

Mentors:

Key to successful docent training

A series of horizontal stripes in various colors (orange, green, teal, purple, red, white, green) running across the bottom of the slide.

Fall 2014 - New Docent Class

200 candidates

2 staff + 6 docents

6 months to recruit, interview and
“hire”

Information/ Sept. - Jan. 2013

Information meetings scheduled to present overview of tours and continuing education

Specific information about commitment: training year and beyond

Many candidates opted out at this point

Interviews/January - April 2013

Sixty candidates chose to continue

Three teams of two conducted interviews

Twenty interviews for each team

Selection - early summer 2013

Staff and docent interviewers met to discuss candidates (50 made the cut)

Letters of acceptance

Candidates meet for more information
50 accepted

Summer 2013

Lead docent mentor (chosen by staff)

Staff and key docents plan syllabus

Mentors are chosen (qualifications: proven track record for understanding and conducting tours with accuracy and enthusiasm)

One mentor to 4-5 Provisional Docents

Eleven mentors

Mentor Job Description

Attendance - mentor/PD

Homework duties

Gallery activities

Tour demonstration

“Other”



September 2014/Ready Set Go!

Typical Day:

9:00 - Huddle 9:00 (staff and mentors)

9:30 - Announcements (everyone)

- tour observation sheets and sign up
- photo policy

10:00 - Western Collection Exploration (gallery)

- session with staff
- sessions with mentors

12:15 - Core object assignment for western collection



Mentor- led gallery activities



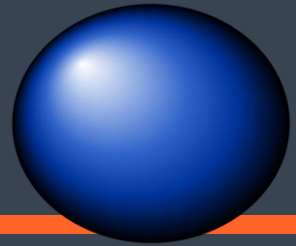
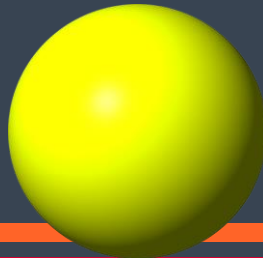
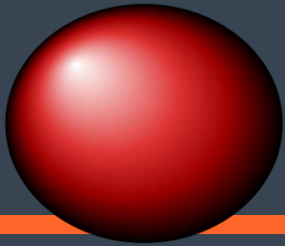
Dot Division/advantages

Groups assigned by colored dot

Encouraged getting to know one another

Discouraged clique formation

Exposure to different docent-mentor styles



Gallery Exercise



Denver Art Museum collection: William Sr. and Dorothy
Harmsen Collection , 2001.449

Spring 2015

Provisional docents begin to give two
introductory school tours

Mentors tag along

Form provided framework for discussion



Form A

Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

Work Phone _____ Other phone _____

Type of property you are looking for

When do you need by: _____

CASH down payment available now _____

Do you have to sell before you can buy another property? YES NO

Late spring 2015

Tour training complete

PDs are giving introductory tours to both
children and adults

Mentors to tag along

(three tours - two tag alongs each.)

Summer 2015

Graduation



Results

From staff and mentors:

Best trained group ever

Well informed

Well prepared

Ready to tour immediately

Confident

Eager

Results

From provisionals:

How important was having a mentor to you?

- “From the beginning they created an atmosphere of support, trust, sharing and collegiality.”
- “Because of my mentor I was prepared and eager to give my first tours.”
- “The mentor program is great. Perhaps one day I can be as good as my mentor and become a mentor myself.”
- “I think they were the strongest part of our training. Maybe give them a break - I think they were pretty overworked.”

After thoughts:

Will we continue the mentor program?

Will we make some changes?

Was it a lot of work?

Was it worth the effort?

YOU
BET!