

Sixty-Minute Highlights Tour Presentation Process

Hillwood Estate, Museum & Gardens 2022-2023 Mansion Docent Training

1. Scheduling: In class on March 6

1. Docents-in-training will choose a slot to present their tour from a wide variety of days and times.
2. Marisa will email the final schedule to the class in early March.

2. Preparing: The next few weeks at home

1. Docents-in-training will follow the steps outlined in the "Guidelines for Developing a Conversational Sixty-Minute Highlights Tour" handout and write a written lesson plan following the format outlined in "A Model of the Sections in a Written Lesson Plan for a Mansion Tour."

3. Presenting: During March in the mansion

1. Docents-in-training will gather in the volunteer lounge ten minutes before their presentation time slot. Bags and jackets can be stored in the coat closet and cubbies near the volunteer lounge. Lisa, Audra, and Marisa will greet and lead the group to the first presentation location.
2. Each docent-in-training will present his/her tour in the mansion, delivering it from memory (i.e.: no written and electronic notes or cheat sheets). Some presentations may occur during regular open hours, which means visitors may be in the same space as the presentations.
3. The group participating as "visitors" will be comprised of Lisa, Audra, Marisa, and (often) fellow docents-in-training. All docents-in-training are invited to attend each other's presentations, for moral support and learning, but are not required to do so. **Please note:** The qualifying tours are only open to staff trainers and fellow docents-in-training; outside guests, such as friends and family, are not permitted.
4. Marisa will time each presentation, recording each room's time. Docents-in-training will be asked to stop presenting their tour after sixty minutes have elapsed.
5. Marisa will **not** video record each presentation.
6. Each presentation will be followed by a "keeps" and "changes" conversation. Feedback is informed by the mindset and principles set out in the "Learning With and From Each Other and Yourself" handout. Discussions are best done in the comfort of Marisa's office with Lisa, Audra, Marisa, and the trainee, where the docent trainee can write down the "keeps/changes" feedback. (This is the first assessment moment.)

4. Evaluating: Within two days of presenting, at home

1. Marisa will send an email to the docent trainee with their presentation times (by room) and self-assessment worksheet as an attachment, upon tour completion.
2. The docent trainee will mentally review his/her tour demonstration and review his/her written lesson plan and the written notes from the keeps/changes discussed following the lesson.
3. Then he/she should complete a Self-Assessment Worksheet. (This is the second assessment.) The worksheets should be completed and saved on the computer (please, no hand-written forms).
4. Email the completed worksheet and written tour lesson plan to Marisa.
5. Audra and Lisa will review the documents and email feedback within a few days for the docent trainee's review. (This is the third moment of assessment.)
6. The docent trainee will consider the sum of the three moments of assessment as his/her development goals as he/she heads towards presenting the tour to visitors. At this point, Marisa will begin scheduling the newly minted docent for public tours, and the docent should be prepared to give any tour route.
7. Docent trainees may be asked to present their tours a second time, incorporating "keeps" and "changes." These "do-overs," while not frequently requested, provide a valuable way to solidify learning, and ensure a firm foundation from which to lead tours.
8. Once docents-in-training have successfully presented the qualifying mansion tour, this is the last step to become a docent; there are no further assessments to complete.

5. At any point along the way, Lisa, Audra, and Marisa are always available for questions.