



London Museum Development Skills Plus training course

Skills Plus: Creating family friendly interactions in the new normal

Date: Tuesday 8th and Wednesday 9th September 2020

Time: 10:30 – 12:30

Location: Online (Zoom)

Facilitator: Elizabeth Coningsby

Trainer: Sarah Shaw (Kids in Museums)

What will be covered?

Ensuring interactions are friendly and welcoming between people working in front-facing museum roles and families has never been more important. As families start to return to museums after lockdown, research shows that this audience want to feel safe, welcome and that staff are patient. In this virtual training day aimed at front facing staff and volunteers we will find why family visitors are an important part of your visitor profile and gain an understanding of the key concerns families have about visiting museums post-lockdown. We will come up with ways to tackle common scenarios together which might arise from families visiting your site whilst Covid restrictions are in place. Finally, we'll explore how you can use playful and safe ways to interact with families which are relevant to your site.

This virtual training session will be delivered over two half-day sessions (two hours with a short break) in partnership with consultant Sarah Shaw former National Family Interpretation Manager for English Heritage, through Kids in Museums.

Who should attend?

This course is aimed at staff and volunteers from museums across London who are keen to welcome families back to their museum in a safe and positive way.

Approximate session timetable:

Day 1

10:30 – 10:45	Welcome and introductions
10:45 – 11:15	Presentation: Why family visitors are important to museums and what are their worries about returning?
11:15 – 11:30	Break
11:30 – 12:25	Group activity: Tackling common scenarios: Tackling common scenarios
12:25 – 12:30	End of session: What will happen in the next session?

Day 2

10:30 – 10:35	Welcome and introductions
10:35 – 10:50	Discussion: What did you plan to put into practice from the last session?
10:50 – 11:20	Presentation: Making family interactions playful
11:20 – 11:30	Break
11:30 – 12:20	Group activity: Using playful interactions scenarios
12:20 – 12:30	End of session: What's next and recommended reading to support your work

Learning objectives

By the end of this session you will:

- Discover why family visitors are an important part of your visitor profile
- Gain an understanding of the key concerns families have about visiting museums post-lockdown
- Get creative and come up with ways together to tackle common post-Covid scenarios

Support towards Museum Accreditation:

Users and their Experiences:

8.2 To use information to assess your users' needs

9.1 To provide stimulating learning and discovery activities, including exhibitions and programmes based on your collections

Further information

Please ensure you have your line manager's permission to attend before booking your place. Final confirmation of places will be sent out at least a week before the course. Please keep the **8th and 9th September** available in your diary until your place has been confirmed.

Priority is given to staff working in non-national and non-National Portfolio museums in the London region.



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