

## Greet your guests

Say “hello,” make eye contact, and smile. People will come over if you look welcoming, available, and friendly.

## Encourage exploration

As much as possible, let your guests do the hands-on parts of the activity. Provide positive feedback and assistance when people need it, but let them experiment and learn for themselves.

## Be a good listener

Help guests observe and think about the activity. Try to use questions that have more than one answer. Be interested in what your guests tell you, and let their curiosity and responses drive your conversation forward.

## Share what you know

Use clear, simple language. Focus on one main idea—you don’t need to explain everything at once! Keep the information basic for starters, and share more with interested learners.

If you have expertise in synthetic biology, be sure to share that with visitors. Try to relate your research or experience to the activity at hand, the conversation, or things visitors may have learned about through the media or in other parts of the museum.

## Use examples from everyday life

Familiar examples can help explain abstract concepts. Be aware of different abilities, keeping in mind that children do not have the same skills or vocabulary as adults.

## Offer positive responses

If people haven’t quite grasped a concept, you might say, “That’s a good guess,” or “Very close. Any other ideas?” Never say “No” or “Wrong.” You can offer hints or suggestions for things to think about.

## Share accurate information

If you aren’t sure about something, it’s okay to say, “I don’t know. That’s a great question!” Suggest ways that guests can learn more by trying another activity or looking up information at the library or online.

## Remain positive

Maintain an inviting facial expression, positive tone, and open body language throughout the interaction.

## Thank your guests

As your interaction ends, suggest other activities that you think your guests might enjoy.

## Have fun!

A positive experience will encourage learning.

## Related educational resources

The NISE Network website ([www.nisenet.org](http://www.nisenet.org)) contains additional training resources to help scientists and educators have conversations with museum visitors about the relationship between technology and society:

[http://www.nisenet.org/catalog/tools\\_guides/nano\\_society\\_training\\_materials](http://www.nisenet.org/catalog/tools_guides/nano_society_training_materials)

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This resource is adapted from Tips for Engaging Visitors, created by the Sciencenter in Ithaca, NY for the NISE Network.



This resource is distributed through the Multi-Site Public Engagement with Science—Synthetic Biology project, supported by the National Science Foundation under Award Number 1421179. Any opinions, findings, and conclusions or recommendations expressed in this program are those of the authors and do not necessarily reflect the views of the Foundation.