

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

February 9

Objectives

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

1. identify key ideas distilled from the lecture and readings on porcelain and glass at Hillwood using the style, function, production framework;
2. describe their further refined understanding of how frameworks can be used for organizing interpretive ideas.

- I. Q&A with Wilfried on the night’s topic
- II. Introduction (advance organizer)
 - A. Two parts to the agenda tonight
 1. Lecture and readings distillation using Style-Function-Production Framework
 2. Review and share finding about the homework assignment—what worked? what caused problems? what were the discoveries?
- III. Distillation
- IV. The assignment
 - A. How did the framework work? What caused problems?
 - B. What did you discover by using it?
 - C. Examples from the assignment
 - D. Troubleshooting
- V. Step back
 - A. What do you know now that you didn’t know when we started?
 - B. Did we meet the objectives?
- VI. Assignment
 - A. Complete the Distillation Worksheet and bring to next class
 - B. Next class: Tuesday, February 17 onsite