

**“The Best Possible Visitor Experience”  
2026 Mansion Docent Training  
Hillwood Estate, Museum & Gardens**

**January 12    Marjorie Merriweather Post’s Biography & Museum Visitors**

**Objectives**

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

1. Identify the key aspects of the lectures and readings on Post’s biography;
  2. Demonstrate an understanding of the importance of designing museum experiences tailored to the needs of the adult visitor to Hillwood.
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- I. Introduction
    - A. Distill Post’s biography lecture and readings
    - B. Discussion about museum visitors
  
  - II. Post’ biography readings & lectures – distillation points
    - A. In groups, distill the readings & lectures, then report out
      - a. Distill = to boil down a lot of info into small, pertinent and useful ideas (nuggets) that inform the tour that you create
      - b. What are (at least) 3 most important take-away ideas about Post’s biography?
  
  - III. Review of the articles about visitors
    - A. Perry
    - B. Rand
    - C. Silverman
    - D. Falk
  
  - IV. Step Back
    - A. What are the key pieces you will take away from tonight’s session?
    - B. Did we meet the objectives?
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- IV. Next Class: Tuesday, January 20 (virtual class via Zoom)