

# COVID 19 - Open for Business – Are you Good to Go?

## Training for Heritage & Tourism Organisations throughout Nottinghamshire

### What is this session about?

Nottinghamshire County Council, in partnership with the Miner2Major Landscape Partnership scheme will be hosting a training session on how to get ready for re-opening your business/site/organisation after the pandemic – are you good to go?

The session will be led by Dina Holland of Peak Insight.

The Miner2Major scheme is funded to work with organisations based or active in the Sherwood Forest area, but as we are running this course in partnership and online we are able to offer the opportunity to a wider audience.

You will also have access to an Ebook with tools, templates and supplementary hints and tips to help you plan.

The session will cover:

- Get ready to maximise the massive opportunities of Staycation UK due to COVID -19
- Explore and Understand COVID-19 Business Compliance, Quality Standards & Awards
- Empathic Displays– The Do's and Don'ts digitally and traditionally to instil trust
- Explore ways to ensure employee safety & excellent communication before launch & after
- Planning Ahead – Exploring ways for timed ticketing, pre-booking and public safety
- Communicating key information & setting clear boundaries at arrival & entrances
- Greeting customers, visitors and guests and interactions from behind the Masks
- Explore alternative use of internal, outdoor spaces and learning & engagement activities
- Explore ways to manage contacts, track & trace and building databases
- How to overcome difficult conversations with Staff and Visitors/Audiences/Customers
- Explore ways to influence people and turn any resistance into co-operation
- Q & A session

This session is kindly funded by the National Lottery Heritage Fund.

**Date and Time:** Thursday 13th May 2021

**Time:** 10:00am-12noon

**Cost:** Free

**How to book:** The session will be conducted online using Microsoft Teams. Send your name, organisation and email address to [laura.simpson@nottsc.gov.uk](mailto:laura.simpson@nottsc.gov.uk) and you will be emailed a link to the meeting and joining instructions.

**Contact information:**



For information, queries or to submit any questions you would like asked at the session then contact our Heritage Tourism Officer – Laura Simpson.

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