changes

Time (reflective practice)

Playwork (changing our model)

Trust (engagement)
Wobbleland, Marisol Rendón, 2013
exhibition floor staff = members of the exhibitions team
exhibitions team

Diana
Sr. Exhibitions Coordinator (FT)

Megan
Sr. Exhibitions Manager (FT)

Matt
Design/Fabrication Coordinator (FT)

Jaclyn
Playworker (PT)

Amel
Playworker (PT)

Abbey
Playworker (PT)

Arthur
Sr. Playworker (FT)

Stephanie
Playworker (PT)

Jill
Sr Playworker (FT)

Angelica
Playworker (PT)

Gabby
Playworker (PT)

Hannah
Sr Playworker (FT)

* Every staff member (PT and FT) gets a headshot and email address when they start work at the Museum
what if...

teaching museum?
efficiency-based

- cleaning
- restocking
- line monitoring
- providing info
- acting busy

value-based

- nimble
- connecting
- chatting
- responding
- being present
Our mission: The New Children’s Museum is a new model of children’s museum whose mission is to stimulate imagination, creativity and critical thinking in children and families through inventive and engaging experiences with contemporary art.
Imaginative, creative floor staff who are great at critical thinking
PLAYWORK
playwork

Missing Links, Felipe Dulzaides (2011)
Playwork is the work of creating and maintaining spaces for children to play.

Playworkers help remove barriers to children’s play.
Provide information about the current exhibition and offer suggestions for engagement to our visitors;

Support the play process, modeling creative and respectful ways to interact with children in the ways children choose to play.
job descriptions

2012

WHAT

2019

WHY
“unconditional positive regard”
(Carl Rogers)

The Wonder Sound, Wes Sam-Bruce (2016)
**Proposition:** Let floor staff switch positions whenever they want to switch positions.

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Hazards</th>
<th>Risks</th>
<th>Safety measures measures</th>
<th>Further action</th>
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<tbody>
<tr>
<td>PWs can respond flexibly to visitor needs</td>
<td>What if a visitor has a medical emergency and no one was there to help on that floor?</td>
<td>“I could get in trouble with my boss if something goes wrong.”</td>
<td>Knowledge of individual team member’s characters</td>
<td>Continue checking in during daily reflection sessions—do we need to adjust?</td>
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<tr>
<td>PWs feel trusted</td>
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<td>Constant radio contact among team</td>
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<td>PWs can care for each other</td>
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<td>Group decides on ground rules</td>
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<td>Frees up scheduling time for Coordinator</td>
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onboarding

Learner can do without support

Learner can do with support

Learner cannot yet do
observing
talking

still tending
debrie v s huddle

“Emotional Labor”
Any intentions for today?

Arthur- go w/the flow

Angelica- conserve energy

Jill- embody a fraction of Cody’s [a fellow team member] energy

Gabby- enjoy feeling less stressed

Hannah- find joy in the day
Hannah talked to Anita, mother of Ryan... Ryan has fetal alcohol syndrome. He has a hard time getting along with other kids because he bites.

Bringing Ryan into public is hard. He’s been kicked out of 2 schools and now Anita home schools him. He’s improved but still...

Anita has a full complicated life we were never aware of.
1:1 Meetings
- Monthly with Exhibitions Coordinator
- Quarterly with Exhibitions Manager

Group Meetings
- Daily 20-30 minute team huddles
- Biweekly Exhibitions team meetings

Unscheduled check-ins
risk-taking

The Wonder Sound, Wes Sam-Bruce (2016)
TOTAL VISITORS IN 2012
143,295

TOTAL VISITORS IN 2018
270,656
What can we do better?

Better work life AND a living wage