

## **BSAT LEVEL 2 GUIDE CORE CONCEPTS:**

### ***Creating the best Yellowstone experience for explorers of all ages***

- 1) **SAFETY + SKILLS:** First Aid/CPR (future upgrade to WFR), Avalanche Level I (Winter Guides), acceptable driving record; relevant academic background, PSIA Nordic Level I (Alpine or snowboarding may be substituted), previous guiding experience
- 2) **SELF-REFLECTION:** Who are you as a BSAT Guide? What is your Personal Message? How do you make connections with and for the guest? How do you assess group engagement?
- 3) **DEVELOP THEMES:** Submit a written outline of a Theme of your choice. Using your outline, give a 10 - 30 minute Discussion-based presentation to your peers.

Assess group engagement, using your Goals and Objectives.

- 4) **USE DEMONSTRATIONS:** Submit a written outline of a Demonstration of your choice. Using your outline, give a 10 - 30 minute Demonstration presentation to your peers.
- 5) **MAKE CONNECTIONS & CREATE EXPERIENCES:** Developed Themes + Using Demonstrations = Making Connections & Creating Experiences

Submit a 3-Day Itinerary, with a different tour each day for the same group.

- 6) **PEER EVALUATION:** Are you able to effectively communicate your Theme and Personal Message to the audience?

## CRITERIA FOR LEVEL 2 BSAT GUIDE

**A successful Level 2 BSAT Guide creates an interactive experience for guests by engaging guests in discussions and integrating hands-on learning into the tour. A successful guide continually reads and assesses group engagement and adjusts the day as necessary.**

Connect intangible concepts to tangible experiences using the Core Concepts:

**SAFETY & SKILLS:** What professional accreditations do you currently have?

**SELF-REFLECTION:** What is your Guide-Style? What is the message you want to convey to guests about Yellowstone? What impression do you want to leave them with? How do you assess group engagement?

**DISCUSSIONS:** Asks questions and facilitates discussion on a regular basis, with guests

- **PRESENTATION:** Present a 10 - 30 minute Theme, using question and discussion techniques
- **EVALUATION:** Presentation will be evaluated by random group members, based on evaluation criteria

**DEMONSTRATIONS:** Creates experiences for guests, when the opportunity arises

- **DEMONSTRATE:** Present a 10 - 30 minute demonstration of a hands-on learning experience; examples include:
  - Making plaster tracks
  - Taking water temperature and pH at various locations
  - Digging a snowpit and identifying layers
  - Making a snow shelter
  - Finding and identifying water bugs
  - More ...
- **EVALUATION:** Presentation will be evaluated by random group members, based on evaluation criteria

**MAKE CONNECTIONS & CREATE EXPERIENCES:** Manages multi-day tours, with the possibility of overnights (2 or more days)

- Submit a 3-day itinerary, with Theme and Sub-Themes for each day
- What Active Adventures do you offer guests?
- Include Demonstration opportunities

**PEER EVALUATION:** Your Discussion and your Demonstration will be anonymously evaluated by two of your peers. The evaluations will be reviewed by the Lead Guides.

**2) SELF-REFLECTION:** Who are you as a BSAT Guide? What is your Personal Message?

**GUIDE-QUALITIES:** Think of different guides you know.

- **What qualities make a guide bad?**
- **What qualities make a guide OK?**
- **What qualities make a guide great?**

**GUIDE-STYLE:** For example, a Naturalist gives a fact-filled, monotone delivery of grizzly bears in Yellowstone. This Naturalist does not engage the audience in questions and focuses heavily on rules. In one word, how would you summarize their style? *Ben Stein*

**SELF-REFLECTION:** Write down five qualities that make you a GREAT guide, three qualities that make you an OK guide, and two things that you have done that make you a BAD guide (we have all done it). *You are the only one who will see this list.*

- **Which Guide-Style do you identify with *most of the time*?**
- **Which Guide-Style do you enjoy being a participant of?**
- **Which Guide-Style are you most adverse to? Second choice?**

## **YELLOWSTONE**

- **What do you love most about Yellowstone?**

**MAKING CONNECTIONS:** How do you make connections with and for the guest?

- Body Language
- Dialogue: Questions & Discussions
- Content
- Techniques

**GOALS:** What do you want guests to understand or take away from a day spent with you in Yellowstone?

**OBJECTIVES:** How will you measure if you accomplish your goal(s)?

**2) SELF-REFLECTION:**  
*To Be Filled Out For Level 2*

**Who are you as a BSAT Guide? What is your Guide-Style?**

**What is your Personal Message?**

**How do you make connections with and for the guest?**

**3) THEME OUTLINE:** See Guide Handbook for complete details on how to outline your theme.

**THEME** (*written as a complete sentence*):

- **Audience:** Who is your audience?
  
- **Goals (Why are you doing the program?):**
  
- **Objectives (what you want the audience to think, feel, do):**
  - What is the objective?
  
  - How will you measure it?
  
- **Introduction:**
  
- **Body (3-4 subthemes, written as complete sentences):**
  - 1.
  
  - 2.
  
  - 3.
  
  - 4.

**Conclusion:**

#### 4) DEMONSTRATION OUTLINE:

Create an experiences for guests, using the your surroundings

**WHAT ARE YOU GOING TO SHOW OR TEACH THE GUESTS** (*written as a complete sentence*):

- **Audience:** Who is your audience?
- **Goals (Why are you doing the program?):**
- **Objectives (what you want the audience to think, feel, do):**
  - **What is the objective?**
  - **How will you measure it?**
- **Introduction:** How will you introduce your demonstration?
- **Materials:** What materials do you need to be successful?

**How will you make this demonstration relatable for your guests?**

**Conclusion:** How does this demonstration tie into one of your Themes? (*Written as a complete sentence.*)

### 5) MAKE CONNECTIONS & CREATE EXPERIENCES:

Manages multi-day tours, with the possibility of overnights (Summer or Winter)

- Submit a 3-day itinerary, with Theme and Sub-Themes for each day (must be in complete sentences). **TIP:** Choose your favorite season, then choose your three favorite tours. Develop your Theme and Sub-Themes around that tour. You can use your Theme from 2) in one of your days
- Include at least one Active Adventure for each day
- Include at least one Demonstration opportunity for each day
- Reflect on how a single-day adventure is different from a multi-day adventure

SUMMER TOURS	WINTER TOURS
<ul style="list-style-type: none"> <li>• <a href="#">Geysers &amp; River Walks (GRW)</a></li> <li>• <a href="#">Wildlife &amp; Waterfalls (WW)</a></li> <li>• <a href="#">Lamar Valley Wildlife Safari (LVWS)</a></li> <li>• <a href="#">Custom Lower Loop (LL)</a></li> <li>• <a href="#">Into the Wilds (HIKE)</a></li> <li>• <a href="#">Family River Adventure (RAFT)</a></li> <li>• <a href="#">Wilderness Survival Skills (WILD)</a></li> <li>• <a href="#">Grand Teton National Park (GTNP)</a></li> <li>• <a href="#">Custom Tour (CUST)</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Mammoth Hot Springs Wildlife Safari (MWS)</a></li> <li>• <a href="#">Into the Wilds (SS or XC)</a></li> <li>• <a href="#">Snowshoe + Griz &amp; Wolf (SGW)</a></li> <li>• <a href="#">Learn to XC Ski + Explore Yellowstone (L2XC)</a></li> <li>• <a href="#">Group Snowshoe or XC Ski Tour (G**)</a></li> <li>• <a href="#">Starlight Snowshoe (STAR)</a></li> <li>• <a href="#">Private Snowcoach (PCS)</a></li> <li>• <a href="#">Custom Tour (CUST)</a></li> </ul>
ACTIVE ADVENTURE EXAMPLES	
<ul style="list-style-type: none"> <li>• Hiking Trails</li> <li>• Boardwalks</li> <li>• Picnics</li> <li>• River Exploration</li> <li>• Wildlife Watching</li> <li>• Foraging</li> </ul>	<ul style="list-style-type: none"> <li>• XC Ski/Snowshoe Trails</li> <li>• Boardwalks</li> <li>• Picnics</li> <li>• Wildlife Watching</li> <li>• Digging Snowpits</li> <li>• More ...</li> </ul>

## GUIDE 3-DAY ITINERARY OUTLINE

DAY 1 TOUR: \_\_\_\_\_

- **MAIN THEME:**
  
- **SUB-THEME 1:**
  
- **SUB-THEME 2:**
  
- **SUB-THEME 3:**
  
- **ACTIVE ADVENTURE:**
  
- **DEMONSTRATION EXAMPLE:**
  
- **What do you want guests to understand or take away from this day?**







## **LEVEL 2 GUIDE: BSAT ITINERARY REFLECTION**

**What is the biggest challenge for you, being with the same group of guests for three days?**

**What do you enjoy the most about being with the same guests for three days?**

**After being with the guests for three days, what are some techniques you use to make them want to come back and do another multi-day adventure with you in the future?**

6) PRESENTATION EVALUATION: *Discussion OR Demonstration* (circle one)

PRESENTER'S NAME \_\_\_\_\_

THEME TOPIC/TITLE \_\_\_\_\_

**DEVELOPMENT OF THE PRESENTATION:**

- **Introduction**

- Summarize the introduction:
  
- What is the theme? Try to use the complete sentence the presenter uses:

- **Body**

- What are the main points of the presentation?
  
- What is the thread that ties the points together?

- **Style**

- What questions does the presenter ask the audience?
  - Closed questions examples:
  
  - Open questions examples:
  
- What questions does the audience ask the presenter?
  - Closed questions examples:
  
  - Open questions examples:

- **Conclusion**
  - Summarize the conclusion:
  
  
  
  
  
  
  
  
  
  
  - In your opinion, what impression does this presentation leave on the audience?
  
  
  
  
  
  
  
  
  
  
- **Personal Reflection:** What did you learn? (*Something new? A different perspective? Delivery and style? Something else?*)
  
  
  
  
  
  
  
  
  
  
- **STRENGTH:** In your opinion, what is the presenter's greatest strength?
  
  
  
  
  
  
  
  
  
  
- **ADVICE:** What is a piece of advice you want to give the presenter?

**ADDITIONAL POSITIVE FEEDBACK FOR THE PRESENTER:**