

Tips for visiting the memorial with your group

To ensure that your upcoming visit to the memorial is a positive and enriching event, it is important that accompanying persons or teachers work well together with the memorial staff and guides who conduct the tours and workshops on site. We would therefore like to give you some helpful tips in advance on accompanying a group to the memorial site:

Accompanying persons or teachers and memorial staff or guides cooperate with each other.

To organize a visit to the memorial in an atmosphere that respects the dignity of the site and ensures the personal, emotional and psychological integrity of the participants and the guides, a good and cooperative collaboration is essential. If there are any problems or questions during the visit, please talk to us!

We ask you to fulfill your supervisory duties.

We would like your group to behave appropriately and respectfully on the memorial site and in the exhibitions. This means that exhibits must not be damaged and other visitors must not be disturbed. We will not tolerate verbal and physical attacks, insults and discrimination of any kind. In the event of a conflict, it is essential that the guide and teacher or accompanying person work together in a de-escalating and collegial manner.

Our speakers are experts in the history of the site.

The guides for our tours and workshops have been qualified and tested in order to carry out programmes at the memorial. They have developed content concepts and procedures for the tours and have determined which stations and thematic aspects can be accommodated in the time booked. Questions and specific interests of your group are welcome – it is best to discuss these in advance or at the beginning of the tour. We would like to ask you to reserve teachers input for lesson time so that the tour and the time slot can be guaranteed.

Our educational programmes are designed to be dialogue-based and participatory.

Your participants should actively engage with the history of the place. We encourage them to develop their own questions. This can only succeed if thoughts and questions can be expressed without performance assessment. Please refrain from grading the visit to the memorial site. Furthermore, emotional reactions to the historical site are individual and cannot be demanded.

As an accompanying person or teacher, you are in an actively observing role.

The guides at the memorial are responsible for the content structure of the educational programmes and the time management. Teachers and accompanying persons take on an observational role. Nevertheless, you remain active – we encourage you to inform the guides privately about your observations in case of tensions or incidents in the group.

In conflict situations, please take action.

Please take action in conflict situations. If you have the impression that participants are overwhelmed or overloaded in terms of content and emotion or are reacting defensively and confrontationally, discuss a constructive way of dealing with the situation together with the guide. In conflict situations between participants or between guides and individual participants, actively support them as a mediator.

Thank you very much! We look forward to your visit!

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