

**“The Best Possible Visitor Experience”
2026 Mansion Docent Training**

January 20 Marjorie Merriweather Post at Hillwood & Museum Visitors Cont.

Objectives

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

1. Identify the key aspects of Marjorie Post as a manager of staff and estates, and as a collector;
2. Discuss characteristics of adult learners and the learning process;
3. Demonstrate an understanding of the importance of designing museum experiences tailored to the needs of the adult visitor to Hillwood.

- I. Introduction
 - A. Post & Staff at Hillwood lecture and readings
 - B. Museum visitors continued
- II. Q&A Session with Curatorial and Collections Staff about Post
- III. Post & Staff at Hillwood lectures and readings
 - A. Distillation points
 - B. Interpretive messages
- IV. Learners at Hillwood
 - A. Discussion making connections to the lecture, the readings, and your experience
- V. Step Back
 - A. What are the key pieces you will take away from tonight’s session?
 - B. Did we meet the objectives?
- VI. Next Class: Monday, January 26 (onsite in C.W. Post Center)