

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

January 22 Marjorie Merriweather Post's Biography & Museum Visitors Continued

Objectives

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

1. List the key aspects of Post's biography;
 2. Demonstrate an understanding of the importance of designing museum experiences tailored to the needs of the adult visitor to Hillwood;
 3. Discuss characteristics of adult learners and the learning process.
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- I. Introduction
 - A. The topics for tonight
 - a. Post's biography
 - b. Museum visitors as adult learners
 - II. Distillation of the lecture and readings about Post's biography
 - A. Distillation is a process of boiling down lots of information into small, pertinent, useful ideas (nuggets) that will inform the tour you create.
 - III. The Learners and Learning List
 - A. Discussion, making connections to the lecture, readings, and your experience
 - B. Review additional resources:
 - a. Allen's Basic Concepts and Assumptions about Adult Learners
 - b. Singers's Families at Hillwood—A Cheat Sheet
 - c. Hillwood's family orientation brochure
 - IV. Step back
 - A. What are the key ideas you will take away from tonight's session?
 - B. Did we meet the objectives?
 - V. Assignment: Monday, January 28 (At Home with Marjorie Post)--readings