



Isaiah Davenport House Volunteer Newsletter

February 2013

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The President of the United States has issued a proclamation, authorizing the sale of lands at May next, at Tallahassee, in Florida. Tallahassee is the site selected for the permanent Seat of Government for the Territory. The tract of country lands adjacent to it, which is that proclaimed for sale, embraces the greatest body of rich lands in Florida. These lands are well watered, interspersed with limestone, and, form one of the most healthful sections of that country. That, however, which gives them their greatest value, is their peculiar adaptation to the production of sugar and Sea Island cotton.

Savannah Republican, February 25, 1825.

By Calvin Baker, Executor's Sale

On the first Tuesday in March next, at 11

O'clock, will be sold in front of the Court House, in this city,
Five Negroes,
Sampson, Old Grace, Young Grace,
Kink and

Jenny, belonging to the estate of David Johnson,

Dec. and sold by permission of the Court of Ordinary of Chatham County, by order of the Executor

Also,

The half Lot No. 9, Second Tything Reynolds Ward with The buildings thereon, consisting of a Dwelling House, Bake House, &c

Also,

One Negro Woman, about 20 Years of age, with her child 6 weeks old.

Savannah Republican, February 19, 1825.

New York Oysters.

The Eating Establishment in the cellar of the Exchange, has just received a fresh supply of New York Oysters,

By the ship Cotton Plant, where gentlemen can be accommodated, in the best style.

The Georgian, February 2, 1824.



DAVENPORT HOUSE CALENDAR

February 2013

Friday, February 1 at 5:30 p.m. –

Potable Gold: Savannah's Madeira Tradition

Saturday, February 2, at 5:30

p.m. - *Potable Gold: Savannah's Madeira Tradition*

Monday, February 4 at 7 p.m. –

Downtown Garden Club meeting program "Remember the (HSF) Ladies"

Wednesday, February 6 from

12:30 to 3 p.m. in the KP –
Docent Training Program

- 5 p.m. – Dance rehearsal

Thursday, February 7 at 5 p.m. –

Rehearsal DH tea programs (tentative)

Friday, February 8 at 5:30 p.m. -

Potable Gold: Savannah's Madeira Tradition

Saturday, February 9 at 5:30 p.m.

- *Potable Gold: Savannah's Madeira Tradition*

Wednesday, February 13 from

12:30 until 3 p.m. – DH Docent Training Program

- 5 p.m. – Dance rehearsal

Thursday, February 14 from 4

until 7 p.m. – Valentine's Day Weddings in the Garden

Friday, February 15 at 5:30 p.m. -

Potable Gold: Savannah's Madeira Tradition

Saturday, February 16 at 5:30

p.m. - *Potable Gold: Savannah's Madeira Tradition*

Tuesday, February 19 at 1 p.m. –

Davenport House Committee - 6:30 p.m. – Junior Interpreter Meeting

Wednesday, February 20 from

12:30 to 3 p.m. – Docent Training Program

- 5 p.m. – Dance rehearsal

Thursday, February 21 at 8:30

a.m. – Davenport House Endowment Directors

- 2:30 to 4 p.m. – Road Scholars

- 3 to 8 p.m. – Special Property Use (HSF)

Friday, February 22 from 8:30

a.m. until 3 p.m. – Volunteer Trip to Statesboro

- 5:30 p.m. - *Potable Gold: Savannah's Madeira Tradition*

Saturday, February 25 at 5:30

p.m. - *Potable Gold: Savannah's Madeira Tradition*

Tuesday, February 26 at 5:30

p.m. – ALL STAFF (Topic: Preparing for the Busy Season)

Wednesday, February 27 from

12:30 until 3 p.m. – DH Docent Training Program (meet Daniel Carey – HSF issues and operations)

- 5 p.m. – Dance rehearsal

Thursday, February 28 from 2:30

to 4 p.m.- Road Scholars at DH

FIELD TRIP TO GEORGIA SOUTHERN: RARE TREAT PLANNED BY A RARE FRIEND

DH Friend



Brent Tharp has

put together a special experience for DH volunteers at Georgia Southern University. He even booked a special board room for us for lunch! The DH hopes that volunteers will find this agenda exciting and will want to travel!

AGENDA—Friday, February 22:

8:30 Leave DH

9:30 Arrival at GSU

9:45 -10:00 Welcome and Introduction - Brent Tharp

10:00-10:30 Tour exhibit: **THE ARCHAEOLOGY OF CAMP**

LAWTON with Dr. Lance

Greene/Matt Newberry, GSU Archaeologists

10:30 - 11:00 Tour exhibit: **TRE-MENDOUS TUSKERS: ELEPHANTS AND THEIR EX-TINCT RELATIVES OF THE**

COASTAL PLAIN with Dr. Katy

Smith, GSU Museum Curator

of Paleontology

11:00 - 11:30 Shop, Restrooms, and walk to Talon's Grille for

Lunch

11:30 - 12:30 Lunch at Talon's Grille
- They are reserving a space for our group. Anticipate lunch costing less than \$15 per person.

12:30 -12:45 Travel to **GEORGIA SOUTHERN BOTANICAL GARDEN**

12:45 - 2:00 Tour Garden including **ONE-ROOM SCHOOLHOUSE** and **AGRICULTURE EXHIBIT** with Educator Kathy Tucker

2:00 Leave for Savannah

3:00 Arrive at the DH

Transportation: We have reserved a van (12 people max). Some of you may wish to travel in a private vehicle. No travelers' vehicles will remain in the DH lot during the field trip day (no room). Please have someone drop you off if you ride to Statesboro in the van.

If there is not enough interest for traveling in van we will all travel in private cars.

When you sign up let us know if you plan to travel by car or van.

Map, etc. will be emailed to you closer to the travel date.

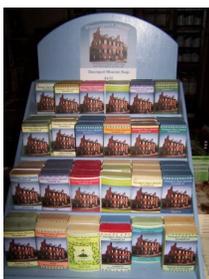
Cost: \$30 if you plan to travel in the van. \$5 if you are getting your own transportation. The lunch cost is not included.

Sign-up: The sign-up list is on the kitchen door. Sign-up yourself or let a staff member know of your interest to include you on the list.

The deadline to have your money in is **Monday, February 18** at 10 a.m.

SHOP NEWS:

- **Market Journey:** Ben Head and Adrienne Williams had a successful trip to the Atlanta Gift Market in January. Ben noted that it was fun to



walk into the **Ipswich Soap Company's** booth to see the featured display showing the Davenport House. Ipswich makes our shea butter soaps.

Please keep an eye out for new merchandise which will provide busy

season patrons with mementoes of our fine museum.

- **Items already in:** See the two new lines of jewelry – bangles and beads; Colonial Candles (hand dipped) – 12 inches at \$3.50 each; and an assortment of walking canes.

- **Also see upgrades to the shop:** Lighting south wall shelving unit, etc.

- **Thanks to Joanne:** In between the beautiful window displays Jan Vach et al. put in the pharmacy will be our tea towel with the Allan Drummond design of the house, a DH exclusive, on a hanger with info about the towel and a bio of Drummond. Thanks to **Joanne Marcell** for the towel on a rod!

DOCENT TRAINING SCHEDULE:

The museum will present its Docent Training Program on Wednesdays in February.

Currently there are eight people signed up. The DH is grateful to have a new group of helpers to add to the terrific group of docents as we anticipate the spring busy season.

Any DH veteran docent who would like to refresh himself or herself is welcome to attend any session. Let Jamie know if you plan to attend so there will be enough seating

Wednesday, February 6 at 12:30

p.m. - *Orientation and Introduction to Docenting and the Preservation*

Wednesday, February 13 at 12:30

p.m. - *Content - Isaiah Davenport, Savannah 1820s, Furnishing Plan*

Wednesday, February 20 at 12:30

p.m. - *Communication - Mechanics of Tour Giving*

Wednesday, February 27 at 12:30

p.m. - *Essentials not previously covered - Sample Tour, Group Walk thru Session, Security/ Safety meet Daniel Carey, CEO, HSF*

2013 DH OYSTER ROAST:

The 2013 Davenport House Oyster Roast Committee made up of **Sylvia Coker, Connie Darbyshire, Cornelia Groves, Nita Ann Klein, Jenny Long, Katherine Slagel** and



Brooke Wilford is planning a joyful and fun time for the DH event which will be held at **Julie and Keith Dimond's** home in the Vernonberg section of Chatham County. Invitations will go out in early February thanks committee members and helpers **Nicole Ausset, Anne Hagen, Shari Laist, Helen Linskey, Fran Molettiere** and **Jan Vach**. If you do not receive an invitation and you would like to go – by all means – contact the DH staff. All are welcome to the \$125 per person event raising funds for the continuing maintenance and restoration of the DH. Patrons may attend at \$500 per couple. Contact Sylvia Coker through the DH for underwriting opportunities.

Accompanying the roast and catered meal will be remarks by **Hugh Golson** on the history and significance of Vernonburg and music by **The Accomplices**. Their media describes The Accomplices as “a low country string band from Savannah.” They perform a unique sort of rock and groove-based blue-grass with overtones of jazz and bohemian country. With acoustic/effected guitars, upright bass, percussion, mandolin, and fiddle, their playing is a cross-genre blend of musical style and influence that will engage every type of listener.”



Come party with your friends on the bluff for a good cause!

SUPERMUSEUMSUNDAY:

Sunday, February 10 is SuperMuseumSunday when this year forty-six area museums and sites will be open to the public free of charge from noon until 4 p.m. Since 2006 the DH's primary staff for this community event has been its Junior Interpreters, who provide lively interpretation and allow the entire site to be open. There will be two shifts of workers – 12 until 2 p.m. and 2 until 4 p.m. A JI will be stationed in each room, as well as outside on the sidewalk out front and in the garden.



Traditionally this has been an extremely busy day—400 to 600 visitors. (The

best attended SMS according to DH records was 1989 when 1561 people visited the museum!!)

- **JI MEETING:** JIs will meet for their February meeting on February 19 at 6:30. JIs will be emailed about the meeting and its topic.

VALENTINE’S DAY:

Judge Harris Lewis will officiate at as many weddings as there are

couples between 5 and 7 p.m. on Valentine’s Day. That usually works to be around 10!

The judge is donating his time and service for a \$100 contribution to the Davenport House.

Spread the word – Judge Lewis is happy to perform weddings and recommitment ceremonies. He can do it in Spanish and English. Couples should bring a valid marriage license, which does not require a waiting period or a blood test in the state of Georgia.

If the weather is bad, ceremonies will either be held on the DH back porch or in the Kennedy Pharmacy.

TEA PROGRAM:

In early February DH performers will figure out the tea programs for the spring including who will do what, etc. Thursday, February 7th is our preliminary rehearsal date.

Just know that spring is approaching and our living history programs will flower with the



flowers. We will need bakers again – for Sally Lunn bread and ginger bread or something like that! We will contact bakers in mid-February.

We are hoping for a new young performer or two. We will see!

MADEIRA PROGRAMS:

In February, **Jamie Credle** and **Raleigh Marcell** present the “Potable Gold”: **Savannah’s Madeira Traditions** program on Friday and Saturday night for the DH. This lively program is looking for an audience. It’s as good as it ever was! Spread the word.

Watch in the March calendar for the Madeira refresher for spring motor coach workers. There are fourteen dates from March 22 through May 17, mostly on Fridays with a few Thursdays during the high season.



Also, note Friday, March 22 which is when the DH hosts the **Savannah Tour of Homes and Gardens Trolley Back in Time** from 5 to 9 p.m. with three trolleys participating in our Madeira tour. We need help for this!

ROAD SCHOLARS: TACTILE TOUR

Our **Road Scholars** groups resume at the end of February. Note the dates: February 21, 28, March 7, 14, 28, April 11, 18, 25, May 2, 09 and 16. City Licensed tour guides (**Marty Barnes** and **Linda Garner**) have helped with this program. We could use more licensed docents. Note: Executing this tour is going to be tight in March and May because the Tea program begins thirty minutes after the Road Scholars leave.

The Road Scholar tours involve an experience with touchable items placed throughout the house, as well as a neighborhood walk.

COLLECTIONS:

DH Collections personnel met on January 18 following annual cleaning to review the DH’s period room interpretation, gauge the preservation of the collection and 2003

restoration and to discuss goals for the calendar year. Part of the discussion included conservation of the 1821 map which has been away for a year. The conservator has recently sent recommendations and hopefully the piece will be back where it belongs within the next five months. Thank you, **Lynn Hadwin** for his attending to the DH Collection.

PREPPING FOR THE BUSY SEASON:

By the end of February our minds and energy will be directed to executing our busy season’s service to visitors. Staff will gather on Tuesday, February 26 for a session on “Preparing for the Busy Season.”

WORTH MENTIONING:

- **Annual Cleaning:** Thanks to the leadership of **Raleigh Marcell** and the work of good DH people annual cleaning was completed the second full week of January. Helpers included **Jeff Freeman, Linda Garner, Dottie Kraft, Ben Head, Chassidy Malloy, Lauren Purcell, Adrienne Williams** and **Debbie Yeagley**.

If we had to do it all again though we might choose to do the annual work following any maintenance projects.

- **CHS Maintenance Work:** A team from the **Coastal Heritage Society’s Preservation Department** did a series of repairs in January including touch up painting (Note: The stairwell from the basement to the 1st floor is nick free – as of now), repairs to windows and facilitating AC insulation of the attic lines.

Interestingly, the crew managers made the decision not to use ladders for painting the dormer windows (yikes!) instead they constructed a mini-scaffold for each window in the attic. All of their work should be done by the time you receive this.



- **Welcome:** **Emily Barnes**, a recent SCAD graduate in Historic

Preservation, is a shop volunteer. See her on Wednesday mornings.

- Jekyll Island Management Institute:

For the past three Januarys **Jamie Credle** has presented a session on museum interpretation at the Jekyll Island Management Institute, a two week training program for museum professionals sponsored by the Southeastern Museum's Conference. Her presentation is a hybrid of the DH's Docent Training session on interpretation. She usually learns much about the current state of museums from JIMI participants and faculty. In her session, a number of points came to light, which offer food for thought: In talking about sensitive subjects, one fellow from a military museum said that a patron complained because his museum talked about and showed casualties of war. Another fellow, in doing an astronomy discussion on the age of the sun, had to defend the concepts (that the sun is older than 6000 years) to religious fundamentalists. In talking about the use of QR codes in marketing and interpretation several participants noted that it is "going out" as marketing technology but is useful within museums (internal use). A presenter from the Smithsonian noted that they are putting out ebooks and articles weekly. Another presenter noted deep cuts in his museum's budget resulted the reduction in staff from 22 to 5 people.

In this year's JIMI class was the Harper Fowlkes House's **Donna Butler** along with 19 others, most of whom had graduate degrees. The only other Georgian was the Executive Director of the St. Marys Submarine Museum who offered for DH volunteers to come down his way and see his museum and his community's historic house. There were representatives from the CIA Museum, the Clinton Library, Birmingham Museum of Art, National Museum of the Marine Corps, Virginia Historical Society and the Tennessee Association of Museums.

- DH Dancing: DH Dance Mistress **Elizabeth Albe** hopes to return to Savannah in late March. In

anticipation DH Dancers will rehearse what she has already taught them. Also, **Stephen Morrison** has a new dance to teach the group which will bring the DH's repertoire to five dances. New participants are welcome on Wednesday afternoons at 5 p.m. Female dancers will need to learn the male steps.

- May 6th will be a 3rd Grade Day:

We will make it the best day ever. Thanks to **Gayle Mongrandi** who is a neighbor of **East Broughton Street Elementary** third grade teacher **Donna Jones**, we have scheduled two third grade classes from our neighborhood school for May 6th to visit our museum for a history celebration. **Patsy Robinson** will be a docent as will Jamie. We will need some helpers. The classes will visit the house with conversations about economics, slavery and daily life. Along with a focused house tour, students will pass a fire bucket, join hands and sing Auld Lang Syne (it wasn't just a holiday song), write with quill pens and generally have the kind of day that will provide a life-long memory.

VOLUNTEER SPOTLIGHT:

JOYCE ZEHL

DH: How did you come to be associated with the Davenport House?



Joyce: Volunteering has always been a very important part of my life. In high school and college, I volunteered with the Red Cross. At one time, I participated in the Radio Reader program at the Senior Citizens Center where I read to the blind. But I've always loved history so when I saw the ad for docent training in the newspaper, I gave Jamie a call and here I am.

DH: What do you do outside of the DH?

Joyce: Since I'm retired now, I love to spend time with my grandkids. I've just recently taken up golf which I enjoy quite a lot. A few weeks ago, I got my first and what will probably be my only birdie. I'm also an avid

reader. I'm a member of a gourmet cooking group and I love to travel.

DH: How long have you been in Savannah?

Joyce: My husband and I have lived in Savannah for 29 years. We lived on Wilmington Island for a long time but now we live in Southbridge to be closer to my daughter who lives in Richmond Hill. She's a live-at-home attorney now but she used to work for Hunter, Mclean.

DH: Where are you from originally?

Joyce: I grew up in little town in the northwest corner of Alabama called Red Bay. It got its name from the Bay trees and the red clay in the area. I went to high school there. Most of my family went to Alabama for college but I decided to go to Mississippi State University instead. I double majored in history and social work. In spite of my love for history, though, most of my professional career was in social work. I was a social worker in Alabama and when I moved to Georgia, I worked for the Department of Family and Children Services.

DH: What does your husband do?

Joyce: After he got out of the army, he worked for Ryder for many years. He is retired too and now he teaches Real Estate classes.

DH: Where else have you lived?

Joyce: My husband was in the army for 11 years so we moved all over the place. I lived in North Carolina, Maryland and Frankfurt, Germany.

DH: How many grandchildren do you have?

Joyce: I have two granddaughters. One is about to turn 13 so we are taking her to Paris and London in June for her birthday.

DH: What is your favorite season in Savannah?

Joyce: I love the spring when everything is in bloom. I'm not a gardener but I do enjoy the beauty of the flowers and the blossoms at that time of year.

A look at the DH Guest Register:

During the month of January (2013), the DH saw visitors from 39 states and 16 countries. Our foreign guests traveled from Argentina, Australia, Brazil, Canada, Columbia, England, Finland, Germany, Hong Kong, Hungary, Italy, Jordan, Mexico, Panama, Poland and Thailand. Interesting hometown names include Antioch, CA; Champaign, IL; Munden, KS; Greenup, KY; Thorndike, ME; Wellesley, MA; Minnetonka, MN; Novelty, OH; Bellefontaine, OH; Dumfries, VA and Baldwin, WI.

How They Heard About Us (in descending order of frequency)

Tour guides (Architectural Tours of Savannah, Oglethorpe Tours, Walking Tour, Carriage Tour, Ghost Tour, Bonnie Blue Tours); Internet (GroupOn, Trip Advisor, Google, Visit Savannah, Yelp, Tourism Savannah); trolley tours (Old Savannah Tours, Old Town Trolley); friends; brochures; concierge (Desoto Hilton, Homewood Suites, Green Palm Inn, Old Harbor Inn, Mansion on Forsyth); newspaper; guide books (AAA, CAA, Frommer's, Fodor's); Visitors Center; relatives; repeat visit; Eugenia Price books; magazines; Girl Scouts; posters; TV; maps; walking by.

What They Had To Say

"Lovely." "Interesting house. Informative tour by Susan." "Great tour!" "Looking for ghosts." "Enjoying Savannah." "Beautiful!" "Wonderful experience." "Wonderful staff. Beautiful home." "Marty Barnes is terrific!" "Great tour. Little gal deserves applause!" "Amazing." "Love Savannah!" "One of the most charming places I've seen in the states." "Our guide was wonderful." "Diane was wonderful." "Excellent information." "A walk back into another era." "Nice tour - and weather!" "Great tour - loved the architecture." "Fantastic. Rad!" "Very interesting wallpaper."

"Enriching experience."
"Outstanding." "A ok." "Very good. Worthwhile." "Member Nat'l Preservation Trust - Great tour!"

Happy Valentines Day!!

The Bachelor's Register

(A new and improved Edition)

At 16 years incipient palpitations are manifested towards young ladies. -

17. Much blushing and confusion occurs when addressed by a handsome woman -

18. Confidence in conversation with the ladies is much increased

19. Becomes angry if treated by them as a boy—

20. Betrays great consciousness of his own charms and manliness -

21. A looking glass becomes an indispensable piece of furniture in this dressing-room, and in some instances finds its way into the pocket. -

22. Insufferable puppyism now exhibited. -

23. Thinks no woman good enough to enter the marriage state with him. -

24. Is caught unawares by the snares of Cupid. -

25. The connection broken off from self-conceit on his part.

26. Conducts himself with airs of much superiority towards her. -

27. Pay his addresses to another lady, not without hopes of mortifying the first, --

28. Is mortified and frantic on being refused—

29. Rails against the fair sex in general as heartless beings -

30. Seems morose and out of humor in all conversations of matrimony. -

31. Contemplates matrimony more under the influence of interest than previously. -

32. Begins to consider personal beauty in a wife not so indispen-

sible as formerly.—

33. Still retains a high opinion of his attractions as a husband. -

34. Consequently has the hope that he may still marry a chikeen [sic?]. . . —

35. Falls deeply and violently in love with one of 17.

36. *Au dernier desespoir!* Another refusal.

37. Indulges now in every kind of dissipation. -

38. Shuns the best part of the female sex, and finds some consolation for his spleen in the society of ladies of easy dispositions. -

39. Suffers much remorse and mortification of so doing. -

40. Begins to think he is growing old, yet still feels a fresh budding for matrimonial ideas, but no spring shoots. -

41. A nice, buxom young widow begins to perplex him. -

42. Ventures to address her with mixed sensations of love and interest. -

43. Interest prevails, which causes much cautious reflection. -

44. The widow jilts him, being full as cautious as himself.--

45. Becomes every day more gloomy and averse to the fair sex. -

46. Gouty and nervous symptoms now begin to assail him. -

47. Fears what may become of him when he gets old and infirmed; but still persuades himself he is a young man -

48. Thinks living alone irksome. -

49. Resolves to have a prudent young woman as housekeeper and companion. -

50. A nervous affection about him, and frequent attacks of the gout -

51. Much pleased with his new housekeeper as a nurse. -



52. Begins to feel an attachment to her.
53. His pride revolts at the idea of marrying her. –
54. Is in great distress how to act. –
55. Completely under her influence and very miserable. –
56. Many painful thoughts about parting with her and attempts to gain her on his own terms. –
57. She refuses to live any longer with him solo. –
58. Gouty, nervous, and bilious in excess.
59. Feels very ill, sends her to his bedside, and promises to espouse her. –
60. Grows rapidly worse, has his will made in her favor, and makes his exit in her arms.

The Old Maid's Register.

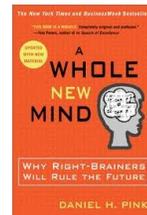
- At 15 year is anxious of coming out and to obtain the attentions of men. –
16. Begins to have some idea of the tender passion. –
 17. Talks of love in a cottage, and disinterested affections. –
 18. Fancies herself in love with some handsome man who has flattered her. –
 19. Is a little more difficult, in consequence of being noticed. –
 20. Commences fashionable, and has a taste for dashing. –
 21. Acquires more confidence in her own attractions, and expects a brilliant establishment. –
 22. Refuses a good offer, because the gentleman is not a man of fashion. –
 23. No objection to a flight with any well behaved man. –
 24. Begins to wonder [why] she is not married. –
 25. Becomes rather more circumspect in her conduct. –
 26. Begins to think a large fortune not quite so indispensable. –
 27. Affect to prefer the company of rational men. –
 28. Wishes to be married in a quiet way, with a comfortable income. –

29. Almost despairs of entering the married state. –
31. An additional attention in dress is not manifested. –
32. Professes to dislike balls, finding it difficult to get good partners. –
33. Wonders how men can neglect the society of sedate, amiable women to flirt with chits. –
34. Affects good humor in her conversation with men. –
35. Too jealous of the praises of other women, more at the period and hitherto. –
36. Quarrels with her friend who has lately been married. –
37. Imagines herself slighted in society. –
38. Likes talking of her acquaintances who have married unfortunately, and finds consolation in their misfortunes.
39. Ill-nature visibly on the increase. –
40. Becomes meddling and officious. –
41. If rich, makes love to a young man without fortune. –
42. Not succeeding, rails against the whole sex. –
43. A partiality for cards and scandal. –
44. Too severe against the manners of the age. –
45. Exhibits a strong predilection for a Methodist parson. –
46. Enraged at his desertion, and accuses the whole sex of inconstancy. –
47. Becomes desponding and takes snuff. –
48. Attunes her sensibility to cats and dogs. –
49. Adopts a dependent relation to attend her menagerie. –
50. Become disgusted with the world, and vents her ill humor on her unfortunate keeper of animals.

Savannah Republican, December 16, 1825



Empathy: Let's Face It



In Docent Training as well as newsletter articles we spend a lot more time on content than on communication. And yet we talk about *interpretation* as being both content and communication. Maybe you know that the geeky definition of interpretation is “a mission-based communication process that forges emotional and intellectual connections between the interests of the audience and the inherent meaning in the resource.” An easier definition is the process in which we communicate the value of our resource (museum) to our audience that provides meaning and enrichment.

So let's not forget that communication and communication skills are as nuanced as the skills required to decipher historical evidence. In fact, for the docent or museum teacher being a skilled communicator is more important than knowing volumes of historical “facts.” I will never forget when I first came to work at the DH, a docent said of his tour group, “I wished they would have kept quiet and let me talk.” Hmmm. Thankfully pontifications are rare at the DH these days. We all recognize that communicating with our visitors is more effective than a lengthy monologue.

With this in mind I recently read a book (a “business” book) that has well . . . changed my life. I have never been a linear, logic, rational sort. I am “right brainer.” For most of my career I have sat at the back of the room while meetings took place allowing the logical and rational types to do what needed to be done in analytical fashions. I really thought that was the only way things could be done. And then I read Daniel Pink's book A Whole New Mind (2005) where he makes the case (in a logic, rational way) that “right brain” people are the hope for the future as we move from the “**Information Age**” to the “**Conceptual Age**.” The first paragraph of his book reads:

The last few decades have belonged to a certain kind of person with a certain kind of mind – computer programmers who could crank code, lawyers who could craft contracts, MBAs who could crunch numbers. But the keys to the kingdom are changing hands. The future belongs to a very different kind of person with a very different kind of mind – creators, empathizers, pattern recognizers and meaning makers. . . .

After stating this, he goes on to make the case. The reasons for this shift are three - **abundance** (as a society we no longer have to worry about survival – we live in abundance – so much stuff), **Asia** (outsourcing of all kinds of jobs to other countries including engineering and the law) and **automation** (machines are doing the jobs once done by people).

In fact everything he said in his book seemed to relate to museums – especially house museums and what we could and should be able to do. He stresses six areas of aptitude for professional and personal success – design, story, symphony, empathy, play and meaning. Of particular note for us is his emphasis on **story** – *we have a story to tell*, **meaning** – *our story is meaningful*, **play** – *being joyful works for us*, **symphony** – *working at the DH is like a symphony with everyone having an instrument to play in concert with one another* and **empathy**. And since we started out talking about communication the emphasis on empathy has resonance. Pink says, “What will distinguish those who thrive will be the ability to understand what makes their fellow woman and man tick, to forge relationships, and to care for others.” He talks about “the one aptitude that cannot be replicated with a computer” is empathy. This is the ability to put “one’s self in someone else’s shoes and to feel what they are feeling.” Or as Psychology Today says, “Empathy is the experience of understanding another person's condition from their perspective.” The shoes we want you to put yourself into are our visitors’. This should be easy because each of us has been to a “foreign place,” has traveled to experience different cultures, etc. And each

of us knows how we like to be treated.

And a good barometer for gauging someone’s state of being is through facial expressions. He offers the value of recognizing non-verbal cues such as facial expression and body language in figuring out “how a person is doing.” Are you asking what this has to do with the DH. Well, we really do need to look at our visitors – in the face -- and figure out what they are saying to us. Are they interested, bored, ready to move on, excited, tired, curious, confused, anxious, etc.? If you can figure it out, act on that intuition and adjust what you are doing. In doing this we can provide the kind of service that our guests want and deserve.

I used to be a shy person (believe it or not) and felt uncomfortable looking into someone’s face but as I have become more experienced (and dare I say older) I have found that sometimes you do not need to ask someone “May I help you?” because you can tell what they want just by looking. But you do need to ask “May I help you?” as well as following the non-verbal cues our visitors present to us.

Pink offers some really fun exercises to test your Empathy Quotient:

Spot the Fake Smith – a ten minute, twenty-question test – tinyurl.com/2u7sh

Mind in the Eyes Test – this measures your ability to identify a facial expression from only a person’s eyes— tinyurl.com/ckrj3

As we find our way in this age of change, in what Pink calls the Conceptual Age, know that the nonlinear, intuitive and holistic folks will have just as large (maybe larger) of a role to play as the sequential, logical and analytical folks in forging what will be the world we live in. BUT they/we are going to have to figure out ways to use our brains – right-brains – and left-brains in the service of our visitors! Those museums that cannot figure this out



will be left behind.

Oh yeah! Daniel Pink is scheduled to appear at the Savannah Book Festival this month! Get in line behind me. *JC*

IDEAS FROM “A WHOLE NEW MIND”

High concept includes abilities related to:

- Artistic and emotional beauty;
- Detecting patterns and opportunities;
- Creating meaningful narrative; and
- Combining what appears to be unrelated ideas into strong innovative actionable ideas.

High touch includes abilities related to:

- Being empathetic;
- Understanding the nuances of human interaction;
- Eliciting the joy in others and one’s self; and
- Stretching beyond our everyday approach to doing things with a stronger focus on our purpose or meaning for life.

High concept and high touch abilities require skills and tools in the following areas:

- Design
- Empathy
- Meaning
- Play
- Story
- Symphony
- Learning and Thinking
- Social Transaction

This community is all about developing those skills and sharing ideas, thoughts, experiences and tools as we fine tune our ability to move forward in the new conceptual world. http://beconceptual.com/?page_id=21