



As interpreters, we aspire to inspire. We hope our participants will take away something more than information. We want them to be inspired to learn more, share their experiences with others, or do something for the betterment of themselves or the world.

Engaging participants during an interpretive experience is a powerful way to inspire them. The PIE planning model – Participation, Information and Encouragement – is presented as a way to engage people holistically through involving their **Heads, Hearts and Hands**. When serving up PIE, AKA Participatory Interpretation, the interpreter is a facilitator, not merely a presenter and participants are encouraged to discover their own meanings and make their own interpretations.

Let's make some PIE...



Participation

Just like the crust forms the base of a pie, participation is the foundation upon which inspiring interpretation is built. Participation could involve people using senses, talking (see other side), doing hands-on activities, manipulating props, playing games, writing and more. Let's be sure to plan for engagement; so that we have variety, participation with purpose, and activities that suit the audience. And, most importantly, as the base of our pie, participation comes before the filling...



Information

Next, let's add a generous amount of filling to our pie. Just like filling is the *raison d'être* for the pie, info will always be a critical element of interpretation. To be sticky, info should be theme or topic-based, organized and relevant. Interpreter knowledge is essential, but keep in mind that bias creeps into everything we say. Engage participants through sharing their own info and experiences. Participation and information need to be mixed together throughout the interpretive experience, just like bites of pie contain both crust and yummy filling!



Encouragement

Finally, let's top off our pie with an upper crust of goodness by encouraging visitors with a **call to action**, i.e., inspire them to do something after participating. We could encourage people to help the site, learn more, support a new cause, or see the world a bit differently, to name a few. I find it helpful to think of encouragement in three groupings: inspire people to take action at the site, inspire them to take action after leaving the site, or inspire people to a change in their being.

By planning for Participation, Information and Encouragement to take place repeatedly during the interpretive experience, we can keep visitors engaged throughout. Each portion of an interpretive experience (introduction, body and conclusion) is then like a new slice of delicious pie!

Turn over to Connect with TALK...



TALK (AKA Two-way or Dialogic Interpretation) is one way to engage with visitors and inspire them to connect with your site, its stories and each other.

Talk Type Mountain

Use different Talk Types to help people build up their comfort level for multi-way conversations. Start with **Small Talk** to assist people with getting into chat mode. Follow up with **Activity Talk**, in which people converse while they are participating in some kind of activity - see Participation on other side. Next, engage in **Deep Talk** to have people delve into a topic in more depth. Be sure to work your way up to Deep Talk and remember that not everyone wants to get to the top of a mountain, AKA get into Deep Talk. Any type of two-way dialogue will help connect people!



Ask Open-ended Questions

Asking great questions is crucial; yet this is often the hardest part. Don't let that scare you; just ask open-ended questions that include the visitors' own experiences in the answers. Keep I YAK TADA in mind- **If You Already Know The Answer, Don't Ask!** Remember that the goal is not to get everyone to agree, but to get people thinking and talking. Develop draft questions, test them and modify for next time. Asking dialogic questions is an ongoing learning process. Have fun with it!

Lead with Facilitation Techniques

Leading dialogue with different facilitation techniques is important as a way to make talking fun and easy. Use **active techniques** like voting, sharing photos, answering with One Word only, having people talk within their own group first and then with others, writing ideas down and so on. All these techniques help put people at ease and avoid having one person dominate the conversation. Don't force dialogue; let people be involved in ways that work for them.

Keep on Inspiring

Both visitors and interpreters need to stay inspired! Keeping people inspired throughout the interpretive experience helps them stay engaged and may inspire them to stay longer or explore more. Inspire by sharing your own actions, encouraging people to make a commitment, and inviting people to come up with actions that are meaningful to them, and not just ones you'd like them to take. **Keep yourself inspired** through learning, experimenting, and having a growth mindset. Keep your organization inspired by sharing successes with management.

Inspire visitors through a combination of the PIE (Participation, Information and Encouragement) planning model to engage visitors, and the TALK model to help connect them to your site, its stories and each other!

Turn over to Engage with PIE...