

# Techniques in Starting a Conversation

- Use social objects; things the visitor has with them. Eg: a dog.
- If kids have participated in a Museum program, such a ship building, offer a compliment on their efforts.
- Offer a compliment.
- Comment on something the visitor is wearing. Eg: "You are looking very nautical for your ship visit today."  
Avoid commenting on their appearance more generally.
- Draw on a common interest. Eg: A sports team.

# Techniques in Starting a Conversation

- Talk about the weather.
- Smile and make eye contact.
- Say hello!
- Ask a question. Eg: "Where are you visiting from?"
- Offer to take a picture.
- Wear a uniform, visitors will identify this as safe for strangers.
- Show interest in having a conversation.

# Using Approachable Body Language

- Use unfolded and open arms.
- Project voice so that a wider audience can engage.
- Lean in.
- Offer a detailed response. Eg: “Is the Museum open?” “Yes, you can sign the copper that will go on the ship as part of the restoration.”
- When in a group, stand in an open circle rather than a tight, closed circle.

# Using Approachable Body Language

- When engaged in discussion, share your conversation with passers-by. Eg: “We are discussing when the Ship will go back into the water.”
- Approach the visitor, rather than yelling from afar.