

## KPVG – Guidelines for Leading a Guided Walk 2026

### 1. Personal Presentation Style

- Welcoming
- Engaging
- Relaxed
- Positive
- Inclusive
- Responsive

### 2. Interpersonal Skills

- A good host
- Friendly
- Interesting
- Non-Political
- Understanding and helpful
- Appropriate humour (if used)
- Inclusive of all age groups and nationalities etc

### 3. Duty Responsibilities

- Prepare for the walk in advance eg do a recce
- Sign in, check park conditions
- Collect UHF radio
- Use Chattervox if necessary
- Sign out, record the number of visitors, the hours worked and return the UHF radio.

### 4. Knowledge, Information and Content:

- Historical
- Botanical
- Aboriginal Cultural and History
- Other park activities/features, eg conservation, education and events

### 5. Communication Skills and Techniques

- Arrive early to talk with visitors. Where from? What are their interests?  
Assess Mobility
- Adapt to the interests of the group and adjust accordingly
- Follow a logical structure for the walk – introduction, talk points and conclusion
- Provide a good amount of accurate information but do not overload
- Link different parts of the walk together
- Repeat questions asked by visitors and respond appropriately

- Engage with the whole group
- Face the group when talking
- Speak clearly
- Make eye contact
- Use the senses – but not taste
- Use stories and props.

### **6. Group Management**

- Advise how long the walk will take and of any potential limiting factors, eg fear of heights, soft paths
- Safety – eg water, sunscreen, umbrella, road safety
- Show an awareness of level of physical abilities/disabilities of visitors
- Position the group well, eg not looking into or standing in the sun
- Maintain leadership of the group
- Keep the group together
- Set a reasonable pace
- Adjust the route of the walk according to pace and content to keep within timeframe.