

**“The Best Possible Visitor Experience”
2022-2023 Mansion Docent Training
Hillwood Estate, Museum & Gardens**

September 28 Marjorie Merriweather Post’s Biography & Museum Visitors

Objectives

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

1. Identify the key aspects of the lectures and readings on Post’s biography;
 2. 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. Distill Post’s biography lecture and readings
 - B. Discussion about museum visitors
 - II. Post’ biography readings & lectures—distillation points
 - A. In groups, distill the readings & lectures, then report out
 - a. Distill = to boil down a lot of info into small, pertinent and useful ideas (nuggets) that inform the tour that you create
 - b. What are (at least) 3 most important take-away ideas about MMP’s biography?
 - III. Review of the articles about visitors
 - A. Perry
 - B. Rand
 - C. Silverman
 - D. Falk
 - IV. Step Back
 - A. What are the key pieces you will take away from tonight’s session?
 - B. Did we meet the objectives?
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- IV. Next Class: October 3 (virtual class via Zoom)