both groups and discussion	Master-question: < What is the role of VTS and Harbour Control and Information system in the efficient service to the ship and how those information can be used to help smooth the operations > < Which parties and services providers may be significantly responsible for problems with the effectiveness of operations and how can their functioning and / or cooperation be improved < cruise business = dirty business? How to deal with reservations from local pupulation/ press about cruise tourism and caused emissions?	Instruction	3
9	Work shop 2 (10 - 20 Minutes)	Groups arrange and work as they were told ...	<i>maybe you'll have to help or answer questions within the groups</i>		<i>Tell the remaining time after 15 minutes and again 2 minutes before they should be ready to present</i>	15
10	Presentation (15 – 20 Minutes)	Ask your training group to conduct their presentations and collect all the ideas and information on a white board or a flip chart.	<i>Control time and help if needed</i>		Presentation in groups	15
11	Discussion (15 – 20 Minutes)	After all presentations are held you can discuss and analyze the results in your training group and add some extra findings. Please write down and fix everything on the white board / flip chart.	<i>You can either be part of the discussion or moderate it.</i> 3. Discussion (15 – 20 Minutes) <i>Summary of most relevant ideas? Critical issues? How to measure success and added value for the city/region?</i>		Discussion or debate	15
12	Wrap up 10 Minutes)	Ask your group for a brief summary of the findings, new ideas and perspectives and e.g. ask them for the, in their opinion, most interesting (new) facts ... and subsum the most relevant content.	Feedback: Which ideas/suggestions will you take home and what is the relevance for your work? Do you already first ideas for implementation of ideas/solutions developed?	Whats in your eyes the most important thing you've learned from this training session?	Résumé	5
Total time:						100

* training programe might differ from city to city, focus of training according to local needs

