

Meeting and talking with your visitors will be one of the most rewarding parts of your event or experience for you and your visitors. Here are some simple ideas to start and to close your conversations and interactions with visitors.

GOOD WAYS TO START A CONVERSATION

Smile and say hello.

Introduce yourself and what you do.

Invite people to take part in an activity by using questions such as:

- Have you seen ... ?
- Would you like to try/hold/see ... ?

Try and find out a little about your visitors' interests or level of knowledge to help you to tailor their experience. Ask questions such as:

- Have you ever heard about ... ?
- Are you interested in ... ?

Keep your conversations flowing by asking questions which allow people to share their ideas and opinions, such as:

- What do you think about ... ?
- How could you use this ... ?

Be friendly, approachable and enthusiastic.



GOOD WAYS TO END A CONVERSATION

Thank people for their interest and time.

Introduce visitors to another activity or encourage them to find out more by making a link:

- You might be interested in having a closer look at ...
- You can find out more about this on our website/in this brochure

Give visitors ideas to extend and continue their experience:

- Thank you for taking part – next time you are walking to school look out for ...
- You have been working scientifically using problem-solving skills, observation, etc

If your time with a visitor is limited because your event is very busy, you can apologise for interrupting the conversation and politely explain that you need to talk to other waiting visitors.

TRY TO AVOID...

Don't do all the talking – make sure your interaction is two-way and allows visitors to ask questions and to share their ideas and opinions.

Avoid talking to visitors for too long. Look out for signs that they have disengaged. Indicators that people are ready to move will include them looking around the room, reaching for their phone, getting fidgety or looking at their watch.

Avoid talking from a script or telling people everything you have prepared or want them to know.

Don't make people wait for a long time to talk to you.

RUNNING A DEMONSTRATION OR A LARGER GROUP ACTIVITY

Simple demonstrations can be very effective and can help you communicate with a larger group of people. Here are some top tips for running a simple demonstration...

Welcome the group, and introduce yourself.

Have a clear beginning and end.

Plan what to say using this simple format:

- Tell them what you are going to tell them (tell people what will happen)
- Tell them (run the activity/demonstration)
- Tell them what you told them (recap what happened)

Use volunteers as much as you can. Ask for their names and thank them for their help. Highlight and reward any skills and knowledge that they have used to make them feel positive about their experience.

Involve the whole audience by asking them questions or invite them to vote/share their ideas. You can also encourage them to applaud or cheer (where appropriate).

**ABOVE ALL, ENJOY YOUR TIME WITH YOUR VISITORS,
AS THEY WILL BE EXCITED AND INTERESTED TO MEET YOU.**