



# Front of house training: Creating family friendly interactions

## Option One: Draft Schedule

Time	Activity	Content
10-10.10am	<b>Welcome and introductions</b>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• an introduction to Kids in Museums</li> <li>• the objectives for the session.</li> </ul>
10.10-10.40am	<b>Presentation and group activity:</b> Why are family visitors important to your museum and how do families experience your museum on a day out?	<p>This presentation will explore how:</p> <ul style="list-style-type: none"> <li>• families experience your museums</li> <li>• families can contribute positively to your museum</li> <li>• English Heritage identified that families were the biggest secondary spenders, leading them to improve family friendly interactions at all sites.</li> </ul> <p>Ice breaker poll question:</p> <ul style="list-style-type: none"> <li>• Have you ever been in a museum with children yourself? This could be with your own family, a relation, or a friend's children.</li> </ul>
10.40-11am	<b>Presentation and group activity:</b> Developing your welcome, farewell and family interactions	<p>This presentation and activity will cover:</p> <ul style="list-style-type: none"> <li>• tips for hellos and goodbyes, including the basics and using inclusive language</li> <li>• age specific interactions, such as what works for younger children vs young people</li> <li>• scenario specific interactions to put attendees into families' shoes. For example, a single parent arrives with a newborn baby in a pram. What can you do to help? This will be delivered as a breakout room group activity.</li> </ul>
11-11.10am	<b>Break</b>	

11.10-11.35am	<b>Presentation and group activity:</b> Going beyond the hello and goodbye	<p>The presentation will outline ways for more confident staff and volunteers to create playful interactions with families.</p> <p>This will be followed by a breakout room discussion for you to come up with ideas for playful interactions inspired by your museum's collections and spaces.</p>
11.35am-12pm	<b>Presentation and group activity:</b> Tackling common scenarios	<p>The presentation activity will use breakout rooms to explore how to tackle common scenarios that may occur at your museum, such as:</p> <ul style="list-style-type: none"> <li>• a visitor complaining about a family making noise</li> <li>• a visitor complaining that a mother is nursing in the museum</li> <li>• a visitor complaining about a family being messy in the museum.</li> </ul>
12-12.10pm	<b>Presentation:</b> Top tips for creating family friendly interactions	The presentation will outline final top tips for volunteers and front of house staff.
12.10-12.25pm	<b>Group activity:</b> Putting training into practice in your organisation	A final breakout room discussion with colleagues from your museum to discuss next steps.
12.25-12.30pm	<b>End of session:</b> What's next and recommended reading to support your work	<p>At the end of session, we will:</p> <ul style="list-style-type: none"> <li>• have a final Q&amp;A</li> <li>• share other useful resources.</li> </ul>