

2017
Annual Meeting
& MuseumExpo

Gateways to Understanding:
DIVERSITY EQUITY
ACCESSIBILITY
+ INCLUSION in Museums
St. Louis, MO • May 7-10



Conference Theme Related Sessions

Session Title	Session Description	Session Track
#TransformiveEd: Exploring Difficult Subjects through Comics	<p>Come and learn how the combination of images and text have transformed the museum education field by being able to talk about and create resources to address difficult subjects around diversity and inclusion through comics with students of all ages. Our dynamic session of curators, artists, educators, and writers will share best and next practices.</p>	<p>Forces of Change</p>
A Conversation with Johnnetta Betsch Cole	<p>Makeba Clay, former Chief Diversity Officer at the National Museum of African Art (NMAfA) will engage Johnnetta Betsch Cole, the director of NMAfA, in a conversation that delves deeper into questions of diversity and inclusion that Cole addressed in her keynote at the 2015 AAM Meeting in Atlanta. Their conversation will focus on why the very future of our museums--as well as zoological parks and aquariums--require greater diversity on our boards and staff, in our exhibitions and educational programs, and among our visitors. Clay will also invite Cole to share lessons she has learned from working in colleges and universities, and from consulting with corporations and non-profit organizations on issues of diversity and inclusion.</p>	<p>Forces of Change</p>
Access for All: Promoting Accessibility and Inclusion	<p>Creating museums without barriers to learning so everyone may experience exhibitions, collections, and programs has become a priority within the field. Where should you start? Hear about the processes, results, and lessons learned from three IMLS grant-funded projects. All have experimented with different methods and pushed boundaries to create more inclusive environments and programs serving all ages, abilities, and cultural backgrounds.</p>	<p>Forces of Change</p>

<p>Bring an AmeriCorps VISTA member to your museum</p>	<p>Do you strive to reach underserved audiences in your local community? Volunteers In Service To America (VISTA) is a federal anti-poverty program from AmeriCorps. Hosting a VISTA member can be an enriching and cost-effective way to grow your community network. Contributing writers for "Science Centers, Museums, and AmeriCorps VISTA: A Guidebook" share lessons learned as a VISTA Project Director and a VISTA member. Explore what VISTA is and how projects are funded. Come prepared to delve into your institution's needs, and together we'll start framing a proposal to bring a VISTA member to your museum. This session will be valuable for grant writers, volunteer managers, outreach coordinators, program developers, and executive decision-makers.</p>	<p>Management & Administration</p>
<p>Case Study: #5WomenArtists Take on a Life of Their Own</p>	<p>In March 2016, the National Museum of Women in the Arts launched a social media campaign asking, "Can you name five women artists?" #5womenartists elicited shock, provided a challenge, and sparked conversation about gender parity in the arts. In this session, you will learn about the campaign from planning and branding, partnerships, and media pitching to stoking the conversation throughout the month. In addition, you will hear about challenges, lessons learned, and outcomes from the first two years of the campaign.</p>	<p>Marketing & Community Engagement</p>

Case Study: Accessible Innovations: A Tool Kit For Families	<p>What are the resources you need to make your interactive spaces and exhibits accessible to families with all abilities? Spark!Lab, the hands-on space to explore innovation and the invention process at the National Museum of American History, wanted to answer that question and develop a tool kit to address visitor needs before, during, and after their visit. Learn from our successes and failures while generating ideas for your own galleries, websites, and staff training programs.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Case Study: Art After Dark: Cultivating a New Generation of Members	<p>The Solomon R. Guggenheim Museum’s Art After Dark (AAD) event regularly surpasses revenue goals and has spurred thousands of new memberships, engaging millennials many museums struggle to attract. As challenges accompany all successes, capacity constraints and marketing concerns (including a Facebook event with over 70,000 attendees) have arisen due to the event’s popularity. As we address these challenges, given its increased success in 2015 we are also tracking AAD’s long-term effects on Membership, including retention, donor conversion from transactional to philanthropic, and corporate sponsorship opportunities. We explore the challenges and opportunities associated with membership events using Art After Dark as a revealing case study.</p>	<p>Development and Membership</p>
Case Study: Challenges Facing Small Indigenous Museums in Nepal	<p>The indigenous Tharu people of southern Nepal comprise 1.7 million populations and are one of the country's largest ethnic groups. The government has struggled to acknowledge this group's identity, cultural, and political rights as the country transitions from a monarchy to a democracy. Learn how, in this contested political environment, a small indigenous museum has played a crucial role in reaffirming Tharu identity and museum sustainability.</p>	<p>Forces of Change</p>

<p>Case Study: Civic and Museum Engagement with Millennials</p>	<p>Recognizing the importance of attracting and engaging diverse groups, the Levine Museum of the New South developed a 10-month sustained dialogue program for Millennials in Charlotte, North Carolina, an emerging immigrant gateway. The curriculum-co-created by museum staff, university evaluators, and 14 Millennial participants-explores the most pressing issues of the diversifying New South and ways participants can take action to increase access and/or inclusion within their spheres of influence. Examine how Millennials view dialogue and how they envision its role as a vehicle for social change.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
<p>Case Study: Do We Really Know Latin America and the Caribbean?</p>	<p>This session will present the results and findings of the 2016-17 Survey of Latin American and the Caribbean Museum Directors, developed and conducted by the AAM Latino Network Professional Network Committee. The survey aimed to gather specific information about the museum community in that region; assess the needs and potential for collaborations and exchange among museums in the United States, Latin America, and the Caribbean; and foster exchange of ideas, best practices, and perspectives across the Americas.</p>	<p>Forces of Change</p>
<p>Case Study: Flourish: An Inclusive Exhibit Planning Approach</p>	<p>In 2016, the U.S. Botanic Garden featured the horticulture work of Riker's Island Correctional Facility, a veteran's program, an organization serving adults with disabilities, a transitional jobs program, and a school for special education as part of the exhibit Flourish: Inside and Out." Museum professionals often focus on how to engage communities as audience members through innovative programming and exhibits. However, there is growing momentum to integrate these communities into the program planning and exhibit design process. The outcomes benefit both the museum and collaborating partners."</p>	<p>Exhibit Planning & Design</p>

<p>Case Study: Got Emoji? Engaging Teens by Reinventing the Mobile Guide</p>	<p>The Kimbell Art Museum created something new: a mobile experience targeted specifically to teens. This meant crafting a balance of informative yet fun interpretive content, as well as designing the app to reflect how teenagers use smartphones and apps in their everyday lives. The resulting app reinvented the traditional mobile guide, allowing teens to chart their own course through both the museum and the scholarship. Teens constantly interact and react using a variety of features, from photography, social sharing, games, and creating personal galleries to responding to artworks in the language of emojis. The museum technology firm CultureConnect will walk through the audience research, design, and launch of this truly novel project.</p>	<p>Media & Technology</p>
<p>Case Study: How African American Museums Can Remain Relevant</p>	<p>Despite the good news of the Smithsonian's National Museum of African American History and Culture opening, a cursory review reveals little change from the Association of African American Museums' 2008 assessment of African American cultural organizations—a somber report of museums struggling for both funding and audiences. This case study session will examine matters related to four tenets by which relevance is enhanced and audiences are engaged: programming, diversification, children and Family, and the experience in and out of the museum.</p>	<p>Forces of Change</p>
<p>Case Study: Listos Para el Museo: Nurturing a New Generation of Visitors</p>	<p>Learn how the National Museum of Mexican Art created Listos Para El Museo, a bilingual program for young Latino families with toddlers, that addresses visual, cognitive, and language development. Integrating components of the Head Start Model and arts education, the museum partnered with Gads Hill Community Center to work with low-income families from the south and southwest sides of Chicago. Learn how a museum can position itself to provide educational services needed by its community and at the same time foster a new generation of museumgoers.
Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>

<p>Case Study: Making in Museums with Kids with Developmental Disabilities</p>	<p>This session will describe the Intrepid Museum's All Access Maker Camp for children with developmental disabilities from conception to execution to evaluation, serving as a model and lesson for other institutions seeking to deepen their offerings for people with disabilities or enhance their maker programming to be more inclusive and welcoming. Learn about how the museum uses its collections to inspire design challenges, how the structure and supports developed ensure camper growth, and how this framework can be applied to other institutions.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
<p>Case Study: Overcoming obstacles, building intrigue, welcoming success</p>	<p>In November 2016, Crystal Bridges Museum of American Art in Bentonville, Arkansas celebrated its 5th anniversary. When it debuted in 2011, media speculated whether a museum in a region of the country not known for fine arts appreciation could succeed. Yet five years later, nearly 3 million people—representing countries around the globe—have visited.</p> <p>Learn how strategic PR, grassroots community efforts and collaborations, and authenticity over hype transitioned the museum from an art world curiosity to an appreciated public institution. If you're launching a new venture and facing critics or skeptics, come discover practical and budget-friendly tips as well as sources of inspiration and innovation.</p>	<p>Marketing and Community Engagement</p>

Case Study: Mending a Vulnerable Society Via Healing Museum Experiences	<p>A case study with the 9/11 Memorial Museum reveals that people consider it an ally and protector, mending a shaken society by stewarding otherwise humble objects. This session presents research that addresses the psychological underpinnings of how objects, exhibitions, and museum donating promote wellbeing and healing. Participants will learn how their institutions can innovate with and apply best practices from the field of psychotherapy, and see the measurably healing impact their institutions may already be making on their constituencies.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Case Study: One November Morning: Native American Exhibit Case Study	<p>What happens when you make space for Native Americans to tell their stories in their own way? How can small museums engage with Native communities? What does a successful collaboration of large and small institutions look like? How do you prepare for sharing stories about an intensely traumatic subject like massacre? How do you measure the impact? This session presents a case study on "One November Morning," a traveling exhibition created by Cheyenne and Arapaho artists to commemorate the 150th anniversary of the Sand Creek Massacre of 1864.</p>	<p>Forces of Change</p>
Case Study: Starting an Accessibility Initiative at Your Organization	<p>Hear a firsthand perspective on getting started with accessibility from Shedd Aquarium in Chicago. We'll discuss gaining institutional buy-in, encouraging diverse participating, working with community partners, building audiences, and how to just dive in. Part of the session will include the opportunity to see specific elements created for the initiative, as well as learning hands-on ideas and activities that worked to gain wide interest around the organization.</p>	<p>Forces of Change</p>

Case Study: The Uprising: Giving Voice to Inner City Youth	<p>The death of Freddie Gray brought protests and a wave of intense media attention to Baltimore. The media implicated nearby high school students in the crime and destruction, whether they participated in it or not. The Reginald F. Lewis Museum offered an exhibition space for them to create a response. Students address the uprising, police brutality, police surveillance and the one-sided media portrayal of their neighborhoods in this exhibit. This presentation will include successes and shortcomings of this collaboration.</p> <p>Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Case Study: Transforming Terror into Transmission, Education, and Repair	<p>Museums are essential to redressing human rights violations. Our challenge was creating a space relevant for our communities today and telling a story through which the voices of direct victims could be heard. The ESMA Museum Memory Site opened in May 2015 in a building icon of the trauma encrypted in Buenos Aires, the largest of the 600 Clandestine Detention and Assassination Centers during Argentina's military regime.</p>	<p>Forces of Change</p>
Case Study: We're Students Too: Teaching Incarcerated Youth	<p>In 2015, the Intrepid Museum partnered with the Department of Corrections to provide enrichment programming for 16-and-17-year-old males incarcerated in the Rikers Island jail complex. The curriculum focuses on providing hands-on STEM learning opportunities inspired by the Intrepid's rich collection of aircraft, spacecraft, and stories. Activities include testing paper gliders, graphing the acceleration of a space shuttle, and using software to turn 2D drawings into 3D models. STEM programming promotes positive habits in these young men, as well as a strong sense of accomplishment.</p>	<p>Forces of Change</p>

Centering Social Justice in Museum Studies Graduate Programs	<p>Highlighting student-led initiatives, curriculum about urgent social issues, and support for action research, University of Illinois at Chicago's museum and exhibition studies program attracts individuals who place social justice at the core of their approach to museums. Students and museum-employed alumni share successes, including a journal reimagining museums, public programming linking families to small museums, online community curation, and exhibits created with Movement for Black Lives organizers. They also discuss challenges, such as tensions between the goal of disability access and traditional views of contemporary art.</p>	<p>Forces of Change</p>
Civic and Museum Engagement with Millennials	<p>Millennials are the most diverse generation in U.S. history, yet museums often struggle to reach young people and multi-cultural audiences. Recognizing the importance of attracting and engaging diverse groups, the Levine Museum of the New South developed a ten-month sustained dialogue program for millennials in Charlotte, NC, an emerging immigrant gateway. The curriculum – co-created by museum staff, university evaluators, and 14 Millennial participants – explores the most pressing issues of the diversifying New South and ways participants can take action to increase access and/or inclusion within their spheres of influence. Specifically, we examine how millennials view dialogue and how they envision its role as a vehicle for social change.</p>	<p>Education, Audience Research & Evaluation</p>
Co-curating in a Changing City: Library/Museum Partnerships	<p>How are two museums and one public library delivering on their missions, while responding to the shifting demographics of Seattle, WA? What lessons can museums learn from libraries about how to best serve evolving audiences? Participate in an interactive discussion led by a panel of museum and library administrators on current best practices for serving the public and recent successes and failures in community outreach. How does the work overlap, compete, and complement to serve the city, both inside and outside of their buildings?</p>	<p>Forces of Change</p>

Collecting Ferguson	<p>The 2014 social unrest in Ferguson, Missouri, drew international attention and ignited a modern movement for civil and cultural rights in Saint Louis and nationwide. Museum curators and artists who have responded to Ferguson will discuss the processes, value judgments, challenges, and responsibilities of creating and collecting art and artifacts related to this still-burgeoning movement. Moderated by artist-activist De Nichols, the panel will include Chris Gordon, director, library and collections, Missouri History Museum; Kevin Strait, museum specialist, Smithsonian's National Museum of African American History and Culture; and Desiree Jones, project coordinator, Documenting the Now, Washington University.</p>	
Concepts of Beauty and Bias at the Saint Louis Art Museum	<p>Participate in a unique Concepts of Beauty and Bias in Art" tour experience developed through an 18-year partnership between the Saint Louis Art Museum and the Anti-Defamation League of Saint Louis' A World of Difference Institute. The experience is designed to empower students to uncover, understand, and counteract negative bias by using works of art as proxies for real-world people and situations."</p>	
Decolonizing Protocols and Practices in Museum Settings	<p>Ho-Chunk academic and museum practitioner Amy Lonetree defined decolonization as (the) privileging (of) Indigenous voice and perspective, through challenging stereotypical representations of Native people that were produced in the past, and by serving as educational forums for our own communities and the general public." Many museums focus decolonization efforts on exhibits and programs and rarely consider other areas of museum operations such as collections management, development, governance, planning, and advocacy. Participants working in these areas offer practical examples of decolonizing practices developed in their institutions."</p>	<p>Forces of Change</p>

Democratizing the Museum: Breaking Barriers to Participation	<p>Using a storytelling format, each of four presenters will talk about a project that reached beyond the walls of the museum to gather participation and insights from the community. Hear from a diverse array of history museums and an exhibit developer about innovative strategies to engage new audiences and build community. Learn techniques to promote inter- and intra-community participation and dialogue beyond museum walls, into the virtual plane, and then back into the museum. Panelists share successes, challenges, and the strategies they employed.</p>	<p>Exhibit Planning & Design</p>
Designing Beautiful, Functional, Human-Centered Exhibits	<p>Accessible design parameters such as ADA regulations and institutional practices can leave designers feeling constrained when charged with creating aesthetically appealing designs. Universal design isn't a one-size-fits-all guide: designers need to use strategies that can be tested and improved through prototyping. This approach often results in innovative design directions and end-user experiences that work better for everyone. Presenters discuss case studies with a range of design solutions, including hands-on, full-body, and screen-based interactives; engineering water table activities; tactile objects for aquariums and animal tanks; and mixed-media exhibition design.</p>	<p>Exhibit Planning & Design</p>
Designing for Outrage: Inviting Disruption into Exhibitions	<p>Violent murders, rampant xenophobia, homophobia, and racism, and gender and economic injustices vibrate around us. Is there a way that exhibitions can create spaces that authentically address these issues in all of their moral messiness without rushing to feel-good emotions, harmony or even empathy? Can there be space for outrage? An exploration of four sites that are innovating to startle, puzzle, enrage, delight, surprise, and evoke outrage will offer critical examples and challenges for creating exhibits that invite marginal, subversive, or fragmented narratives and that give visitors an opportunity to explore a full range of issues and emotions. Find out how you can design for outrage in your institution.</p>	<p>Exhibit Planning and Design</p>

Developing Museum Audiences in the Middle East	<p>In 2018, the Grand Egyptian Museum in Giza, Egypt, will open to the public and the Museum of Islamic Art in Doha, Qatar, will celebrate its 10th anniversary with a new masterplan. Look at the approaches taken by these two exemplars to attract international audiences and diverse local and regional visitors. Explore key characteristics specific to museum audiences in the Middle East. Join a wider conversation on how museums in the West and the Middle East can learn from each other's experiences and cultures to help develop a more diverse audience.
Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Developing Museums Into Inclusive Organizations	<p>Organization development (OD) is the study of successful organizational change and performance. Practices, models and tools from the field of Organization Development can help museums create internal change to embed inclusion into the DNA of museums. Learn key concepts of organization development and how they can apply to museums and change models used to create organizations that are responsive to external environments. Reflect on practical ways you can apply organization development principles in your museum related to diversity, equity, inclusion and accessibility.</p>	<p>Management & Administration</p>
Do Museums Reflect Our Society?	<p>Our societies, communities, and ideas are rapidly changing. With a new era comes many new challenges. The question of who a museum "serves" is as perplexing as it is exciting to consider. Increasingly, as equitable institutions, we are designed to be inclusive, diverse, multicultural, and nimble, but putting this theory into practice deserves some focused and intelligent conversations. This panel will critically explore whether the 21st-century museum is a reflection of our communities and values, and if present-day institutions are indeed "serving" the populations we envision.</p>	<p>Forces of Change</p>

Don't Forget Us! Engaging Sometimes Forgotten Audiences	<p>This session will demonstrate effective programs and initiatives to engage underserved families and children as well as identify potential funding opportunities for such programs. Panelists will discuss lessons learned from programs designed to engage audiences including preschoolers, children, and adults with cognitive issues and/or vision impairment, as well as families in crisis due to homelessness, incarceration, or recent immigration. Ways to define success and help foster community ownership of the museum will give participants models of engagement to try at their own museums.</p> <p>Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Empathy as Disruptive Innovation	<p>Understanding the conditions that foster empathy might be the disruptive innovation that inspires solutions to a range of local and global challenges. Museums can contribute to human socioemotional development that advances positive societal progress through experiential learning, narratives about shared humanity and our planet, and by acting as forums for reflection and dialogue. Four museum representatives examine the role of empathy as an institutional core value; as integral to the curatorial, design, and educational program development processes; and as an intentional outcome in behavioral change.</p>	<p>Forces of Change</p>
Enacting Equity and Inclusion: Allyship as Lived Practice	<p>Engaging in diversity and inclusion as a conscious practice requires one to be brave—to recognize one's privilege, understand how systems of oppression operate in museums, and take responsibility for changing those systems. Such intentional work is necessary if museums are to maintain their relevance and to leverage their power to address social inequality in their communities. Learn guiding principles of how to be an ally, tools for individual reflection and collective dialogue, and intentional practices to effect institutional change.</p>	<p>Forces of Change</p>

Engaging Immigrant Families with Art and Technology Programs	<p>A long-term partnership between the Smithsonian Center for Learning and Digital Access and the Fairfax County Public School Family Literacy Program has shown that art and technology projects can provide a bridge that brings the whole family to the museum while developing literacy and technology skills, building confidence, and strengthening family bonds at a crucial time in children's lives. This hands-on workshop shares best practices and research, and breaks down the individual components of the projects to guide participants in developing engagement programs at their unique venues.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Engaging the Community: Seeking Equity in Art AIDS America	<p>Art AIDS America (AAA) was the first major traveling exhibition to reveal how the AIDS epidemic forever changed American art. In its final days at the first venue activists and then artists raised issues of representation of African Americans within AAA and the museum field while in the final days at the second venue government officials raised issue in the content of the exhibition. Explore how three museums listened, adapted and addressed issues of diversity, inclusion, community input and equity through this exhibition.</p>	<p>Curatorial Practice</p>
Exhibition for All: Accessibility in Planning and Development	<p>To make an exhibition truly inclusive for all visitors, accessible design must be a cross-departmental and collaborative effort from the beginning. As a new institution with millions of visitors, the 9/11 Museum's process for integrating accessibility into its exhibitions has evolved through trial and error. Using case studies and a lively group discussion, participants will learn how the museum overcame complications of space, a diversity of exhibition media, and logistical challenges. Participants will discover ideas they can apply in their own organizations.</p>	<p>Exhibit Planning & Design</p>

<p>For Families, By Families: Involving Families in Exhibit Development</p>	<p>In 2015, the Missouri History Museum (MHM) opened the History Clubhouse, a nearly 6,000-square-foot exhibit designed to offer children and families a chance to learn about local history through play in a hands-on immersive environment. Creating a large-scale exhibit for a very young audience was a new endeavor for MHM, and thus involving families in every step of the development process became top priority. Participants will play and explore in the clubhouse and then discover how MHM utilized everything from focus groups to a full-size prototype exhibit and worked with thousands of children and families to select content, write labels, create art installations, and ultimately build an award-winning space that families can call their own.</p>	
<p>Forced From Home: Immersing Audiences Into the Global Refugee Crisis</p>	<p>Today over 65 million people have been forced from home globally; many are refugees driven out of their countries by war, deprivation, and persecution. In the fall of 2016, Doctors Without Borders launched a multi-year interactive traveling exhibit, that recently debuted in five US cities, to broaden public understanding of the plight of refugees and migrants. Join panelists for a discussion on the exhibition, this critical global issue, its implications for the museum field, and a deeper exploration of our role and responsibilities to effect change.</p>	<p>Museum Directors</p>
<p>Forwarding Accessibility via Collective Community Networks</p>	<p>Local and regional accessibility consortiums are critical to improving inclusion at cultural organizations. By creating networks across cultural organizations, these groups can share resources, provide professional development training and observation opportunities, and collaborate on projects that greatly enhance accessibility in their communities. Leaders from networks in Arizona, the Bay Area, Chicago, Indianapolis, and New York City will share the successes and challenges they faced when organizing their groups. Learn how these networks created real and measured change for both people with disabilities and the culture of their organizations.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>

Get Hands-on with Virtual Reality!	<p>Join us for insight from early adopters of VR in museums and those who make it happen. With case studies from AMNH, the Met and the Bosch Foundation we will explore what is happening in VR: how to use VR for visitor engagement; what we are learning from evaluation of VR experiences in museums and overcoming the difficulty of ever-changing technology. This session demystifies the world of VR looking at budget-friendly low-tech VR projects and providing a simple demonstration of how VR content is created from a world leading creative developer. Participants will have hands-on experience of the technology: Google Cardboard, HTC Vive and Hololens and will discuss its uses in programming, visitor engagement and beyond-the-walls engagement.</p>	<p>Media and Technology</p>
Getting Started on Your Museum's Diversity Plan	<p>Every museum team needs to mindfully consider how to address diversity and inclusion. Common challenges include coming to a shared understanding of the terms, phrases, and approaches that reflect the institution's concerns; identifying the institution's goals; creating buy-in; and actualizing the plan in a thoughtful, strategic manner. Using real-world examples and employing the principles of AAM's newly published LGBTQ Welcoming Guidelines-among other documents and benchmarks-presenters will engage with participants in frank discussion, exploring basic best and next practices in a practical, replicable way.</p>	<p>Forces of Change</p>
Hip Hop and spoken word pedagogy in museums	<p>How are museums utilizing Hip-Hop culture and Spoken Word? Exploring multiple elements of museums from collections, educational design, programming, and curation, we will share case studies and best practices for museums interested in incorporating Hip-Hop culture and Spoken Word into their spaces.</p>	<p>Forces of Change</p>

How Do You Spark Conversations About Race at Your Museum?	<p>Museums have emerged as important sites for dialogues about America's racial divides, developing new ways to initiate and facilitate conversations about race and equity. While challenging, these are opportunities to discuss, reflect, and recognize how such issues affect our audiences and our staff. This session offers various methods employed by museums, which include virtual, on-site, and community engagement models. This diversity of strategies for engaging difficult topics enables museums to be more responsive while leveraging platforms that create new, time-sensitive, and safe spaces for purposeful dialogue.</p>	<p>Forces of Change</p>
Human Rights Informed Inclusion Policy and Practice	<p>An inclusive museum community has bedeviled practice for more than 150 years. Each generation has uncovered new forms of bias or exclusion that challenge the legitimacy of museums working toward a social good. This session considers research from emerging human rights and conflict transformation theory to develop new perspectives on museum practice and policy. Explore policies, training, and practices that might be able to proactively consider administrative strategies that feed a culturally responsive paradigm that can help a museum continue to evolve alongside their publics.</p>	<p>Forces of Change</p>
Inclusion and Diversity in Curatorial Ethics: A Game Plan	<p>Inclusion and diversity issues in curatorial practice generate ethical conundrums that museum professionals face daily. This session will help you plot a path through ethical quagmires. Presenters will give an overview of inclusion and diversity ethical issues in curatorial practice and give an overview of how to approach ethical issues, as well as the differences between legal and ethical issues in this area. Work in groups with a CurCom ethics map and facilitator to guide you through the hypothetical inclusion and diversity ethical dilemmas.</p>	<p>Curatorial Practice</p>

Insiders and Outsiders: Creating Exhibitions Together	<p>The Our Museum Players return to use theater as a way of sparking honest conversation about the challenges of personalities and process in exhibition development. This year's skit will illustrate some of the familiar challenges and power struggles within teams and will highlight the underlying biases that determine who is included--and excluded--from the process. The audience will discuss their own challenges and consider whether the exhibition development process itself is a barrier to creativity. The program will end with a "Second Act" that plays out ideas from the audience to resolve these too-often chronic dilemmas.</p>	<p>Exhibit Planning and Design</p>
Interdisciplinary Ideas to Engage Blind/Low Vision Guests	<p>This session will feature interdisciplinary approaches to improving experiences for guests who are blind or have low vision, one of the fastest-growing disability groups. Often, as professionals, we tend to draw from the experiences or approaches of museums similar to our own to improve our accessibility offerings. In this session, we'll look instead at ways museums have uniquely applied various accessibility approaches from other disciplines to their own specific settings to create better offerings for visitors who are blind and have low vision.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Interim Report and Discussion: Working Group on Diversity, Inclusion, Equity and Accessibility	<p>The IDEA Working Group, convened under the leadership of Johnnetta Cole and Laura Lott is made up of individuals directly responsible for IDEA work in their national organizations, coalitions, museums or as individuals recognized for their work in these areas. The Group's charge is to summarize the current IDEA activities in the museum field; identify key questions, challenges and/or opportunities related to IDEA; learn from successes in other sectors; and encourage further work to address these challenges and opportunities. The Group will issue a final report in July. An Interim report will be shared in this session for discussion, guidance and input.</p>	

<p>Interpreting Oppression: An Uncomfortable Opportunity</p>	<p>Panelists will discuss their work interpreting slavery, xenophobia, Islamophobia, racism, and mass incarceration with museumgoers, discussing the strange places this work takes them—from hosting conversations about Black Lives Matter while wearing 18th-century period clothing, to confronting anti-refugee rhetoric in real time, to unpacking white privilege within the context of America's first penitentiary. Panelists will share how their own embodiment informs the stories they tell and the dialogue they shape to move visitors beyond resistance, disbelief, or guilt to empathy and social change.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
<p>Internships for Small Museums</p>	<p>While we know that internships often allow museums to further reach their educational missions as well as develop the next generation of museum professionals, this issues also raises central questions about diversity, equity, accessibility, and inclusion. Engaging in this larger field-wide conversation, this session considers how the issue of interns plays out in small museums. How do discussions and best-practices about ethics translate to on-the-ground practice in small museums environments where resources are even less abundant? And what are the challenges and practical issues surrounding small museum internship programs at this particular moment in time?</p>	<p>Management & Administration</p>
<p>It Could Happen to You: Collecting in the Face of Tragedy</p>	<p>From gathering survivors' stories and heartfelt memorials to bullet-torn doors and victims' cellphones, museums can play an important role in community healing. This panel features professionals familiar with the intricacies of collecting after tragedy, touching on political, material, community-building, and staff health concerns. Join us for this necessary lesson in contemporary collecting, because the only thing worse than enduring a tragedy is finding yourself unprepared to react to one.</p>	<p>Forces of Change</p>

Let's Talk Religion: Engaging Audiences with the "R" Word	<p>In this session, practitioners from institutions representing children's, living history, contemporary art, and archival genres will share stories about why their museums decided to tackle the risky subject of religion and what happened when they did. Examples will include exhibitions and programs employing varied methods of presentation aimed at broad public audiences, all focused on creating understanding through the exploration of religion. Speakers will describe the challenges they encountered and provide pragmatic tips for turning passionate exchanges into learning opportunities.</p>	<p>Forces of Change</p>
LGBTQ Collections Focus: Field Trip to Missouri Historical Society	<p>Interested in collecting, managing, and/or displaying LGBTQ collections? How can your institution reach out to community members and provide a welcoming environment for materials that have traditionally been ignored, marginalized, or only partially interpreted? Join us on a tour at the Missouri Historical Society, where the collections manager and her colleagues will offer a close-up experience designed as a launching point for your efforts to welcome and interpret your LGBTQ community.</p>	
LGBTQ Latinxs" in Museums: Challenging Mainstream Narratives"	<p>In this session, learn how National Museum of Mexican Art has nurtured its LGBTQ community and become an ally in its initiatives. Participants will learn how a museum can share power with its community, providing a place where Latinx LGBTQ community members have agency to tell their own stories and assert themselves in a larger narrative of gay-rights activism where they are often erased.</p>	<p>Forces of Change</p>
Linking Cultural Museums and Environmental Justice	<p>The everyday challenges our communities face are increasingly linked to the environment, justice, and climate change. Cultural institutions struggle to connect with these issues, yet they have a unique ability to link community movements, scientists, and their past. Join the conversation about how environment, science, history, and justice are all linked in our institutions and communities.
Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>

Making BlackLivesMatter in Museums	<p>This session orients individuals new to applying a racial justice focus to museums. Our interactive, dialogue-centered session reveals how museum staff can implement anti-racism strategies that make black lives matter inside and outside museums. Through working in small groups, we tackle real-world scenarios and design actionable practices for museum contexts.</p>	<p>Forces of Change</p>
Marketplace of Ideas: DivCom Dialogues	<p>Join DivCom for 3 facilitated and generative dialogues on diversity and inclusion in the museum field. Outcomes of these conversations include, but are not limited to, opportunities for participants to reflect, connect and engage around: - Museum Graduate Program Recruiting: How do we recruit a more diverse pool of scholars/practitioners and cultivate the talent all around us? - Familiar Conversations, New Ideas: Museum leaders & activists have been working for decades to advance museum inclusion. What new approaches/concepts give you hope for the work ahead? - Accountable Leadership: How can the field support conversations about inclusion happening at the uppermost levels of museum management?</p>	
Marketplace of Ideas: Indigenous Peoples Museum Network	<p>The Indigenous Peoples Museum Network is committed to increasing communication and collaboration on issues related to indigenous peoples and museums. Come learn about some great programs being offered at museums. Share your thoughts about challenges with respect to indigenous peoples in the museum profession. Tell us what activities you'd like the Network to consider for the coming year.</p>	
Measuring Change: Demographic Data for Equity and Inclusion	<p>As the US population changes, museum boards, funders, and other stakeholders are working to develop diverse workforces and gain insight into their audiences and communities. This session will acquaint participants with new methods and tools for understanding who serves in and is served by museums and other cultural institutions. DataArts will introduce two methodologies and share findings from a cultural workforce demographics study conducted in Los Angeles and an audience demographics pilot program underway in Houston. The Broad, a participant in the LA workforce study, will also discuss how demographic data is driving its understanding of and response to the highly diverse audiences it serves.</p>	<p>Education, Audience Research & Evaluation</p>

<u>Millennials: Creating Their Own Museum Experience</u>	<p>This session presents examples of how museums across the country are working to earn the attention and loyalty of the important Millennial demographic. The panel of presenters will share the bold and at times controversial approaches employed to engage and personalize the museum experience to attract and entertain Millennials. Just as important, presenters will discuss how this group is critical for the donor pipeline and long-term financial health of museums.
Development and Membership track generously supported by Blackbaud</p>	<p>Development & Membership</p>
<u>Minds & Hearts: Cultivating Well-Being Through Mindfulness</u>	<p>Happiness is not an accident of happenstance. Qualities like gratitude, generosity, and compassion for self and others arising from non-judgmental awareness can be consciously cultivated and contribute to individual, family, and community well-being. As museums embrace their role as vehicles for social change, mindfulness programs offer a pathway to positive transformation for staff members and visitors of all ages. In this session, hear stories from museum leaders who have successfully implemented mindfulness practices to deepen relationships, navigate change, and inspire social action. Identify connections between mindfulness and your own institution's mission, and take home simple exercises you can try with staff and visitors now.</p>	<p>Forces of Change</p>
<u>Multi-sensory Technology for Accessibility & Inclusion</u>	<p>The role of technology in museums consumes more time and attention annually. Museums look to technology as a central tool in meeting their responsibilities for accessibility and inclusion especially for visitors with sight and hearing issues. Apps on smart devices can be part of a system of solutions. But faulty assumptions about apps as a compliance panacea risk alienating visitors. Panelists will share precedents and techniques born of their experience with the iterative process of getting it right by engaging with a wide range of users.</p>	<p>Media & Technology</p>

Museum and Community: Collaboration and Crossover Audiences	<p>The University Museum and the Museum Studies Program at SIUE, seeking new audiences and opportunities, has created a practice of collaborating with multiple community entities, both urban and regional, to create projects which reach beyond the capabilities of a single institution. Participants include community arts centers in both K-12 and community college settings, a non-profit historic site and an urban architectural playground. Topics discussed include funding, curatorial content, object care, educational programming and large-scale artifact cataloging and preservation. This session explores the challenges and situations that drove each of these projects to a successful completion.</p>	<p>Curatorial Practice</p>
Museum Consortium: The value of working together	<p>We will explore how museums working as a collective can help to drive awareness, attendance and audience engagement. Each panelist represents a consortium of museums that work together to build effective marketing campaigns and initiatives that keep a balance between the voices of the individual institutions and the voice of the collective. Come hear how they started, how they operate and what lessons they've learned along the way.</p>	<p>Marketing and Community Engagement</p>
Museum Rehab: Starting Over at the Osage Nation Museum	<p>The Osage Nation Museum transformed from an aging tribal museum to a dynamic institution leaping toward its ambitious (and achievable) goals. Building on its founding directive to preserve and interpret the Osage story, the museum re-emerged with mission-driven programming, exhibits, and an emphasis on modern practices all firmly rooted in newly created policies and procedures. This session will touch on strategies to overcome the impossible and reinvigorate the irrelevant while addressing issues and tactics specifically related to tribal and small museums and institutions.</p>	<p>Management & Administration</p>

Museums are for Everyone: Making Accessibility a Priority	<p>Accessibility is increasingly becoming a priority at cultural institutions. Museums are responding by incorporating accessibility into planning and operations and creating accessibility-focused positions. In this session, presenters will share stories and tips on building an accessibility initiative from the ground up, gaining staff buy-in, and responding to the growth and needs of audiences with disabilities through staff training and programming. Participants will gain ideas to apply to institutions of all sizes and types and have opportunities to share experiences.</p>	<p>Forces of Change</p>
Museums as Builders of Global Communities	<p>Project coordinators from three U.S. museums who participated in Museums Connect global partnership programs with institutions in Mexico, Kenya, and Iceland will discuss the enormous benefits as well as some of the challenges that arose during their programs. Youth empowerment and environmental sustainability are at the heart of these projects, supported by the U.S. Department of State and administered by AAM. Panelists will share how they used technology to keep communities connected and explore ways that their projects could be replicated in other museums.</p>	<p>Forces of Change</p>
Open Forum on Diversity, Equity, Accessibility, and Inclusion	<p>Join social justice and equity advocates-as well as AAM staff, board members, and Professional Network leaders-for a participatory conversation around diversity, equity, accessibility, and inclusion in the museum field.</p>	

Perspectives on Open Source for Museums' Digital Projects	<p>Open Source Software has transformed the technology industry, and the movement's goals of community and open access align closely with our museums' missions. So why do our Open Source projects so often fail to succeed? Three experienced panelists offer a three different perspectives, and will discuss topics such as: the role of community and how to foster it, the importance of maintenance and maintainers, Not-Invented-Here, reputation capital, alignment issues with grant-funded projects, business models for Open Source projects, and long-term sustainability. Will we all agree? Hardly! This panel will suggest solutions, challenge us to consider trade-offs, and actively engage audience members to share their experiences and perspectives.</p>	<p>Media and Technology</p>
Prioritizing staff learning: devote a day to your staff!	<p>As budgets tighten, investing in staff learning can be an uphill battle. Each hour is continually scheduled to help visitors/patrons, leaving little time for professional growth. In this session, speakers from the Saint Louis Science Center and the Saint Louis County Library will share how their two organizations committed time and money to staff learning. The Science Center will relate the grassroots of the institution's first professional development day. The Library will discuss their annual in-service days and their long-standing perspective on the benefits of investing in the professional growth of their staff. Participants will learn strategies they can use to first gain support and then implement their own staff days.</p>	<p>Management & Administration</p>
Putting NAGPRA into Practice: Challenges and Successes	<p>After more than 25 years, NAGPRA compliance and implementation continues to be a challenging but rewarding part of collections and museum management. NAGPRA specialists from diverse settings will engage attendees in an interactive discussion about the challenges and successes they have experienced putting NAGPRA into practice. Learn how the National NAGPRA Program can help your institution embrace this legislation and further inclusion in the field.</p>	<p>Collections Management</p>

Race and Experience: An Intersectional Dialogue	<p>Four colleagues with different levels of professional and life experience talk frankly and respectfully about working on issues of diversity, equity, and justice in the museum field. With moderator Janeen Bryant, they discuss encountering race and racism as people of color and as white people, how these experiences have shaped their practice, differences in how newer and more senior professionals approach race and equity, and their shared commitment to this work. After a half-hour panel discussion, Bryant will ask attendees to continue this conversation.</p>	<p>Management & Administration</p>
Radical Equity and Inclusion	<p>Radical equity is the notion that organizations can practice ethical decision making that moves beyond the empty rhetoric of diversity by implementing just policies. Radical inclusion is the profound notion that art can invite others in, but also can and should move into other spaces of community and change-making. This session explores how cultural institutions are implementing radical equity work into their organizations and the ways in which that work affects their communities.
Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
Serving Those Who Served: Engaging Veterans in the Museum	<p>The transition to civilian life can be very challenging for military service members and their loved ones. Cultural institutions have a unique opportunity to serve as places of reflection, healing, and community building. Hear from representatives of art, history, and science museums and a statewide initiative on the variety of offerings created by and for veterans and the importance of involving this audience. Attendees will come away with concrete ideas of how to engage veterans in diverse cultural spaces and develop partnerships in training and programming.</p>	<p>Forces of Change</p>

Struggling Toward Visitor-Centeredness	<p>Many museum professionals agree that museums need to be visitor-centered. But some of the “best practices” museums have developed over the years can actually impede our efforts to engage visitors on a variety of levels. Conservation dictums, design processes, staff assumptions, and security procedures can, even with the best of intentions, get in the way of creating more compelling and accessible experiences for visitors. Join four museum colleagues to discuss the difficult and sometimes messy process of shifting our practices toward more visitor-centered programs, exhibitions, and overall values.</p>	<p>Forces of Change</p>
Sustainable Collections Storage: Strategies for our Future	<p>Museums want and should be better stewards of the environment. Facing increased energy costs, institutions are reevaluating their facilities, collections storage, and operations to create sustainable building programs. This session will discuss collections-specific green building strategies that include review of the building site and architecture, the environmental control systems, lighting, and waste. Using case studies, the speakers will present innovative and practical measures that reduce a museum's carbon footprint while still respecting the critical goal to preserve our collections. Changing standards, preservation metrics, cost benefits analyses, interdisciplinary processes, and climate change issues will be reviewed and discussed.</p>	<p>Facilities Management</p>
Sharing the Story of Immigrants and Immigration	<p>As the US grows increasingly ethnically and racially diverse, museums are challenged to consider more ways to integrate newcomer stories and culture to promote greater appreciation and cross-cultural understanding and to appeal to a wider audience. The art of storytelling can serve as a useful introduction, increasing knowledge and establishing relationships. Join immigrants and refugee representatives who will share their stories. They will be joined by local museum and education institution staff with stories and projects as well. Participate in round table discussions to explore and share ways to integrate such stories into your museum format.</p>	

Tackling Human Rights, Trauma, and Atrocity in Exhibitions	<p>Museums and professionals are being challenged to present topical exhibitions on traumatic themes such as mass shootings, terrorism, segregation, lynching, and racism, both current and historical. This session presents techniques employed to deal with these challenging and relevant issues in exhibitions. Highlighting and analyzing approaches to exhibitions in the atrocity/human rights field, we will spotlight constructive and effective applications. Techniques including humanizing the victim, unleashing the power of testimony, restraint in visual depictions, localization, human rights in context, and seamless transitioning will be presented through case studies.</p>	<p>Exhibit Planning & Design</p>
Tactile Art: Expanding Access, Increasing Engagement	<p>What is the reality of collecting and exhibiting a tactile art collection? Colorado Springs Fine Arts Center has 35+ years of experience amassing artwork for its touch gallery and knows the reality of questions such as: Who uses this gallery? What about wear and tear on the objects? What qualities should a good piece of tactile artwork have? What about the rest of the collection-will people start touching it, too? What collection guidelines has the committee developed over the years? What are some of its greatest insights?</p>	<p>Curatorial Practice</p>
Taking a Risk: Presenting Tricky Exhibit Topics	<p>What happens when museums decide not to play it safe but instead address timely topics such as race, injustice, and religion head on? This session will highlight exhibitions on these potentially loaded topics, uncovering the power they have to create organizational change and impact public awareness and attitudes. Drawing on organizational conversations, community engagement efforts, visitor studies, and an NSF-funded research project, panelists will encourage the audience to enter the dialogue on the benefits of creating and hosting exhibits that embrace the diversity that is our modern world. Learn how museums have reached outside of their organization or visitors' perceived comfort zones to create well-received exhibitions.</p>	<p>Education, Audience Research & Evaluation</p>

<p>Tattoo U: Getting Outside to Embrace New Communities</p>	<p>Body art, tattoo culture and a unique exhibition equate to an exciting marketing challenge for a century-old Museum...</p> <p>In 2016, the ROM opened Tattoos: Ritual. Identity. Obsession, Art., an exhibition encompassing fascinating insights into ancient practices, histories, meanings and the revival of the global phenomenon of body art. While intriguing to the ROM's traditional audience, to be authentic and successful the Museum also needed to connect with a new community; the tattoo subculture. A unique and unexpected pre-promotional activation was created with incredible results. Explore how surprising partnerships and unusual marketing initiatives can engage new audiences, build relationships and maximize your communications impact.</p>	<p>Marketing and Community Engagement</p>
<p>Tech Tutorial: Technology Accessibility</p>	<p>Making content and exhibitions accessible is no longer a nice to have" it is a "must have," but many museums don't know where to start. In this session, we will show that you don't have to be a web developer to use techniques and tools that identify and improve issues with the accessibility of your museum's technology."</p>	<p>Media & Technology</p>
<p>The Path Less Taken: Alternative Routes in the Museum Field</p>	<p>Many passionate museum employees find it challenging to fulfill their potential in a field that can be low paying and difficult to navigate. Join the creative minds behind The Engaging Educator, MuseumProv, and Museum Hack for this lively session exploring alternative paths through the museum field. Facilitators will share there own journeys in developing their unique companies, which not only empower themselves, but also offer valuable services that benefit museums and visitors. Museum leaders often rise from front-line positions to middle management - but professional development to bridge that skill set can be hard to find. Join experienced former and current middle managers in a lively crowd-sourced session to discuss how to lead and innovate up, down, and out in fast-paced museum environments.
Career Management track generously supported by Johns Hopkins University MA in Museum Studies</p>	<p>Career Management</p>

TMG Conversation: Generational Inclusion	<p>What are ways of maximizing the positive potential of the current five-generational workplace? How do we confront our stereotypes-about any generation--and exploit innovation and entrepreneurship in a truly cross-generational way? Where and how can cross-generational museum partnerships lead to effective social change? With Elizabeth Isele, CEO of Senior Entrepreneurship Works, & Samuel Moore, Online Communications Coordinator, Missouri History Museum, as our "conversation starters", we invite all participants to examine and imagine ways in which museum professionals of all ages can shift our assumptions to galvanize our staff and volunteers in order to make a positive impact in our communities. Facilitated by Marsha Semmel.</p>	
Transcending Boundaries: The New "Identity Museum"	<p>Hybrid identities and changing definitions shift expectations surrounding museums about "a people." For such institutions, the forces of change weigh heavily, and the opportunity for redefinition is exciting and urgent. This session addresses the need to transcend museum boundaries. It explores why new approaches are needed and how museums can navigate identity and identity politics. Ultimately it asks: how can we transcend definitions of a "museum" to realize new potential, and how does this lesson apply to museum interpretation on the whole?</p>	<p>Forces of Change</p>
TrendsWatch 2017: Your Annual Glimpse of the Future	<p>The director of the Alliance's Center for the Future of Museums presents a dramatic overview of significant trends gathering steam in 2017, illustrating how the trends are playing out in the world, their significance to museums and their communities; profiling museum adapting to these challenges and opportunities; and exploring implications for strategic planning.</p>	<p>Forces of Change</p>
Undoing Colonial Practices in Museums and Historic Sites	<p>Museum decolonization is a critical issue facing the 21st century museum. Indigenous rights and concerns must be considered when working with Native American collections and when presenting related topics in exhibits and programs. But how do we approach decolonization? How does it manifest across museum functions? What are the concerns? What is the right approach for working with tribal representatives to ensure the best results? Hear from museum leaders who are actively decolonizing their museums or departments and share the opportunities and challenges you face.</p>	<p>Forces of Change</p>

Universal Design and Creating an Inclusive Museum Environment	<p>As the National Park Service and its private partner CityArchRiver planned the expansion of the new Museum at the Arch in St. Louis, universal design principles were applied to the building and exhibit designs to create an inclusive and enabling museum environment. The underground museum posed significant environmental challenges, and universal design proposals were sometimes in conflict with historic preservation goals. This session will focus on the challenges, process, and solutions that led to a successful outcome.</p>	<p>Facilities Management</p>
Volunteers: Recruiting, Diversifying and Training	<p>In this session, four uniquely different cultural institutions will share their multiple points of view on recruiting, diversifying, and training volunteer guides. Panelists represent a cross-section of cultural institutions (art, literacy, history, horticulture, and science) and departments (education and exhibitions). We'll discuss recruitment and training structures, mentor programs, and diversifying guide roles and demographics. We'll also share innovative methods for training guides that can inspire colleagues to make similar changes at their own cultural institutions.
Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
We the People: Voices Heard	<p>As American museums collect, curate, and share expressions, how much should we enable engagement and identify discussion? Are museums equipped to navigate multiple channels of communication that facilitate civil (or uncivil) conversation? This session bridges the gap among unheard voices by presenting methods for community outreach and objective, accessible exhibit design. The panelists share how they represent the voices of those who feel unheard and foster dialogue that is missing from public spaces.</p>	<p>Exhibit Planning & Design</p>
Welcoming LGBTQ Communities: Real Strategies in Action	<p>The LGBTQ Welcoming Guidelines for Museums is a resource supporting inclusive practices for museum staff, visitors, and volunteers. Explore real-life examples of museums that are formally adapting practices recommended in the guidelines or working in the spirit of the document. Presenters will discuss actions they have taken, their museums' catalysts and champions for change, their real or perceived challenges, and responses from their communities.</p>	<p>Forces of Change</p>

<p><u>When Art Meets Research: Promoting a Quality Toddler Program</u></p>	<p>During Toddler Thursdays, museum educators encourage participants to engage in hands-on art making, listen to a story read aloud, and view a featured artwork. An initiative to improve the accessibility and quality of family programs led to a conversation between museum staff and university researchers. Funded by grant support, researchers evaluated the program through various methods and provided recommendations. The presenters will share the evaluation outcomes, challenges and successes from their ongoing process, and insights on quality improvement through interdisciplinary collaboration.
 Education, Audience Research & Evaluation track generously supported by the Canadian Museum for Human Rights</p>	<p>Education Audience Research & Evaluation</p>
<p><u>Working Across Generations (or Intergenerationality)</u></p>	<p>Today's museum workplace is evolving, as five generations collaborate (or collide), as supervisors or direct reports, on project- and team-based initiatives across our institutions. Join this lively conversation as we explore the various generations in the workforce today (traditionalists, baby boomers, genX, genY, and gen2020), what characterizes them, what myths and truths are associated with each, and how we might address issues and concerns as we all learn to get along. Museum leaders often rise from front-line positions to middle management - but professional development to bridge that skill set can be hard to find. Join experienced former and current middle managers in a lively crowd-sourced session to discuss how to lead and innovate up, down, and out in fast-paced museum environments.
 Career Management track generously supported by Johns Hopkins University MA in Museum Studies</p>	<p>Career Management</p>

Workplace Confidential: Museum Women Talk Gender Equity	<p>In this session, the authors of the forthcoming book, <i>Women Museums: Lessons from the Workplace</i>, and several of their interviewees and contributors discuss a variety of gender equity issues persistently plaguing the field and offer insights about how women can navigate them based on their own experiences. From micro-aggressions to unconscious bias to toxic workplace environments, we'll explore the implications for women and for a field that prides itself on open and equal public access. Museum leaders often rise from front-line positions to middle management - but professional development to bridge that skill set can be hard to find. Join experienced former and current middle managers in a lively crowd-sourced session to discuss how to lead and innovate up, down, and out in fast-paced museum environments.</p> <p>Career Management track generously supported by Johns Hopkins University MA in Museum Studies</p>	Career Management
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