## What a Docent Needs to Facilitate an Accurate, Compelling Visitor Experience Hillwood Estate, Museum & Gardens

## Knowledge

- a. The estate mansion & gardens
- b. The collections
- c. The collector
- d. The visitors (audience)

## **Methods**

- a. Organizing framework
  - Design/Features/MMP
     & Museum Today
- b. Inquiry
- c. Planning/organizing & tour development
- d. Assessment

Accurate, Compelling Visitor Experience

## **Skills**

- a. Communication skills
- b. Object-based learning skills
- c. Critical thinking skills