

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

March 25 Cutting Garden & Greenhouse

Objectives

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

1. Describe the learning gleaned from presenting a five-minute object lesson, and observing and interacting with mentor mansion docents;
2. Discuss the key ideas distilled from the lecture and readings on the Cutting Garden and Greenhouse.

- I. Introduction-review objective
- II. Discuss Five-Minute Object Lesson Presentations
 - A. What worked well?
 - B. What was challenging?
 - C. What did you discover by doing it?
 - D. Any last questions or comments?
- III. Discuss Observations of Mansion Tours with Mentor Mansion Docents
 - A. What worked well?
 - B. What was challenging?
 - C. What did you discover by doing it?
 - D. Any last questions or comments?
- IV. Distillation of lecture and readings about the gardens
 - A. What are the key points about the garden room related to Design, Features, and Marjorie Post/Museum Today?
 - B. What are the big ideas you want visitors to come away with for the room?
- V. Step back
 - A. What do you know now that you didn't know when we started?
 - B. Did we meet the objectives?
- VI. Upcoming
 - A. Next class: Monday, April 1, 6pm in VCC, Room Demonstration Development Workshop, 1 reading