

Module Title: Museum Employees New Hire Guide

1.1

Welcome to the museum employee's new hire guide. In this course, you will learn best practices working in a museum. If you need details about how to navigate through this course, click the navigation button. If you are ready to begin, click the start button.

1.2

Hello and welcome to our museum! We are so excited to have you join our team! Please enter your name below to generate your name badge for our training. Click Submit when you are done.

1.2a

Thanks- it is great to meet you! You will get your permanent name badge soon and will wear this everyday. Let's get started to learn more about our expectations and best practices for success! Click the continue button to move on.

1.3

On the left side of the screen is the menu where you can see your progress in the course. On the bottom left is the play and pause button. Adjust the seekbar at any time to review a portion of the slide. To the far right is the next button to continue on with the course. To the left of that is the previous button to return to a previous slide. You can also adjust the volume with this button. And if you want to replay a slide click this button. Click next to continue with the course.

1.4

In this course, you will learn how to recognize appropriate general work protocols. Identify strong communication through effective public speaking and interpersonal skills and distinguish key safety and security measures.

Click the Next button to continue.

1.5

Some important expectations and responsibilities for every employee are preparing for physical demands, practicing proper hygiene and wearing appropriate attire.

Click each tab to learn more. Click next when you are finished.

1.6

Three physical demands are standing, walking and attention.

Click each button to learn more. Click Next when you are ready to continue.

1.6a

Please have supportive shoes so you will feel comfortable standing for long stretches of time, as needed.

1.6b

Rest your feet when you can as you will also be walking a lot.

1.6c

Being focused and attentive at all times in very calm settings and or crowded environments is imperative. Always be on the lookout and aware of anything suspicious or concerning.

Click Next when you are ready to continue.

1.7

Proper hygiene is essential when working with the public. Click each image to learn more.

1.7a

Hand washing is essential to keep germs away. Employees are expected to wash their hands throughout the day. After wetting your hands and applying soap, lather your hands for at least 20 seconds, then rinse thoroughly under warm water.

Click the X to continue.

1.7b

If you can't access a sink to wash your hands properly, use hand sanitizer instead. Sanitizers can eliminate germs, but they shouldn't be used in place of washing your hands.

Click the X to continue.

1.7c

Although they are not required every day, masks should be worn if you feel unwell while at work until you are certain you are not contagious. Be considerate of other people and use your elbow when you need to cough or sneeze to limit the spread of germs as much as possible.

Click the X when you are finished.

1.8

It is required to present yourself in a professional manner. Click each numbered button to read more. Click next when you are ready to continue.

1.8a

Closed-toe footwear, such as Oxfords or loafers should be worn along with classic heels no higher than two inches.

1.8b

Button-down shirts or blouses, in shades like white or cream or light gray, and a dark blazer, are acceptable.

1.8c

Dark-colored skirts or pants in black, gray, or navy are required.

1.9

Before we continue, let's check to see what you have learned about good hygiene practices.

Select all that apply.

Click Submit when you are ready to continue.

1.9a

Great job! Wash your hands, cover your cough and if you are feeling uncertain, wear a mask until your shift is over. This will ensure we are doing our best to minimize the spread of germs. Click the continue button to move on.

1.9b

The correct answers are shown here. Please take a minute to review them then click continue to move on.

1.9c

Not quite- please go back and try again. Click the button below.

1.10

Public speaking and interpersonal skills are an inherent part your daily work at the museum. It's important that you are able to not only speak confidently with our visitors, but be informative, patient, and personable and to attend to their needs easily in a positive manner.

What would be the best way to handle this situation?

A family of visitors comes into the museum and they are confused about the layout and how to get started with their young kids.

Choose the response that feels best.

1.10a

Close! While you do want to direct them to use the map and signage to understand the layout, please be sure to show more details and explain the specific directions for where they want to go

1.10b

YES! It is great to ask them more questions to know exactly what they are looking for and then you can share specific details. They will understand how to get to the exhibits more easily and also how to use the map for other areas they may want to see.

Click Next to continue.

1.10c

Try again. It is important to be positive, patient and attentive. Do not put off visitors for other work and actively listen to their concerns and needs.

1.11

Successfully interacting and communicating with others requires utilizing strong interpersonal skills.

1.11a

Using a clear, loud voice and projecting it confidently when speaking to visitors will show them active listening and that you truly want to help.

1.11b

Be mindful of your audience: who are they: a child or group of children, an elderly couple or perhaps visitors from another country? Do they speak English? Be ready to adjust your tone, vocabulary and speed of speech depending on your visitors.

1.11c

It is always important to make direct eye contact when speaking with others in a public service setting like a museum. This will ensure you are focused, providing relevant help, respectful and understanding their needs.

Click Next to continue.

1.12

Safety and security are important 100% of the time but situations and incidents do happen. Let's learn to distinguish different safety and security issues and mitigate them quickly. Please be aware of the following:

1.12a

Potential hazards to be aware of are:

- wet floors
- wrinkled carpet
- shallow stairs

1.12b

Crowd concerns to look out for are:

- blocked walkway
- disorderly conduct
- too many people

1.12c

And security issues that must be addressed are:

- open windows
- doors left open
- obstructed camera

1.13

Let's practice what we have learned about the different types of safety and security concerns.

Drag each safety issue tile to the correct category to practice understanding the differences. Click Submit when you are finished.

1.13a

Great! You are correct and already have an intuitive sense of how to keep yourself and our visitors safe during their visit. Click continue when you are ready to move on.

1.13b

Not quite, but the correct answers are shown here. Take a moment to review them and click Continue when you are finished.

1.13c

Try again- you'll understand more by seeing the incorrect tiles. Click Try Again to re-sort them.

1.14

It is everyone's responsibility to distinguish when there is an emergency situation and how to implement a proper response plan.

Click each tab to learn more. Click next when you are finished.

1.14a

Conducting regular drills is essential to prepare everyone for potential emergencies. The following drills will be practiced on a rotating schedule:

Fire Drills

Evacuation Drills

Shelter in Place

Medical Emergency Drills

Security Drills

Communication Drills

1.14b

You are expected to know the process and rules for evacuation and lead visitors to the appropriate assembly area. Also, implement an alternate route as needed. Keep in mind the following:

Stop all activities immediately and assess the area.

Follow exit signs and avoid hazardous areas as you leave.

Meet in the designated assembly area- do NOT reenter the building or return home.

Do not reach out to family and friends or post on social media.

1.14c

Devices should be fully charged and on at all times, but only used in emergencies. Speed dial numbers and emergency contacts should be set and saved and know who your first and second contacts are.

Click Next to continue.

1.15

Now it is time to take a quiz to test your knowledge and understanding of the content in this course. There will be 5 questions. You will need a score of 80% to pass but you can retake the quiz as many times as needed. There is no time limit during the quiz. You may click submit in the lower right to submit your answers. Click next to begin. Good luck!

1.21a

Thank you for taking the quiz. You passed! If you would like to review the quiz, click the Review button. If you are satisfied and ready to move on, click the Continue button.

1.21b

Thank you for taking the quiz. Unfortunately, you did not pass. You can review your results by clicking on the Review button. When you are ready to try again, click the Retry Quiz to retake the quiz.

1.22

In this course, you have been able to learn more about how to

Recognize appropriate general work protocols.

Identify strong communication through effective public speaking and interpersonal skills and distinguish key safety and security measures.

When you are ready, click the next button to complete the course.

1.23

Great work! You have earned a certificate for successfully completing this course!

Click next to exit the course.

1.24

Congratulations and thank you for taking this course for new museum employees.

Click the exit course button to record your results and exit the course.