TRAINING

Communication pipeline on staff
(top → bottom and bottom → top)

Scheduling training—what do you do for shared resources

L) what if everyone can't come

Don't create information overload

Mentorship Program

Generational communication/tech a requirement @ recruitment

Pay structure
Frustrations

- Unwilling to change / compromise
- Training costs / money
- Volunteer aspect
- Time

- When training & recruitment don't overlap
- Falling on shoulders of 1/1st. staff to train

- Emotional labor to advocate for resources
- Difficult to coach / inst. knowledge
- Accountability / Evaluation

"Tradition"
RESOURCES
- Scheduling Software (Deputy; Sling w/ messaging; Humanity)
- Perks Incentive Program
- Historic New England/Local org. w/ resources
- Pearl S. Buck International (HAM)
- VIP - National Park Service
- Shadow successful trainings
- Museum Education Roundtable
- Initial a daily memo
- Bring in experts: Include various levels staff (1/4 year)
- Visitor expectations should line up with staff experience
- Flashback Pro (record presentations & reuse)
- Make meetings engaging: Check-in; discuss use articles for discussion
- structured daily meeting - facilitated conversation
- Plan training far in advance - make it mandatory
RECRUITMENT

WHERE TO RECRUIT PER "SEASON"
NIMBLE TO BE PREPARED
WHERE'S THE PIPELINE
PAY

SPECIALIZED RECRUITMENT - EXPERTISE/
CAST WIDE NET

MISUNDERSTANDING OF "SKILL"
DECREASING VISIBILITY ON SITE/FLEXIBILITY
TURNOVER
MULTIPLE SITES
CROSS FUNCTIONAL SKILLS
FRUSTRATIONS CHALLENGES

LOCATION
COST OF LIVING
DIMINISHED EXPECTATIONS

SOLUTIONS:
REVERSE MODEL
DELINERATE ROLES VOL VS PAID

GROUP MTG - DISCUSS CHALLENGES - CROSS DEPT
RESOURCES

PARTNERSHIPS

RECRUIT TEACHERS FOR SUMMER SEASON

EMP REFERRAL PROGRAM
INSTITUTIONAL SUPPORT

Inclusion / collaboration among groups

Happy → productivity

How to show we value staff

Parties Recognition PD/Shadowing

-Verbal

Giving people a voice / decision-making

Benefits, discounts, PTO, flex hours
Treats, Thank-you Notes
Swag
“Wellness Wednesdays”

Retention - Re-sign-on bonus

Adjust job description
Living wage
Financial growth model - predictability
Recognize anniversaries - shared
Plan for advancement

Professional Development

Conferences Visiting trainers - scheduling for all
Webinars Video taping
Specialized needs for PD

Emotional Support HR Self-care Breakspace
Frustrations

Buy-in across the org. Museum wide.
- Keep orientation info fresh
  - change is hard
  - ongoing training

Budget
- "Privilege" to work in a museum
Scheduling & pay tensions
People are expendable/replaceable
Titles
RESOURCES

NEMA website + lunch webinars

Museums 2.0
Of/By/For all

Inclusive Historian Handbook

SHRM