

Basic Interpretation for Guides and Interpreters

January 7-11, 2019

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: December 10, 2018
To: Supervisor
From: Debbie L. Fredricks, Chief
Training Section
California State Parks
Subject: Employee Attendance at Formal Training

An employee from your office will soon be attending the formal training program described in the attached. Ensure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work. You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace.
3. Support the employee's use of the training at the work place.

Three Months Following Training

1. Supervisor evaluates the effectiveness of the training on the employee's job performance and login to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Debbie L. Fredericks
Training Section Chief

Attachment
cc: Participant

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***Mission Statement
Training Section***

***The mission of the Training Section is to improve
organizational and individual performance and
productivity through consulting, collaboration,
training, and development.***

TRAINING SECTION STAFF

Debbie L. Fredricks	Training Section Chief
Ann D. Slaughter	Mott Training Center Manager
Eric Marks	Leadership and Staff Development Manager
Jack Futoran	EMS and LFG Training Coordinator
Jeff Beach	Training Consultant
Joel Dinnauer	Training Consultant
Dave Galanti	Training Consultant
Karyn Lombard.....	Training Consultant
Sara M. Skinner	Training Consultant
Vernon Reyes	Instructional Designer
Jason Smith	Academy Coordinator
Jeremy Alling.....	Cadet Training Officer
Matt Cardinet.....	Cadet Training Officer
Raymund Nanadiego	Cadet Training Officer
Lisa Anthony	Program Coordinator
Edith Alhambra.....	Assistant Program Coordinator
Samantha Guida	Assistant Program Coordinator
Jessica Kohls	Assistant Program Coordinator
Ricky Roldan	Assistant Program Coordinator
Pamela Yaeger	Assistant Program Coordinator

THE MISSION

of the California State Parks is to provide for the health, inspiration, and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.
3. **TRAVEL:** Arrange your travel to and from the training site through your District or Office. (No reimbursement for travel expense – including per diem costs – will be approved for travel not specifically authorized in advance by the District Superintendent). Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6.

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 10:00 a.m. on the date of departure. The Department provides your room and board expenses at the Marconi Conference Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in the Marconi Conference Center Administration Building.
5. **ENROLLMENT OR HOUSING CANCELLATION POLICY:** To cancel participation in a course, the participant must have their District Superintendent or Section/Office Manager send an email to the Training Consultant assigned to the course requesting to remove the participant. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Consultant assigned to the course at least 2 weeks prior to your date of arrival. Lodging, registration, and associated fees will be charged to the employee's District or Section/Office if a training cancellation is received with less than two weeks' notice.

The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. MEALS: Meals will be provided from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:00 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, notify the Marconi Conference Center no later than one week before your scheduled arrival.
7. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees shall wear apparel normally worn on the job. Appropriate attire includes apparel suitable for professional office dress. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

8. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
9. **TRAINING SECTION STAFF:** Sara M. Skinner is your Training Consultant and has been assigned the responsibility for your training group. During the program, you may be asked to assist Training Section Staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Training Section Staff will do all within their power to make your training experience pleasant and meaningful.
10. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
11. **TRAINING MATERIALS:** May be made available to you at both your unit and at the Marconi Conference Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Bring your own pens and pencils.
12. **CELL PHONES:** As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receive or make cell phone calls during class time. Limit those calls to your breaks.

Remember that cell reception is poor at Marconi. There is a pay telephone which takes prepaid phone cards or coins. If you have a phone in your room you can also use a prepaid calling card. There is one computer available for checking email in the Administration Building. There is also free wi-fi access.

13. **TELEPHONE:** Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (415) 663-9020.
14. **POST-TRAINING ASSIGNMENTS:** In connection with formal training are to be completed under the direction of your supervisor.

◆ **Marconi Conference Center**
 ◆ **PLANNING INFORMATION**

To make your visit as comfortable and satisfying as possible, please take a few moments to read the following.

◆ **CHECK-IN/CHECK-OUT**

Please check in at the Front Desk. Follow the signs for Check-in.

Check-in: 3 p.m. to 11 p.m.
 Check-out: 7 a.m. to 10 a.m.
 (Bring your key)

Late check-out (*after 10 a.m.*) will incur an additional day's charge.

◆ **DINING**

Meals are served in Redwood Dining Hall.

Breakfast buffet: 7 a.m. to 9 a.m.
 Lunch buffet: 11:30 a.m. to 1:30 p.m.
 Full service dinner: 6 p.m. to 8 p.m.

◆ **LODGING**

You may wish to bring: shampoo, flashlight, comfortable shoes for hilly trails. Please note cooking and other appliances, candles and incense are not allowed, and food should not be kept in your room as it attracts insects.

◆ **PARKING**

Please park in designated parking spaces only and observe the law regarding spaces for the handicapped. Campers, recreational vehicles and motor homes are not permitted.

◆ **DRIVING**

Please drive slowly and carefully, yielding to pedestrians, bicyclists and animals. The speed limit is 15 mph, and all signs and barriers must be observed.

◆ **GAS STATIONS**

The closest gas station is located in Point Reyes Station, 15 minutes to the south.

◆ **TELEPHONES**

Your guestroom has a private telephone number which you can give callers after you check in, as well as a port for your modem. All outbound telephone and modem calls require a toll-free 800 number. Bring your calling card for phone calls; check with your ISP for 800-number access. Most cellular phones DO NOT work at Marconi Conference Center.

◆ **MESSAGES, FAXES, MAIL**

If your callers would like to leave a message, give them this number:

Front Desk Telephone: (415) 663-9020

You may also want to give them your lodging building, room number and name of conference, to expedite receiving emergency messages.

We post messages for guests on the message board. We'll also post a notice if you receive mail or a package. *Emergency messages will be delivered.*

If you wish to receive a fax, use this number:

Front Desk Fax: (415) 663-1731

We will post a notice on the message board when your fax arrives and collect the service charge when you pick it up.

If you wish to receive mail, use this address:

(your name), (conference name)
 c/o Marconi Conference Center
 P.O. Box 789, 18500 State Route 1
 Marshall, CA 94940

We will post a notice on the message board and hold your mail at the Front Desk.

no charge. Our commissary sells snacks, cold drinks, personal hygiene items, flashlights/batteries, writing supplies, stamps. We have a selection of Marconi souvenirs such as shirts, hats, mugs and other items that make wonderful remembrances of your stay with us. Our Front Desk staff can also help you with local information.

◆ **BUSINESS CENTER**

The Business Center is located in the Pelican Building lounge and is open 7 am to 11 pm. For your convenience, we are pleased to provide **free of charge**, the following services:

- ◆ Internet / E-mail
- ◆ Computer with MS Office
- ◆ LaserJet Printer
- ◆ Photocopier

◆ **WALKING & EXPLORING**

Marconi Conference Center is a unit of the California State Park system and all natural elements such as branches, pine cones, mushrooms and flowers are protected by state law and may not be removed. Camping and campfires are not permitted. We suggest walking on designated footpaths to avoid poison oak. The pine needles can be slippery—please use caution. We recommend flashlights at night.

◆ **SMOKING**

State law prohibits smoking in or within 50 feet of Marconi Conference Center buildings. Ashtrays are located at entrances, on decks and on patios. Smoke only in paved areas and please use extreme caution when smoking on the property.

◆ **PETS**

With the exception of guide dogs for the handicapped, *pets are not permitted* in Marconi

Conference Center buildings and cannot remain on the property overnight. Dogs must be on a leash at all times.

◆ **ENJOY!**

We hope that between highly productive meetings you'll have some time to appreciate the rich human and natural history that surrounds us here. Please let us know if there is anything we can do to enhance your stay.



Marconi Conference Center's guestrooms overlook Tomales Bay

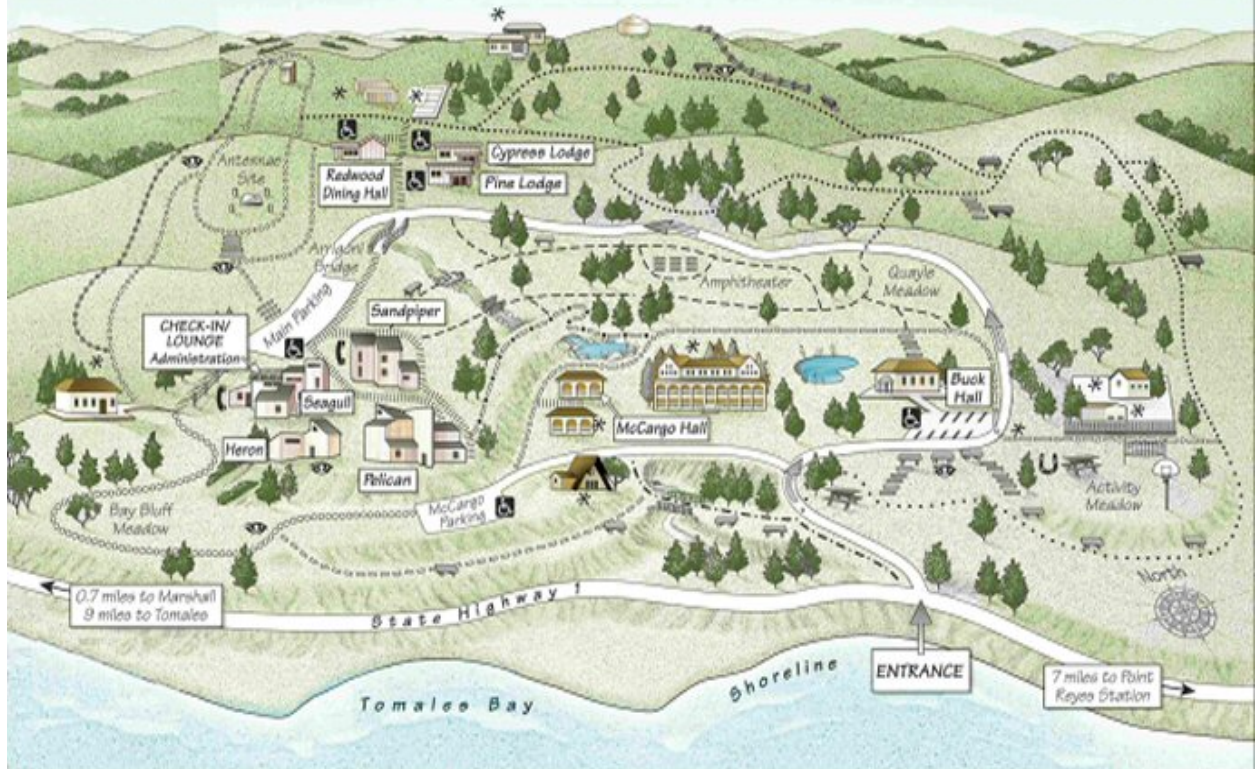
◆ **EMERGENCIES**

Between 11 p.m. and 7 a.m., the recorded message on (415) 663-9020 tells callers how to contact a guest or Marconi staff member in an emergency.

◆ **GUEST SERVICES**

In the front desk area we have games, reading material and a VCR with a selection of movie videos; volleyball, badminton and horseshoe equipment; ice, irons and ironing boards, all at

Marconi Conference Center



◆ **Marconi Conference Center**
 ◆ **GETTING TO MARCONI**
 (415) 663-9020



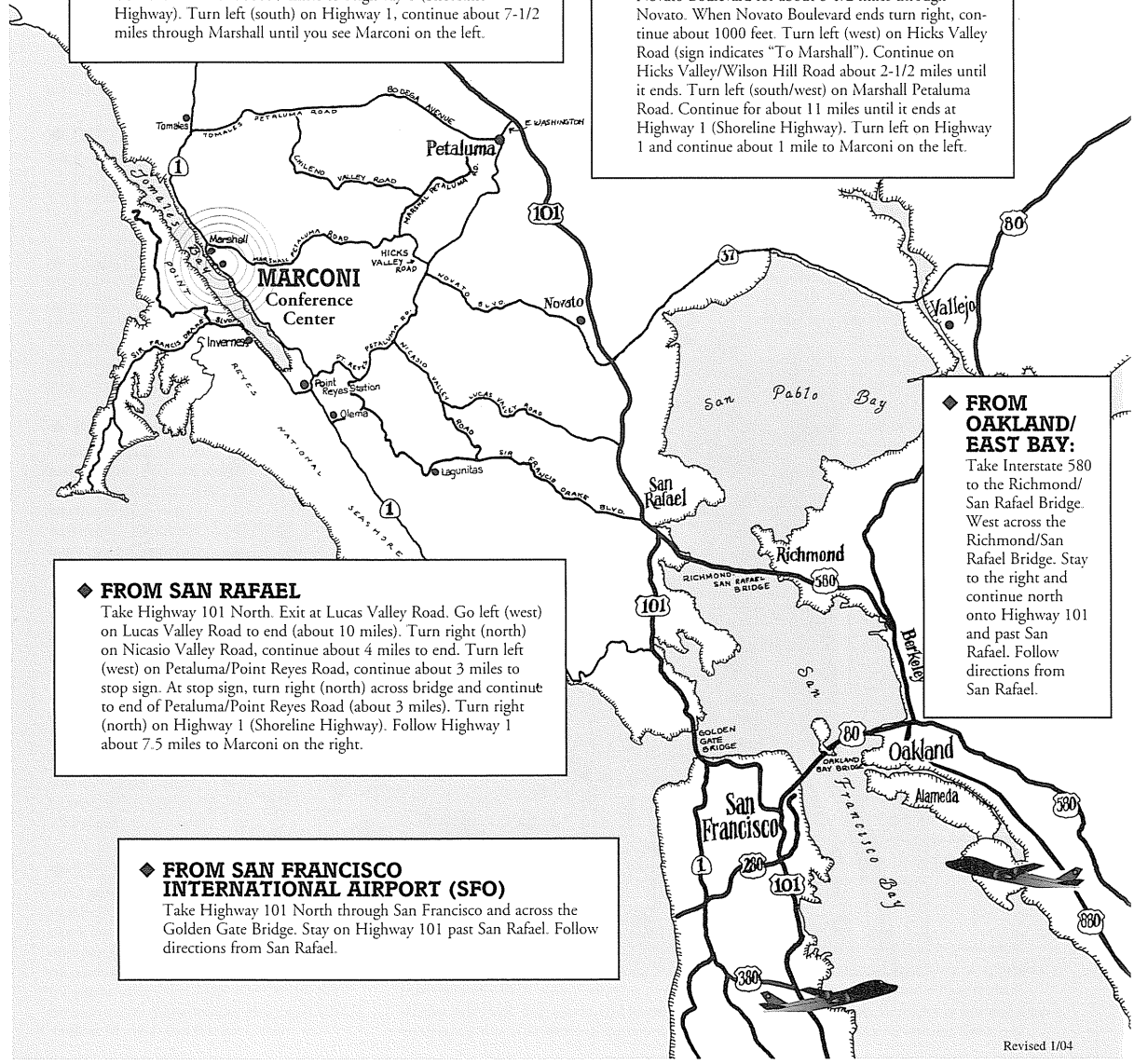
◆ **FROM SANTA ROSA**
 Highway 101 South to Petaluma. Exit at East Washington Street. Turn right (west) on Washington Street, continue about 1.5 miles. Washington Street becomes Bodega Avenue. Continue on Bodega Avenue for about 7 miles. At Coast Guard sign, turn left (west) on Petaluma/Tomas Road. Continue on Petaluma/Tomas Road for about 7 miles to Highway 1 (Shoreline Highway). Turn left (south) on Highway 1, continue about 7-1/2 miles through Marshall until you see Marconi on the left.

◆ **FROM SACRAMENTO**
 Take Interstate 80 West. Just before Vallejo, take Highway 37 west toward San Rafael. Continue west on Highway 37 over Highway 101 (stay to the right). Take South Novato Boulevard exit. Continue north on Novato Boulevard for about 8-1/2 miles through Novato. When Novato Boulevard ends turn right, continue about 1000 feet. Turn left (west) on Hicks Valley Road (sign indicates "To Marshall"). Continue on Hicks Valley/Wilson Hill Road about 2-1/2 miles until it ends. Turn left (south/west) on Marshall Petaluma Road. Continue for about 11 miles until it ends at Highway 1 (Shoreline Highway). Turn left on Highway 1 and continue about 1 mile to Marconi on the left.

◆ **FROM OAKLAND/EAST BAY:**
 Take Interstate 580 to the Richmond/San Rafael Bridge. West across the Richmond/San Rafael Bridge. Stay to the right and continue north onto Highway 101 and past San Rafael. Follow directions from San Rafael.

◆ **FROM SAN RAFAEL**
 Take Highway 101 North. Exit at Lucas Valley Road. Go left (west) on Lucas Valley Road to end (about 10 miles). Turn right (north) on Nicasio Valley Road, continue about 4 miles to end. Turn left (west) on Petaluma/Point Reyes Road, continue about 3 miles to stop sign. At stop sign, turn right (north) across bridge and continue to end of Petaluma/Point Reyes Road (about 3 miles). Turn right (north) on Highway 1 (Shoreline Highway). Follow Highway 1 about 7.5 miles to Marconi on the right.

◆ **FROM SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)**
 Take Highway 101 North through San Francisco and across the Golden Gate Bridge. Stay on Highway 101 past San Rafael. Follow directions from San Rafael.



Revised 1/04

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at Marconi Conference Center, the following list is provided:

- _____ 1. Reading recommendation: read and bring with you one book or article that you would recommend to other interpreters that relates to interpretation in general, or to any specific aspect of the resource you interpret.
- _____ 2. Your unit's mission statement: read your park unit's mission statement. Bring a copy with you to the training class on Tuesday, January 8.
- _____ 3. Arrange travel through your District Office.
- _____ 4. Remember to bring the following with you to training:
 - Basic Interpretation for Guides and Interpreters Group 10 program syllabus.
 - Your park unit's mission statement and your reading recommendation.
 - Foul weather gear (due to the possibility of rain during this time of year).
 - Uniforms are not required, wear appropriate business attire.
 - Reusable coffee cup, refillable water bottle, flashlight, notepads, pens, and pencils.

If you have any questions or need assistance, contact Program Coordinator Michael Green at (831) 649-7172 or Michael.Green@parks.ca.gov.

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Section in providing a return on the investment the Department has on training.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10
January 7-11, 2019

Monday

January 7

0800-0830	Introduction to Training	Skinner
0830-0930	The BIGI Picture	Green
0930-1030	Shared Interpretive Experiences	All
1030-1200	Tilden's Six (Especially #1) (BILS Module 1)	Green
1200-1300	Lunch	
1300-1500	Field Trip to Petaluma Adobe	Skinner
1500-1530	Discussion of Field Trip	All
1530-1700	Aiming for Excellence (BILS Modules 3 and 12)	Skinner

Tuesday

January 8

0800-1000	Technology in Interpretation (BILS Module 11)	Krey/Williford
1000-1200	Partnership with Public Education	Krey
1200-1300	Lunch	
1300-1500	Working with Volunteers and Co-ops	Rogowski/Young
1500-1700	Lessons Learned From the Performing Arts	McFarland/Borok
1900	NAI Reception (optional after dinner activity)	McFarland

Wednesday

January 9

0800-1000	Partnerships with Special Constituents	O'Brien/Bautista/ Dexter-Lee
1000-1200	Theme! (Module 5)	Green
1200-1300	Lunch	
1300-1500	All Visitors Welcome (BILS Module 6)	O'Brien
1500-1700	Living History Interpretation (BILS Module 6)	Weldon

Thursday

January 10

0800-1100	A Question of Accuracy	Cartter
1100-1200	Interpreting Controversial Topics	Cartter
1200-1300	Lunch	
1300-1700	Interpreting Museum Collections	Kastner

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10
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Friday

January 11

0800-0930	Program Planning (BILS Module 5)	Green
0930-1130	Effective Speaking/Storytelling	Green
1130-1200	Summary and Discussion	All

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

PROGRAM OUTLINE

<u>PROGRAM ADMINISTRATION</u>	1.5
Introduction to BIGI	
The "BIGI" Picture	
<u>PROGRAM PLANNING</u>	7.5
Popular Uses of History	
All Visitors Welcome	
Shared Experiences/Expectations	
Theme	
<u>INTERPRETIVE TRAINING</u>	15.5
Tilden's Six (Especially #1)	
Interpreting Museum Collections	
Interpreting Controversial Topics	
First Person Interpretation	
Lessons Learned from the Performing Arts	
Effective Speaking/Storytelling	
Technology in Interpretation	
<u>MECHANICS OF THE GUIDED TOUR</u>	4.5
Field Trip	
Field Trip Discussion	
<u>COMMUNITY OUTREACH</u>	5.0
Working with Volunteers and Cooperating Associations	
Partnership with Public Education	
Partnership with California Indians	
<u>EVALUATION</u>	2.0
Aiming for Excellence	
Summary	
TOTAL HOURS	36

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

OVERALL PURPOSE OF THE COURSE

Purpose: To provide Guides, Interpreters, or other interpretive classifications with a basic, solid foundation for planning, developing and conducting guided tours, talks, walks, and impromptu interpretation. The Basic Interpretation Learning System (BILS) will be used as a major training resource. Participants in the class will observe and discuss interpretive techniques presented by experienced field interpreters and trainers.

Program Objectives: By the close of the training session, participants will

1. Incorporate a basic set of skills, knowledge, and ideas for planning and conducting interpretive presentations into daily work assignments.
2. Practice interpretive methods and discuss their use in a wide variety of situations.
3. Implement the proper mechanics and crowd-control techniques when guiding groups.
4. Practice RAPPORT evaluation methods and utilize them in the field.
5. Articulate ways to strengthen partnerships with public education and volunteers.
6. Read selected sections of Modules 1, 3, 5, 6, 7, 10, and 12 in BILS.

INTRODUCTION TO BIGI AND SHARED EXPERIENCES

Purpose: Participants will meet one another and the program facilitators. The group will share expectations for the training program and introduce themselves by sharing interpretive experiences—either as participant or as presenter.

Performance Objectives: By the close of the training session, participants will

1. Share and record expectations with group members.
2. Review program content, procedures, and evaluation processes and discuss BILS.
3. Share and discuss interpretive experiences with the group.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

THE “BIG” PICTURE, INTERPRETATION PURPOSE AND VALUE

Purpose: To provide participants with an overview of interpretation in the Department and how it fits into the larger Mission Statement. Participants will understand the definition of interpretation, identify who does it and understand its value as a resource management tool.

Performance Objectives: By the close of the training session, participants will

1. Participate in a discussion on the role of interpretation in managing state parks and in the Department’s Mission Statement.
2. Create a definition of interpretation.
3. Discuss where, how, and by whom interpretation is practiced.

TILDEN’S SIX (Especially #1)

Purpose: To present an overview of Freeman Tilden’s Six Principles of Interpretation and emphasize his first principle—that which pertains to relevance. Tilden’s impact on the profession of interpretation—past and present—will be discussed. Participants will understand that relating to the visitor’s experience facilitates the connection between the park resources and potential supporters.

Performance Objectives: By the close of the training session, participants will

1. List and discuss Tilden’s six principles.
2. Verbalize why relevance to the visitor’s experience maximizes effective communication.
3. Share interpretive methods that relate to visitors and facilitate connections to park resources.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

FIELD TRIP AND DISCUSSION

Purpose: To provide an example tour of a cultural resource in order for participants to experience the place from a visitor's point of view. The tour will provide a benchmark for subsequent classroom discussions on tour techniques.

Performance Objectives: By the close of the training session, participants will

1. Take a tour of a park resource with a skilled field interpreter.
2. Review and discuss the tour using RAPPORT guidelines.
3. Evaluate tour techniques with the Guide and trainers after the tour.

AIMING FOR EXCELLENCE

Purpose: To familiarize participants with the Department's chief evaluation tool and highlight examples of the essential qualities and principles of interpretation using the evaluation forms.

Performance Objectives: By the close of the training session, participants will

1. Review the tour of Petaluma Adobe.
2. Articulate why evaluation is used in interpretation and discuss the importance of using Aiming for Excellence in the evaluation process.
3. Practice using the standard RAPPORT evaluation form (DPR 461).

THEME!

Purpose: To provide participants with theory behind thematic interpretation and demystify the process of creating themes and using themes that connect the audience to the resource.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

Performance Objectives: By the close of the training session, participants will

1. Identify themes and differentiate them from topics.
2. Play a theme identifying game.
3. Practice writing themes that pertain to their park unit.

INTERPRETING MUSEUM COLLECTIONS

Purpose: To give participants an introduction to interpreting museum collections including: identifying California's great collectors, their influences and motives; placing collectors and their collections in the context of their time and social conditions; discovering the story behind objects in a collection, and why we collect objects and create museums for them.

Performance Objectives: By the close of the training session, participants will

1. Discuss how collecting is a natural and universal human activity.
2. Discuss what motivates and influences collector's choices.
3. View examples of museum pieces; and discuss their importance. Consider how their stories can be shared with visitors.

INTERPRETING CONTROVERSIAL TOPICS

Purpose: To take into account the fact that historical subjects, places, and artifacts all contain elements of controversy and may be approached from many perspectives. Trainers will discuss the value of taking a sensitive and multi-perspectival approach when planning and presenting programs.

Performance Objectives: By the close of the training session, participants will

1. Discuss ways to articulate many of the broad patterns of California History and the controversies that are inherent to most park units.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

2. Discuss how every interpreter approaches their topic and audience with a set of assumptions and that working toward neutrality is often an ongoing challenge.
3. Engage in an activity during which resources are presented to the group and teams are asked to interpret one of several quintessential symbols of California. A discussion will be included.
4. Practice strategies for managing bias.
5. Practice effective ways of evaluating sources of information.

PARTNERSHIP WITH PUBLIC EDUCATION

Purpose: To provide participants with a basic understanding of our commitment to education in California. To discuss how partnerships with our education system using both traditional and technologically advanced methods of communication are creating an exciting future for parks.

Performance Objectives: By the close of the training session, participants will

1. Explain California's education system as it relates to State Parks.
2. Discuss how to find out what is important to schools, administrators, and teachers in both traditional and technologically advanced venues.
3. Discuss how to plan interpretive content that meets academic content standards.

THE ACCURACY QUESTION

Purpose: To provide participants with theoretical and practical knowledge of the importance of accurate information, how and why inaccurate information sometimes creeps into interpretive programs, and strategies to create a departmental and unit culture that values accuracy and a cornerstone of interpretive programming.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

Performance Objectives: By the close of this training session, participants will

1. List ways in which inaccurate information can permeate interpretive programs.
2. Participate in an activity and discussion that will help participants differentiate between “Truth” and “Perspective” in historical events.
3. Describe the importance of Accuracy in interpretation in terms of both the credibility of the interpreter and the expectations of the Department.

PARTNERSHIP WITH SPECIAL CONSTITUENTS

Purpose: The purpose of this section is to reinforce the importance of partnering with special constituents when interpreting resources. Not only is consultation with special constituents (California Indian groups, for example) in many instances mandated by the Department, but fostering strong, ongoing relationships with these groups can enrich park programs.

Performance Objectives: By the close of this training session, participants will

1. Review ways to verbalize the Department’s expectations regarding consultation with special constituents and local California Indian groups.
2. Create a list of ideas on how to create stronger partnerships with special constituents associated with their park.
3. Discuss the value of partnerships with these groups.

ALL VISITORS WELCOME (ADA)

Purpose: Instruct participants on State Parks’ desire and obligation to provide interpretive programs that are accessible and meaningful to all visitors regardless of disabilities.

Performance Objectives: By the close of this training session, participants will

1. Discuss the Americans with Disabilities Act of 1990 and its mandates.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

2. Adhere to California State Parks expectations regarding persons with disabilities' access to facilities and programs.
3. Access and utilize California State Parks DAM and DOM chapters regarding persons with disabilities' access.
4. Access and utilize the Departments' publication All Visitors Welcome: Accessibility in State Park Interpretive Programs and Facilities.
5. Participate in activities that will increase their sensitivities toward persons with disabilities.

TECHNOLOGY IN INTERPRETATION

Purpose: Technology is increasingly part of the human experience. Some visitors expect information to be presented through technology and utilizing technology can enhance the field of interpretation. Use of technology, however, requires special consideration and the purpose of this section is to help participants understand new and emergency technologies that have the potential to help create more effective interpretive programs and help evaluate when and how such technologies should be applied.

Performance Objectives: By the close of this training session, participants will

1. Discuss how technology is applied in various interpretive settings.
2. Verbalize how technology is changing the field of interpretation.
3. View and discuss examples of technology in interpretation.

LIVING HISTORY AND INTERPRETATION

Purpose: To learn how living history, in various forms, can help bring history to life and connect people to history and to discuss, critically, best practices and pitfalls of living history, as an interpretive tool.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

Performance Objectives: By the close of this training session, participants will

1. Identify the various forms of living history (first person, third person, reenactments, etc.)
2. Discuss the value of various living history formats.
3. Experience a First Person Living History characterization.
4. Recount why accuracy is important in period clothing, language and accent; and that attention should be paid to details when portraying characters from history.

WORKING WITH VOLUNTEERS AND COOPERATING ASSOCIATIONS

Purpose: To help participants understand the valuable role played by volunteers and cooperating associations in Parks, learn basic Department policy regarding volunteers; learn about how volunteers interact with staff through volunteer coordinators and how they are a vital part of an overall community outreach effort.

Performance Objectives: By the close of this training session, participants will

1. Verbalize the roles of volunteers and co-ops.
2. Conversant about the role of volunteers in Parks, historically and currently.
3. Review various programs and opportunities available for volunteers.
4. Verbalize how volunteers are recognized for their efforts.
5. Discuss the role of cooperating associations.

LESSONS LEARNED FROM THE PERFORMING ARTS

Purpose: To help participants understand how a command of techniques applied during artistic performances can enhance interpreter-led presentations.

BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 10

Performance Objectives: By the close of this training session, participants will

1. Demonstrate two physical and two vocal techniques to practice and prepare for public speaking.
2. Demonstrate one activity to sharpen mental preparedness to give presentations.
3. List at least one method to enhance each of the following;
 - a. vocal production and/or clarity
 - b. non-verbal emotional cues
 - c. take center stage/project authority

EFFECTIVE SPEAKING/STORYTELLING

Purpose: To provide participants with a variety of methods and techniques for effective storytelling in interpretation and determine the connection between effective public speaking and storytelling.

Performance Objectives: By the close of this training session, participants will

1. Discuss the origin and use of stories in our society and history.
2. Analyze story symbols and meanings for storytelling techniques as well as sources for stories.
3. Identify commonly used grammatical tools interpreters can use to enhance storytelling