

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

March 6 Workshop: Tour Development

Objectives

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

1. Identify the structural elements of a successful highlights mansion tour;
 2. Describe what they learned from their room demonstrations—writing and presenting.
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- I. Introduction (advance organizer)
 - A. Where the training journey ends but the refining never stops...talking about giving tours
 - B. The objectives for tonight’s workshop
 - II. Know One
 - A. Room Lesson Demonstrations
 - i. What worked well? For you? For your “visitors”?
 - ii. What needs more work? For you? For your “visitors”?
 - B. What Does a Docent Need to Facilitate an Accurate, Compelling Visitor Experience?: the Venn Diagram
 - C. Preparing for the tour
 - i. How does the tour demonstration relate to room lessons?
 - III. See One
 - A. Pre-recorded Demonstration of a Three-Room Tour by Lisa, showcasing the bookends (introduction and conclusion), transitions, and rooms of varying lengths
 - B. Questions/concerns, including reviewing the model lesson plan (handout)
 - IV. Know One, con’t
 - A. Creating the plan
 - i. Identifying the parts that make the whole tour (handouts)
 - B. Talking about themes—telling a story
 - i. Brainstorm: going for fun, challenging, and/or different (handout)
 - V. Assignment: Tour Demonstration
 - A. Process (handout)
 - B. Scheduling: March 20-31 (dates handout)
 - VI. On Your Own: Activity in Mansion
 - A. How the theme and objectives inform the tour’s bookends (advance organizer, where it all starts, and conclusion) (worksheet)
 - B. Questions/concerns
 - VII. Next Steps
 - A. Last Class: **Wednesday**, March 8, 6 p.m. on-site in C.W. Post center, Tour Logistics Workshop
 - VIII. Step back: questions/comments