



Front of house training: Creating family friendly interactions

Option Two: Draft Schedule

| Time | Activity | Content |
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| 10-10.10am | Welcome and introductions | This will include: <ul style="list-style-type: none"> • an introduction to Kids in Museums • the objectives for the session • optional ice breaker activity. |
| 10.10-10.40am | Presentation and group activity: Why are family visitors important to your museum and how do families experience your museum on a day out? | This presentation will explore how: <ul style="list-style-type: none"> • families experience your museum • families can contribute positively to your museum • English Heritage identified that families were the biggest secondary spenders, leading them to improve family friendly interactions at all sites. |
| 10.40-11am | Presentation and group activity: Developing your welcome, farewell and family interactions | This presentation and activity will cover: <ul style="list-style-type: none"> • tips for hellos and goodbyes, including the basics and using inclusive language • age specific interactions, such as what works for younger children vs young people • scenario specific interactions to put attendees into families' shoes. For example, a single parent arrives with a new born baby in a pram. What can you do to help? This will be delivered as a breakout room group activity. |
| 11-11.10am | Break | |
| 11.10-11.35am | Presentation and group activity: 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> |

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| 11.35am-12pm | Presentation and group activity: 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"> • a visitor complaining about a family making noise • a visitor complaining that a mother is nursing in the museum • a visitor complaining about a family being messy in the museum. |
| 12-12.10pm | Presentation: 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 | Group activity: 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 | End of session: 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"> • have a final Q&A • share other useful resources. |