

Program Development Template

PROGRAM NAME: Volunteer Interpreter Training for Primates	DEVELOPMENT START DATE: 6/10/2022
DEVELOPER(S): Kelsey, Bekah (mentor)	LAST REVISED DATE:
PROGRAM TYPE: Volunteer Training	DEPARTMENT: VSI
AUDIENCE (FROM PCS):	DURATION OF PROGRAM: on-going

MEGACONCEPT: Professional Development	CONCEPT: Audience Engagement
GUIDING QUESTION: How can you (volunteer) make an interaction relevant to your audience (in Primate Spaces)?	

INTENDED OUTCOMES		
FEEL (Changes in attitudes, interest, feelings or beliefs)	LEARN (Changes in knowledge or comprehension)	ACT (Changes in individual behaviors)
<p>As a result of the program, our audience will develop or strengthen their...</p> <p>F1. Confidence in their ability to perform their role as a Primates interpretive volunteer</p> <p>F2. Own curiosity and connection to Como's Primates</p> <p>F3. Belief that they play an important role in the visitor experience with Como's Primates</p>	<p>As a result of the program, our audience will know/comprehend...</p> <p>L1. Expectations of being an interpretive volunteer</p> <p>L2. The MAP interpretive technique, and how to use it with Primates and within their exhibits</p> <p>L3. The most impactful facts, stories and events related to Primates and within their exhibits</p> <p>L4. The layout/components of Como's Primates exhibits</p> <p>L5. How Como meets the needs of the primates and provides excellent animal welfare</p> <p>L6. Empathy strategies and how to use them to help visitors understand an animal's unique experience</p>	<p>As a result of the program (training), our audience (volunteers) will...</p> <p>A1. Use the knowledge, empathic, interpretive techniques learned in the training to enhance visitors' curiosity and connection to Como's Primates</p> <p>A2. Use the knowledge and interpretive techniques learned in the training to encourage visitors to be present in the primate spaces</p> <p>A3. Consistently facilitate meaningful visitor interactions and experiences</p>

PROGRAM EXPERIENCE:

What PEG approaches might help you target your outcomes in an Engaging, Active, and Como-Aligned way?

ENGAGING:	ACTIVE:	COMO-ALIGNED:
Varied Intentional	Intellectual Learner-Centered	Meaningful Connections Empathy for Wildlife

BRAINSTORM: What could you do or say in the program to target these approaches?**Varied**

Different mediums – photos, text, timelines

Targeting different learning styles

Intentional

Use planned questions and transitions – ask questions about how confident they feel – or other feels

Circle back to the visitor outcomes – understand their role

Model and name specific skills – MAP, Empathy – roleplaying interactions, props

Expectations of the first shift – maybe its shaky, but that’s okay!

Intellectual

Primate adaptations and behaviors

Props and what they are

History of Primates at Como – zoo exhibits

Organizations that Como partners with

Empathy tools & Interpretation strategies - best practices

Learner-centered

Learn at their own pace

Create space for reflection – hands-on learning, drawing, journaling, etc.

Encouraging participants to use their imagination and be creative

Meaningful connections

Including the most relevant information – stories, WOW facts

Highlight and include visits of Como experts

Include behind-the-scenes views

Video tours of the spaces

Prop page – photos of props, “click to learn more!” each prop has different short interpretive message; additional roleplaying video of prop interpretation with a visitor

Empathy for Wildlife

Highlight animals as individuals – using names, pronouns

Why zoos matter – meeting animal needs and how keepers meet their needs

Empathy language and actions

Supporting Como supports conservation – organizations that Como partners with

What animals do vs. what people do – enlightened anthropomorphism (<- is this necessary?)

** how to build VOLUNTEER empathy for these animals

-Each animal having their own profile – like a Facebook page? Likes/dislikes, personality traits, cute video of the animal, etc.

-Narrate behaviors of animals to better understand them – maybe show videos / photos of animal Ask an open-ended question, – what do you think they are doing? What are they really doing?