



REIMAGINING DOCENT TRAINING

NDS Presentation by Phoenix Art Museum Docents Nancy Levin and Lisa Roger

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INITIAL STEPS

- **FORMATION OF A TRAINING TASK FORCE TEAM (TTF)**
Create a training program that supports the Museum and its education objectives. The program should be created in a way that encourages diversity in our Docent ranks (diversity broadly defined to include age, gender, race and income), improves Docent retention, and results in a training curriculum that can be used by training chairs year after year to ensure consistency and streamline new class start-up time.
- **FOCUS GROUPS**
In person meetings with small groups of Docents and Museum staff to get reactions to the questions – what is working and what isn't working with our current training program.
- **SURVEYS**
Anonymous opinions on the current training program – strengths and challenges
- **PAST CURRICULUM REVIEW**
5 years of data collected of the past training schedule which was an 18th month program held during the day once a week.
- **MANY, MANY MEETINGS**
Resulting in the decision to create a program that accomplishes the TTF goals without sacrificing the rigor, the scope, and the sense of community that characterize Docent training at Phoenix Art Museum.

NEW MODULAR TRAINING PROGRAM PLAN

- **13 WEEK INTRODUCTORY PROGRAM – (DOCENT TRAINEE)**
Skills and content common to all Areas of Service
- **FOUR AREA OF SERVICE (QUALIFYING MODULES) PROGRAMS 8-14 WEEKS EACH (DOCENT APPRENTICE)**
*Area of Service Qualifying Modules offered at least once a year to Apprentices and Docents
Community Outreach Talks, Student Off-site Talks, Student Tours & Public Tours*
- **ONE GRADUATION CLASS PER YEAR IN THE SPRING – (DOCENT)**
Completion of the Intro Program and at least one Qualifying module

ACCESSIBILITY STRATEGIES

- ON-LINE RESOURCES
- GOOGLE CLASSROOM

NEEDED ASSISTANCE FROM THE DOCENT CORPS TO MAKE THIS PLAN SUCCEED

- Consultants and Advisors
- Demonstrate tours and talks
Classroom, Gallery & Video
- Peer Reviewers
- Recruiting