

**The Best Possible Visitor Experience
Garden Docent Training 2019
Hillwood Estate, Museum & Gardens**

January 14 "A Garden for All Seasons" and Museum Visitors

Objectives

After completing this session of the training program, participants will be better able to:

1. List the key aspects of Hillwood's gardens;
 2. Identify characteristics of adult learners and the learning process;
 3. Demonstrate an understanding of the importance of designing museum experiences tailored to the needs of the adult visitor to Hillwood.
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- I. Introduction
 - A. The topic for tonight
 - a. Hillwood's gardens
 - b. Museum visitors
 - II. The lecture and readings about Hillwood's gardens---distillation points
 - III. Review of the readings about visitors
 - A. Korn
 - B. Perry
 - C. Rand
 - D. Falk
 - IV. The Learners and Learning List
 - A. Discussion making connections to the lecture, the readings and your experience
 - V. Step back
 - A. What are the key ideas you will take away from tonight's session?
 - B. Did we meet the objectives?
 - VI. Assignment: Tuesday, January 22 (MMP's Biography, VCT)--readings