



# INCOME Tourism

## Newsletter December 2019

### INCOME Tourism App

Your support and inspiration to select creative teaching methods for the training of soft skills

Based on the research of six European higher education institutions, the INCOME Tourism App has been developed to provide an overview of methods particularly suitable for the teaching of soft skills, to facilitate teaching by providing information for planning, and to inspire a diversified approach by highlighting a variety of teaching methods. In the next INCOME Tourism Newsletter we will inform you more about this new feature.



The INCOME Tourism project wishes you  
happy holidays and a wonderful 2020

### INCOME Tourism meeting Girona November 2019



In November 2019 the INCOME Tourism Steering Committee meeting took place at the University of Girona and at the Monastery of Montserrat. At Montserrat the partners were taken through an incredible tour visiting the sanctuary, the museum and the library and also enjoyed the singing of the Salve.



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## Webinar

The INCOME Tourism and NTG projects together organized a webinar in November.

The theme was *Best practices in cooperation between tourism industries and education*.

The purpose of this webinar was to bring together professionals from both the tourism industry, tourism education, and governments to talk about the needs in tourism education. Also (former) students shared their experiences in the dual learning program.

The webinar was recorded at the University of Girona. It was a combination of presentations in Sala de Graus, which is a beautiful chapel at the university premises, and online presentations. A mixture of participants in the chapel and online attended the webinar. The webinar was attended online by 95 participants.



In one of the presentations Marie-Christin Gerken spoke about her experiences in the dual learning program at DHBW Ravensburg, one of the partners in the INCOME Tourism project.

Marie-Christin Gerken (27) spent a year in New Zealand for a working holiday after finishing High School. She then decided to do an apprenticeship in Event Management. With the goal to deepen her professional experience while studying, she chose to apply at the Leipziger Messe for the dual study course at DHBW Ravensburg. The Leipziger Messe is one of Germany's Top 10 trade fair organizers and among the world's Top 50 trade show grounds. During her three-year-programme she spent time in five different departments such as HR, Trade Show Organizing, Controlling and Marketing with alternating periods of studying and working. In September of this year she finished her studies with a bachelor's degree and has worked as a project manager for the Leipziger Messe since.

One of her positive experiences, Marie explained enthusiastically, is the development of soft skills within the dual program. "When you are young it is good to learn these soft skills in a safe framework as a company puppy! It feels OK to make mistakes from which you can learn."

**Marie's presentation, but also the whole webinar, can be watched again at**  
<https://www.youtube.com/watch?v=7n8NUbVswx0>

**More information on the INCOME Tourism project at:**  
<http://income-tourism-project.eu>