

## Tips for Engaging Visitors

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### **Greet visitors**

Say “hello,” make eye contact, and smile. Simply looking like you’re available and friendly will bring visitors to your station.

### **Let visitors do the activity**

As much as possible, let visitors do the hands on parts of the activity, and let them discover what happens. You can help them reflect on their own ideas and form their own opinions.

### **Share what you know**

Use clear, simple language. Focus on one main idea — don’t feel that you need to tell visitors everything at once! Keep the information basic for starters, and be willing to expand on an idea for interested learners.

### **Use examples from everyday life**

Familiar examples can help explain abstract concepts. Be aware of visitors’ abilities, keeping in mind that children of different ages do not have the same skills or vocabulary, and are also different from adults.

### **Ask questions**

Help visitors observe and think about the activity. Try to use questions that have more than one answer, such as:

- What do you see happening?
- Why do you think that happened?
- What surprised you about what you saw?
- Does this remind you of anything you’ve seen before?

### **Be a good listener**

Be interested in what visitors tell you, and let their curiosity and responses drive your conversation forward.

### **Offer positive and encouraging responses**

If visitors haven’t quite grasped a concept, you might say, “That’s a good guess,” “That’s an interesting idea, why do you think that?” or “Have you thought about...?”. Don’t say, “No” or “Wrong” in response to visitors’ observations or explanations, but give them an opportunity to reflect further.

### **Share accurate information**

If you aren’t sure about something, it’s OK to say, “I don’t know. That’s a great question!”. Feel free to ask a Museum employee any question, or direct visitors to do so.

### **Remain positive throughout the interaction**

Remember that nonverbal communication is important, too. Try to maintain an inviting face and body language.

### **Thank visitors**

As your interaction ends, suggest that visitors explore other activities and exhibits.

**HAVE FUN!** 😊 A positive experience will lead to learning.