

## Handout for Trainees – Dakshina Chitra Train the Guide – Session I: Being a Guide

### Quick Reference — What a Guide Is, Why You Matter & How to Adapt (*for on-the-job use*)

#### Today's learning goals:

1. Explain the role & limits of a guide
2. State the added value of a human guide vs an Audioguide
3. Identify audience types and one quick adaptation for each

**Essential point:** Knowing your script is ESSENTIAL — it is the foundation to be a Guide  
Great guiding = *go beyond the script*

#### What a guide does:

- **Orientation:** Welcome visitors, Explain route, Keep group on schedule
- **Information:** Give correct, reliable facts; Admit when you don't know
- **Interpretation & storytelling:** Connect facts to memorable stories
- **Engagement & Adaptation:** Read the group and change tone, depth, pacing
- **Group management:** Maintain movement and order
- **Accessibility:** Offer alternatives as needed
- **Feedback:** Gather quick reactions and point to further resources

#### Why a human guide adds value (vs. Audioguide):

- Guides help visitors **Navigate** the place and the experience
- Ability to **Answer Questions** and go deeper on demand
- Provide **Reassurance & Reinterpretation** in real time
- Create **Storytelling & Personal connection** —facial expression & warmth (smiling matters)

#### Audience — One Audience, One Guide:

- Guides must adapt to their audience

#### Common challenges & quick fixes:

- Wide range of visitor knowledge → Ask a quick warm-up Question to assess level
- Short attention spans → Keep stops relatively short and ask Questions
- Group behaviour → Set behaviour rules from the start
- Time vs content → Prioritise 2–3 key messages per stop
- Sensitive topics → Acknowledge, Explain neutrally and offer follow-up resources

#### Practice:

- Learn the Script. Make sure you know the place. Make the story personal