

**“The Best Possible Visitor Experience”  
2022-2023 Mansion Docent Training**

**October 3 Marjorie Merriweather Post at Hillwood & Museum Visitors Cont.**

**Objectives**

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

1. Identify the key aspects of Marjorie Post as a manager of staff and estates, and as a collector;
2. Discuss 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.

- I. Introduction
  - A. Post & Staff at Hillwood lecture and readings
  - B. Museum visitors continued
- II. Q&A Session with Curatorial and Collections Staff about Post
- III. Post & Staff at Hillwood lecture and readings
  - A. Distillation points
  - B. Interpretive messages
- IV. The Learners and Learning List
  - A. Discussion making connections to the lecture, the readings, and your experience
  - B. Review of additional resources:
    - a. Allen’s Basic Concepts and Assumptions about Adult Learners
    - b. Singer’s Families at Hillwood—A Cheat Sheet
- V. Step Back
  - A. What are the key pieces you will take away from tonight’s session?
  - B. Did we meet the objectives?
- VI. Next Class: Tuesday, October 11 (virtual class via Zoom)