



**WFTGA Train the Trainer Course TTT**  
**20-25 March 2019**  
**Chişinău, Republic of Moldova**

**Elena Balatel**  
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Dear Elena

I have great pleasure in congratulating you on passing the World Federation's Train the Trainer Course held in Moldova in March 2019. Your certificate will follow shortly.

We would like to offer you the following feedback on your performance from our WFTGA Lead International Trainer, Mary Kemp Clarke:

***TTT Comments Overall***

*Very good work and development of Trainer Skills demonstrated throughout the course Elena. Engaged and enthusiastic, as well as very helpful. At times your reaction can appear over-emotional and may stall the flow of participants in the training exercise. A gentle and respectful applause in the Gulag Room of the Museum was intended for the excellent performance of the guide as you know, and not for the contents of the room – this was offered in a subdued manner but your disapproval was quite contrary to the feeling of the whole group. Your empathy is excellent when appropriately used, as with the comment you made to your colleagues during the coach tour when one participant was singled out to repeat her performance. But watch out that it doesn't become foreboding and a barrier to free and genuine healthy interaction and exchange in a training environment. With further practice and experience this becomes easier, and I know you will be an excellent trainer Elena, as you have already demonstrated on the whole throughout this TTT Course. Well done.*

***TTT class Presentation 20 minutes on Communication Seminar presentation 23.3.2019***

*Elena you bravely presented 'Nervousness' as part of the Communication Seminar delivery exercise on your own, due to uneven numbers in the TTT class. As the first performer you did a great job of taking control, giving clear instructions, leading the participants through eliciting answers effectively from them to the messages you were wanting to convey. Very good preparation of visual material on the flipchart too. Excellent interaction with the group and you thought of the exercises really well. The ship example and people's fears was very well done. How could it have required less explanation? The group eventually fully understood where you were going with this analogy, but perhaps it took a little while to get there. Sometimes a simpler exercise can be more effective. Did you plan a longer presentation? Towards the end time seemed to be a bit short. You engaged with Laurentia's answer, but for time purposes you could have cut her short sooner, so you stayed in control of your timings. Overall though, this was a really good seminar Elena, delivered with confidence and aplomb, as well as charm and interest. Well done.*

***TTT Trainer Skills on Chisinau City Coach Tour – Written feedback only:***

*Elena, you completed a marksheet for Dumitru's coach tour from near the Museum on Bodoni Street. Very good points picked up on your written feedback of his performance, highlighting developmental possibilities such as expanding the Bodoni theme. Well done. You did tick the boxes on Dumitru's marksheet a little bit over-generously. This does not help the student psychologically, if they feel there is nowhere to improve. So you marked him a +2 for indication of sights, but he did not clearly show us the Maria Biesu Music School, and perhaps should have been one or two boxes lower on his marksheet. Overall good.*

***TTT Trainer Skills in National Museum of History of Moldova – Written and Verbal Practical Skills:***

*Elena, you gave good instructions to Laurentia in the Museum as you asked her to lead us to the Roman Dacian province exhibit and map. You took control of the group, and positioned yourself correctly during the session as*



*a trainer. At the end you regrouped for feedback into a circle and did ask her if she could see the map, giving her an opportunity to rethink positioning. Good. In the written feedback on the marksheet you use the word 'amazing', when perhaps the well done you also wrote would have sufficed. There is no need for the letter style of beginning with 'Dear Laurentia' either. Your motivational points were very well picked out, and included her good linking. You also correctly and effectively identify and explain how to develop her presentation for the next performance. Did you notice that when taking up her position by the map, Laurentia displaced a lady who was there looking at the display with a young child? They had to move away. Her voice was also a bit too loud for the environment we were in. Thank you for pointing out the phrase 'as you know' from her presentation, because as you correctly point out, not everyone does know! As with the boxes in the coach marksheet, you ticked these rather generously for Laurentia. Her performance and knowledge were very good, but ticking so many as the top +3 mark suggests perfection.*

**TTT Written Exam**

90%

You are now a member of the WFTGA Training Division and eligible to train on behalf of the WFTGA in your country. You will also be kept up to date with the WFTGA training news and materials. In due course you will receive the latest criteria and information of how to progress to WFTGA International Trainer. Please note that it is your responsibility to inform us if you change your e-mail address or other contact details we use for communicating with you.

As a newly-qualified WFTGA National Trainer you do not have to pay a registration fee for the first year of your qualification. The current annual registration fee for WFTGA National Trainers is 30 Euro. We issue invoices to all trainers towards the end of each calendar year and a registration fee is payable if you wish to continue working as WFTGA Trainer. On payment of your first invoice you will be issued with a unique WFTGA Trainer registration number.

The WFTGA is proud to know that by passing this challenging course in the techniques of training Tourist Guides in the essential skills of practical guiding, you are becoming more involved in the WFTGA's key role of identifying and maintaining high standards of excellence in Tourist Guide training around the world.

Well done – the Executive Board and the Training Committee of the World Federation of Tourist Guide Associations join me in sending our congratulations and all good wishes for the future.

Yours sincerely,

Alushca Ritchie  
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WFTGA is legally registered in Austria and is under the jurisdiction of Austrian law

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