

# "WORKING WITH TEENAGERS, *The frustrating bits*".

- Reluctance
- Timekeeping
- Always on the phone
- Short attention span
- Not interested in heritage
- Touching things they shouldn't
- Never satisfied
- High expectations
- Prejudice against adults
- Wall of silence
- Poor communication
- Frequently forget things
- Intimidating in big groups
- Commitment
- Ensuring sustained commitment
- Dropping out at last minute
- Stereotyping adults
- "So what"
- Sometimes acting like adults, sometimes like a child
- Not knowing what they want to do/volunteering ideas

## What the crew thought you would say:

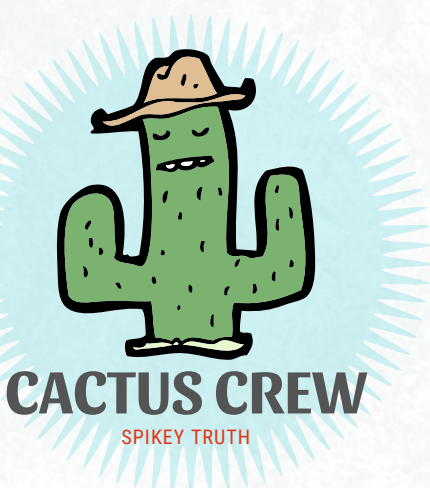
- Always on our phones
- Hard to entertain
- Uninterested
- Swearing
- Not taking things seriously
- Style of clothing
- Lazy
- Littering
- GEN Z
- Not getting things right first time
- Rude
- Disrespectful
- Scared we will hold them accountable
- Too loud
- Angry
- Do what we want
- Distracted
- Confrontational
- Unco-operative
- Confrontational





# "WORKING WITH TEENAGERS, *The best bits*".

- Creativity
- Energy
- Growth/confidence
- Fun
- Honest
- The 'Ah Ha' moment - interest/finding
- Their inclusivity
- They always surprise you - refreshing
- They say what they think
- They challenge the status quo
- Inspired me to learn - own values
- When you open up, connecting can be great
- New ideas + creativity
- Bring fun energy
- Building relationships and collaboration seeing progress
- Helping learn and grow through informal education





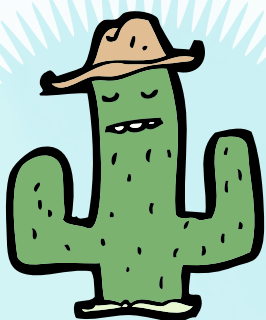
# "WORKING WITH ADULTS,

*The frustrating bits".*

- Tokenism
- Don't listen to us
- Competitions - prizes we are interested in
- Questionnaires/ surveys/ feedback
- Showing slides and reading them out to us
- Reading out information on exhibits
- Talk to us like babies/children
- No privacy - always adults there
- Followed around & expecting us to behave badly
- Try to be cool and funny
- Ask for ideas but only write down the ones you like
- Ask us for ideas and then we never get to do them
- Don't get to know us
- Tell us to be quiet, we are too loud, when others are making noise
- Give us leaflets, if they are there we will take them if we are interested
- Expect us to be excited about the things you are excited about
- Age restrictions for no reason

## What the adults thought the crew would say:

- Not being listened too
- Prejudice
- Different pint of view
- Boring and not engaging
- Consistency
- Stereotypes
- Being told off/ what to do
- Constantly judged
- Fixed ideas about what they should learn
- Out of touch, relevant skills
- Not being listened to - or getting a response
- Can turn it into being like school
- Being resistant to new ideas (different value systems)
- Dry and boring not relevant to me
- Awkward "trying to be cool", overly friendly
- Lots of rules "don't touch"
- Opening hours not compatible (not explaining)
- Tick box exercise of engaging young people
- Give ideas and never know what happens with them



**CACTUS CREW**  
SPIKEY TRUTH



# "WORKING WITH ADULTS, *The best bits*".

- When they are passionate about what they like it is inspiring
- When the person is themselves and honest it is easier to relax - you do you
- We like museums and galleries that are sensory and interactive
- When adults give a personal take on stuff not just read things out
- Adults who are chilled out and calm

