

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

January 16 “A Garden for All Seasons,” Sustainable Practices, and Museum Visitors

Objectives

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

1. List the key aspects of Hillwood’s gardens, and how Hillwood practices sustainability in the gardens;
2. Identify 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. The topic for tonight

- a. Hillwood’s gardens, and sustainable practices
- b. Museum visitors

II. The lecture and readings about Hillwood’s gardens---distillation points

III. The lecture and readings about Hillwood’s sustainable practices---distillation points

IV. Review of the readings about visitors

- A. Perry
- B. Rand
- C. Falk

V. The Learners and Learning List

- A. Discussion making connections to the lecture, the readings and your experience

VI. Step back

- A. What are the key ideas you will take away from tonight’s session?
- B. Did we meet the objectives?

VII. Next Class, Monday, January 22, Zoom