

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

February 17

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 the Fabergé collection at Hillwood using style-function-production framework;
2. use the style-function-production framework in the mansion

- I. Q&A with Wilfried
- II. Introduction (advance organizer)
 - a. Two parts to the agenda for tonight
 - i. lecture and readings distillation;
 - ii. small group activity using the style-function-production framework in the museum
- III. “Know One:” Distillation
- IV. “Do One:” Small group activity in the mansion
 - a. Divide into assigned small groups
 - b. Work with assigned objects in the museum; compare groups’ use of the material culture framework; create a unified presentation of the object; select one member of the group to represent the object.
 - c. “See One:” Review example at home: Rolltop Desk in French Drawing Room
- V. Step back
 - a. What can you take away from this session and use right away?
 - b. Did we meet the objectives?
- VI. Next class: Monday, February 23
 - a. Our first workshop – Five-Minute Object Lesson Development
 - b. Two short readings
 - c. Meet onsite in the C.W. Post Center