

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

April 1, 2024

Workshop: Ten-Minute Room Demonstration Development

Objectives

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

1. Describe what they have learned from their Five-Minute Object Lessons: planning, writing, and presenting;
 2. Identify the structural elements of a successful ten-minute room lesson.
 3. Identify communication skills for docents, key DEAI terms and definitions, and tactics for engaging with different visitors.
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- I. An Advance Organizer (introduction)
 - A. Today’s objectives & plan (know one, see one, do one)
 - B. Stepping back: assessing the Five-Minute Object Lessons: what are the lessons learned?
 - C. What comes next—room lessons
 - II. Know One: Five-Minute Object Lesson—What are the Lessons Learned?
 - A. What is working well? For you? For your “visitors”?
 - B. What needs more work? For you? For your “visitors”?
 - III. Know One: Preparing for garden room demonstrations
 - A. How do room demonstrations relate to object lessons?
 - B. Framework: design, features, Marjorie Post/Museum today
 - IV. See One
 - A. Demonstration
 - B. Discussion
 - V. Know One: Lesson Planning
 - A. What does a written lesson plan on paper look like (handouts)
 - B. Review guidelines for developing a room demonstration lesson plan
 - VI. Know One: Assignment: Process and Scheduling of Room Demonstrations
 - A. Process
 - B. Scheduling, Next Week
 - VII. Room Walks in Gardens with Horticulture Staff
 - A. April 17, 18, 20 and 24
 - B. Scheduling
 - VIII. Do One: Practice
 - A. Complete “Brainstorming for the Garden Room Demonstration” worksheet
 - IX. Communication Skills for Docents
 - A. What are your take-aways gleaned from the reading assignment?
 - X. Welcome All
 - A. Review the readings and recording for creating an inclusive tour experience
 - B. Discuss handwork: Engaging with Different Visitors
 - XI. Step back: questions, summary
 - A. Next class: April 29 Workshop: Qualifying Tour Development, 1 reading due