

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

October 24

**Objectives**

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

1. identify key ideas distilled from the lecture and readings on porcelain and glass at Hillwood using the style, function, production framework;
  2. describe their further refined understanding of how frameworks can be used for organizing interpretive ideas.
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- I. Questions and answers with Wilfried on the night’s topic
  - II. Introduction (advance organizer)
    - A. two parts to the agenda tonight
      1. lecture and readings distillation using Style-Function-Production Framework
      2. review and share finding about the homework assignment—what worked? what caused problems? what were the discoveries?
  - III. Distillation
  - IV. The assignment
    - A. How did the framework work? What caused problems?
    - B. What did you discover by using it?
    - C. Examples from the assignment
    - D. Troubleshooting
  - V. Step back
    - A. What do you know now that you didn’t know when we started?
    - B. Did we meet the objectives?
  - VI. Assignment
    - A. Complete the Distillation Worksheet and bring to next class
    - B. Next class: Tuesday, November 1 onsite