

Gallery Instructor Communication Programs at the Museum of Fine Arts, Boston

Tools for Effective Communication in the Docent Community

The docent (Gallery Instructor - GI) program for school groups at the Museum of Fine Arts, Boston, has met the challenge of an expanding and changing docent population and school-group touring program. Our presentation will outline the elements of our Gallery Instructor program that were revised and enhanced in response to those challenges, allowing us to build upon our program's strengths to increase motivation, connectivity and communication within our community of GIs, the Education Department staff and the Boston public school community.

THE GALLERY INSTRUCTOR PROGRAM

- School Group Touring
 - School Partnerships/Boston Public Schools
 - Adult Touring
 - Teacher Workshops
 - Lunch Forums/Town Halls
 - Hue & Eye
 - Mentor Program
 - GI/GIA Trips – Local, Regional and Overseas trips
 - School Vacation Touring
 - Gallery Instructor Lecture Series
 - Seminars in Gallery Learning
 - Joint Enrichment
 - Advisory Board and Committees
 - Art Show
 - Book Discussion and Film Discussion Groups
 - GI Recognition at Spring Business Meeting
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NEW PROGRAMS

- Chair/Vice Chair hosted dinner for the advisory board
- Private GI Listserv
- Advisory board impact initiative
 - Guest speakers
 - Social events
 - Time coordination of lunch forums and meetings
- Neighborhood dinners
- Cookbook project
- Social events held on touring days in museum
- Technology classes: One Note, JSTOR, MFA for Educators <http://educators.mfa.org/>

COMMUNICATION

- Facebook
- Handbook
- The Link
- Extranet
- Hue and Eye
- Listserv – Virtual_Lunch_Table
- Direct email from staff
- Advisory board minutes and notices
- GI room bulletin board
- GI tour feedback forms
- Business meetings (three per year)
- Staff open-door policy
- Mail slots – File folders on table in office

Try These Out in Your Own Museum

- Identify one line of communication that needs improving.
- Identify one line of communication that does not exist.
- Identify one line of communication that is strong.
- Consider the following:
 - What do you want to accomplish?
 - What is your time frame?
 - Who is involved?
 - What are your resources?
 - Who can be of help?
 - What can you achieve with little or no staff assistance?