

# Basic Interpretation for Guides and Interpreters

January 16-21, 2011

Training Syllabus



William Penn Mott Jr. Training Center



State of California

# Memorandum

**Date:** December 15, 2010

**To:** Supervisor

**From:** **Department of Parks and Recreation**  
William Penn Mott Jr. Training Center

**Subject:** Employee Attendance at Formal Training  
Basic Interpretation for Guides and Interpreters Group 5

An employee from your office will soon be attending the formal training program described in the attached. Please insure 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 and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

#### Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in 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.



Tina L. Williams  
Department Training Officer

Attachment

cc: Participant

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### ***Mission Statement Training Section***

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

### MOTT TRAINING CENTER STAFF

Tina L. Williams.....Department Training Officer  
Pat Bost ..... Office Manager || Chuck Combs..... | Training Specialist |
Dave Galanti .....	Training Specialist
Karyn Lombard.....	Training Specialist
Sara M. Skinner .....	Training Specialist
Matt Cardinet.....	Cadet Training Officer
Dan Kraft.....	Cadet Training Officer
Pamela Yaeger .....	Assistant Program Coordinator
Bill Spencer .....	Assistant Program Coordinator
Edith Alhambra.....	Assistant Program Coordinator
Eric Marks .....	Program Assistant
Rogers Williams .....	Program Assistant

## THE MISSION

*of the California Department of Parks and Recreation 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

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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 and, most recently, the Two Rivers Training Facility in Sacramento. 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:** 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 Specialist assigned to the course requesting to remove participants. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Specialist assigned to the course at least 72 hours 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 72 hours notice.

**The Training Center 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, Uniformed Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees should wear apparel normally worn on the job. Appropriate attire includes apparel suitable for casual 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 Specialist and has been assigned the responsibility for your training group. The staff member usually serves as a Course Leader as well as Coordinator. 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. Please 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 receiving or making cell phone calls during class time. Please limit those calls to your breaks.

Please remember that cell reception is poor at Marconi. There is a payphone 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 wi-fi access, which requires a pre-established account for a fee for use which cannot be charged to your room.

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. **COLLEGE CREDIT:** Most Training Section programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
15. **MPC STUDENT ID:** **If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required) and birthdate.**

- To obtain the number, logon at: <http://www.mpc.edu>
- In the column on the left side of the screen, click on Registration (WebReg).
- In the form that comes up and is titled: Have you applied for a BOG Fee Waiver, enter your Social Security Number in the box titled MPC/ID, and Enter your birthdate in the second box.
- Click on Login
- The system will then come back with your MPC Student Identifier (SID).

You can store your MPC ID number in your ETMS Profile for future reference.

**Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available by following the instructions.**

16. 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**

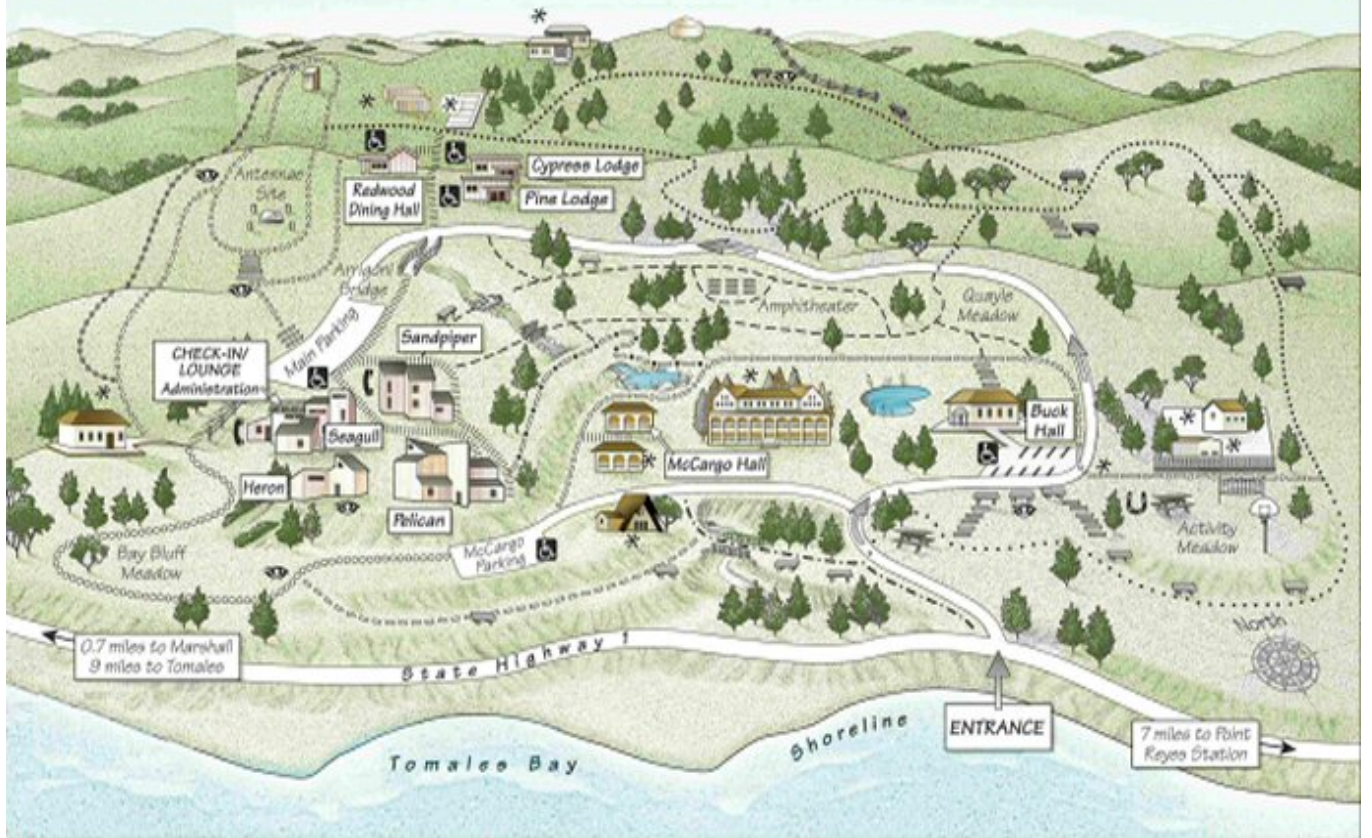
Between 11 p.m. and 7 a.m., the recorded message on (415) 663-9020 tells callers how to contact a guest or Marconi staff member in an emergency.

◆ **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**

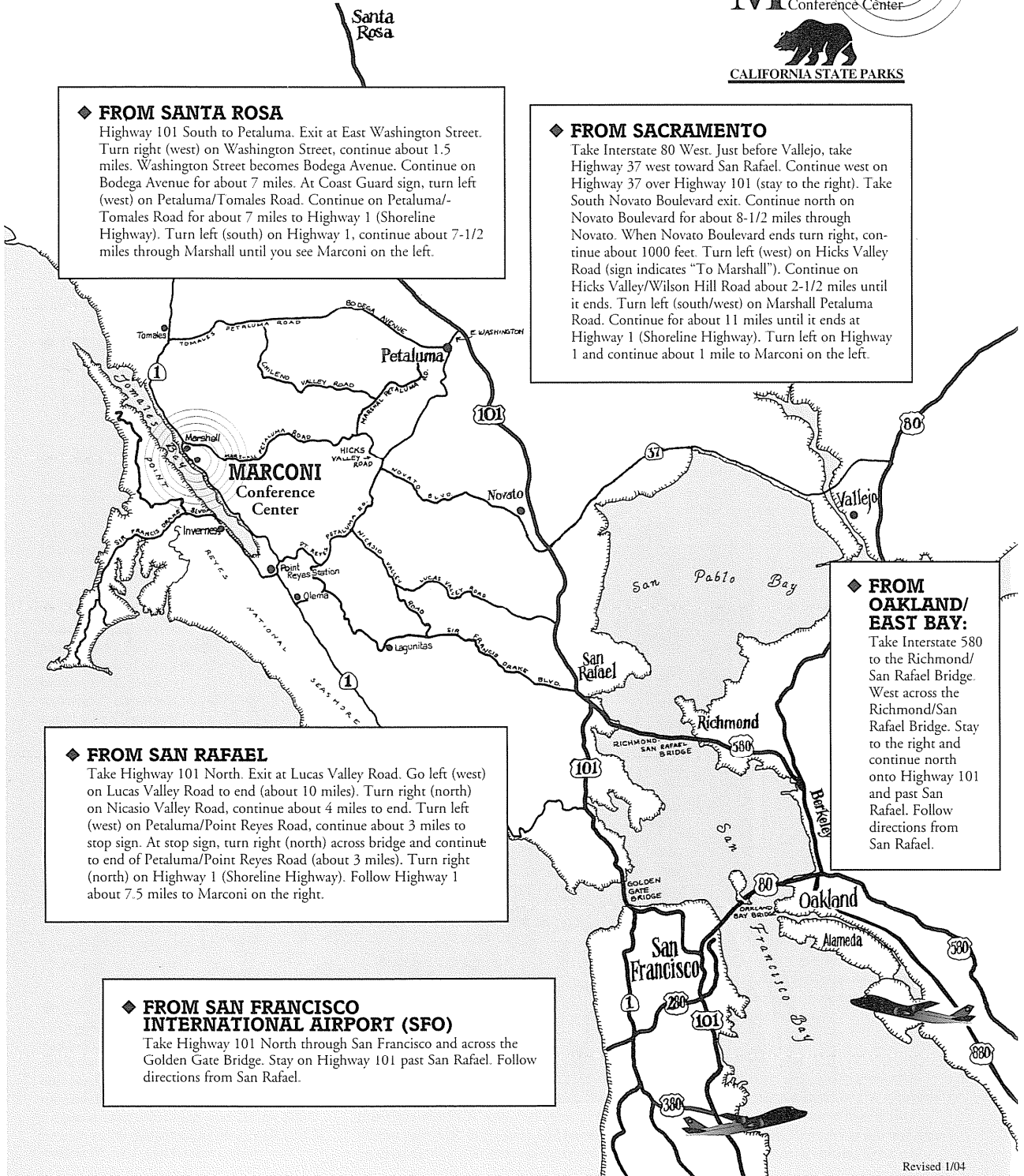


◆ **FROM SANTA ROSA**

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/Tomales Road. Continue on Petaluma/Tomales 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 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 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 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. Be ready to share it with the class at 0900, Monday, January 17, 2011.
- \_\_\_\_\_ 2. Your unit's mission statement: Read your park unit's mission statement. Bring a copy of it with you to the training class on Tuesday, January 18, 2011.
- \_\_\_\_\_ 3. Arrange travel through your District/Section Office.
- \_\_\_\_\_ 4. Remember to bring the following with you to training:
  - Program syllabus.
  - Foul weather gear (due to the possibility of rain during this time of year).
  - Uniforms are not required – please wear suitable office attire.
  - Coffee cup, pencils, pens, alarm clock.
  - Your park unit's mission statement and your reading recommendation.

If you have any questions or need assistance, contact the Program Facilitators Ty Smith at (916) 997-7468 [tysmith@parks.ca.gov](mailto:tysmith@parks.ca.gov) or Michael Green at (831) 649-7172 [mgree@parks.ca.gov](mailto:mgree@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. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

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 Center in providing a return on the investment the Department has on training.

**BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 5**  
**January 16-21, 2011**

**Sunday**

**January 16**

1500- REGISTRATION: *Check in at the Marconi Administration Building.* All

**Monday**

**January 17**

0800-0830 Introduction to Marconi Conference Center/MPC Registration Skinner  
 0830-0930 The BIGI Picture Smith/Green  
 0930-1030 Shared Interpretive Experiences All  
 1030-1200 Tilden's Six (Especially #1) (BILS Module 1) Smith  
 1200-1300 Lunch  
 1300-1700 Field Trip to Petaluma Adobe State Historic Park Staff

**Tuesday**

**January 18**

0800-0830 Discussion of Field Trip All  
 0830-1000 Aiming for Excellence (BILS Modules 3 and 12) Skinner  
 1000-1200 Program Planning/Theme! (BILS Module 5) Green  
 1200-1300 Lunch  
 1300-1500 Theme! (continued) Green  
 1500-1700 Partnership with California Indians Lindahl and TBA

**Wednesday**

**January 19**

0800-1200 Interpreting Museum Collections Kastner  
 1200-1300 Lunch  
 1300-1400 Working with Volunteers and Co-ops Cowan/Mott  
 1400-1530 Technology in Interpretation (BILS Module 11) Consolini  
 1530-1700 Living History Interpretation Panel (BILS Module 6) Beery/Joy/Lopez  
 1930-2030 Optional 1<sup>st</sup> Person Presentation Gordon

**Thursday**

**January 20**

0800-0900 Popular Uses of History: Moving Towards Tilden's #1 Smith/Carter  
 0900-1200 Interpreting Controversial Topics Smith/Carter  
 1200-1300 Lunch  
 1300-1700 Effective Speaking/Storytelling Green

**BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS GROUP 5**  
**January 16-21, 2011**

**Friday**

**January 21**

0800-1000 Partnership with Public Education  
1000-1130 ADA (BILS Module 6)  
1130-1200 Wrap-up and Discussion

von Herrmann  
TBA  
All

**BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS**

**36 HOURS**

**PROGRAM OUTLINE**

<b><u>PROGRAM ADMINISTRATION</u></b> .....	<b>1.5</b>
Introduction to BIGI .....	
The “BIGI” Picture .....	
<b><u>PROGRAM PLANNING</u></b> .....	<b>7.5</b>
Popular Uses of History.....	
ADA.....	
Shared Experiences/Expectations .....	
Theme .....	
<b><u>INTERPRETIVE TRAINING</u></b> .....	<b>15.5</b>
Tilden’s Six (Especially #1) .....	
Interpreting Museum Collections.....	
Interpreting Controversial Topics .....	
Living History Interpretation.....	
Effective Speaking/Storytelling.....	
Technology in Interpretation.....	
<b><u>MECHANICS OF THE GUIDED TOUR</u></b> .....	<b>4.5</b>
Field Trip .....	
Field Trip Discussion .....	
<b><u>COMMUNITY OUTREACH</u></b> .....	<b>5.0</b>
Working with Volunteers and Cooperating Associations .....	
Partnership with Public Education.....	
Partnership with California Indians.....	
<b><u>EVALUATION</u></b> .....	<b>2.0</b>
Aiming for Excellence	
Wrap-up .....	
<b>TOTAL HOURS</b> .....	<b>36</b>

## **BASIC INTERPRETATION FOR GUIDES AND INTERPRETERS**

### **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 be able to use 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. Program content will be reviewed and registration for Monterey Peninsula College completed.

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

1. Complete Monterey Peninsula College registration materials.
2. Compare and record expectations with group members.
3. Review program content, procedures, and evaluation processes and discuss BILS.
4. Adhere to all Training Center Guidelines.
5. Share and discuss interpretive experiences with the group.



## **THE “BIGI” PICTURE**

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 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. Illustrate why relevance to the visitor’s experience maximizes effective communication.
3. Discuss interpretive methods that relate to visitors and facilitate connections to park resources.

## **FIELD TRIP AND FOLLOW UP DISCUSSION**

Purpose: To provide an example tour of a State Park 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 State Historic Park.
2. Define 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 de-mystify the process of creating themes and using themes that connects the audience to the resource.

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 considerate approach when planning and presenting programs.

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

1. Identify the broad patterns of California history and the controversies that are inherent to most park units.
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. Discuss 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. Review methods for planning interpretive content that meets academic content standards.

## **POPULAR USES OF HISTORY**

Purpose: To provide participants with theoretical and practical knowledge of the function of historical information in interpretation and consider ways to communicate history within the framework of today's society.

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

1. Discuss when to use historical comparisons and determine their effect in an interpretive program.
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.

## **PARTNERSHIP WITH CALIFORNIA INDIANS**

Purpose: Each of the 278 California State Parks resides on the ancestral homelands of the numerous California Indian tribes. Since time immemorial, California's first people have occupied these lands and evidence of their existence can be seen in archeological remains, built structures, and even the landscapes located within California state parks. While we tend to refer to California Indians and their associations with California State Parks in the past tense, these California Indians still exist. Often parks represent important and even sacred spaces to modern California Indians. At the same time, park interpreters often incorporate tribal stories, or cultural traditions into their programs, without consulting such groups as to the appropriateness of such activities. The purpose of this section is to reinforce the importance of partnering with local California Indian peoples. Not only is consultation with California Indian groups in many instances mandated by the Department, but fostering strong, ongoing relationships with local California Indian groups can increase the richness and authenticity of 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 local California Indian groups.
2. Create a list of ideas on how to create stronger partnerships with California Indian groups associated with their park.
3. Discuss the value of partnerships with California Indian 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.
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 Department's 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: Inform participants of how computers, internet, and breakthroughs in holograms and film enhance the field of interpretation.

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 INTERPRETATION**

Purpose: To learn how living history interpretation brings history to life and connects people to their past when the interpreter strives for authenticity, accuracy, and involves the audience.

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

1. Join a panel of discussion on approaches to living history presentations.
2. Discuss the value of using various types of living history approaches.

3. Evaluate when to choose “generic” characters vs. actual historic persons.
4. Discuss the successes and pitfalls of living history programs.

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

### **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. Receive a resource list for storytelling techniques as well as sources for stories.
2. Practice public speaking techniques.
3. Discuss the origin and use of stories in our society and history.
4. Give a short presentation using techniques described in class.