

**“The Best Possible Visitor Experience”
2024 Garden Docent Training
Hillwood Estate, Museum & Gardens**

March 25 Cutting Garden, Greenhouse, Orchids, Floral Design, & Seasonal Plantings

Objectives

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

1. Describe the learning gleaned from presenting a five-minute object lesson, and having a Q&A with veteran garden docents;
2. Discuss the key ideas distilled from the lecture and readings on the Cutting Garden, as well as on the greenhouse, orchids, floral design, and seasonal plantings.

- I. Q&A with Drew Asbury, Andrew Bedenbaugh, Ami Wilber, and Jessica Bonilla

- II. Distillation of lecture and readings about the gardens
 - A. What are the key points about the garden room related to Design, Features, and Marjorie Post/Museum Today?
 - B. What are the big ideas you want visitors to come away with for the room?

- III. Discuss Five-Minute Object Lesson Presentations
 - A. What worked well?
 - B. What was challenging?
 - C. What did you discover by doing it?
 - D. Any last questions or comments?

- IV. Discuss Q&A with Veteran Garden Docents
 - A. What did you discover through the conversation?
 - B. Any last questions or comments?

- V. Step back
 - A. What do you know now that you didn't know when we started?
 - B. Did we meet the objectives?

- VI. Upcoming
 - A. Next class: Monday, April 1, 6pm in CWP, Room Demonstration Development Workshop, readings/videos to watch
 - B. Next class: sign up for: Room Demonstrations (April 10-12, 15-16); Garden Room Walks for Plant ID with Horticulture Staff (April 17, 18, 20, 24)
 - C. Bring calendars (things to sign up for!)
 - D. Short homework: Welcoming All: Engaging with Different Visitors (Question 2 asks you to jot down some ideas in response to 4 prompts)
 - E. Be on look out for: Spring and Summer Seasonal Display Document