

## ONE TO ONE VISITS

### I. PURPOSE - One to one visits are used to:

#### Build Relationships

Relationships cultivate possibilities. It is through relationships that significant things happen. When people are in relationship they can share, plan, dream, create, and get things done. Without relationships, people are powerless. People are more likely to respond to an invitation to work together from someone with whom they have a relationship. Visits build networks of relationships and help to create community.

#### Uncover Interests

Interests are those things that a person feels most strongly about. It is those things that motivate a person. It is their passions or "unforgettable fire". People are most likely to get involved in things around their self-interests. People usually have multiple interests that change over time.

#### Develop Clarity

One to one visits allow people to express their feelings about things that are important to them. When people have the opportunity to express themselves to a good listener it helps them gain clarity about their interests and to set priorities.

#### Gather Information

One to one visits are an opportunity to gain information about the synagogue and community. You will find out what is going on, who other congregants are, and most importantly what they are thinking and feeling.

### II. ARRANGING A VISIT AND PREPARATION

#### The Phone Call

A) A typical visit will be arranged by phone. On the phone you only want to get the appointment. You cannot build a relationship over the phone. To build a relationship you must sit down and talk one to one.

B) Introduce yourself; explain what you are doing and ask if you can have 45 minutes of time to get their point of view.

Example:

Hi! My name is \_\_\_\_\_ and I am part of the inreach team at \_\_\_\_\_ temple/synagogue which is working to strengthen the relationships in our congregation. We think it is important to know our members and their interest and hear their points of view about the synagogue and community. Could I arrange to have 45 minutes of your time to listen to you?

C) Be specific about a day, time, and place and let them know you only want 30 - 45 minutes of their time.

D) Leave it simple and general, and make it clear that you are coming to hear their ideas, and not to sell them on anything.

Before the visit, take time to prepare. Think about what you may know about the person and his/her congregation. Think through what questions you want to be sure to ask and how to describe the inreach process.

### III. THE VISIT

There is no formula for having a good visit. Enjoy yourself and try to establish some rapport. Here are some general points that may help you do this:

Introduce Yourself and Explain Why You Are There  
(Same as telephone explanation)

Warm Up

Have a few simple questions or comments ready to develop a little relaxed conversation at the beginning: this will get them talking and help you start to get a feel for them. Ask questions, listen closely, keep it relaxed. Talk about things the person seems interested in.

Listen Intently, Especially for Stories

Getting them talking is important. Speak in order to draw them out. A successful visit means the person visited is speaking 60% of the time, and most people appreciate your interest in them and their opinions.

Stories tell the most about people's experiences. Try to get specifics about their experiences and their true feelings about things. Some areas that can be explored are:

|               |          |                  |            |
|---------------|----------|------------------|------------|
| family        | reading  | community        | background |
| organizations | politics | education        | job        |
| hobbies       | values   | ambitions/dreams |            |

Seek To Identify areas of Interest

Listen to hear what seems to excite and/or motivate them. Use follow-up questions for more detail, to stimulate the conversation. Follow your own curiosity about their interests. Ask "why" questions to really understand them.

### Establish Some Common Ground

In order to establish a relationship you need to share some things about yourself and your experiences. Look for common ground.

### Remember not to:

- sell anything;
- recruit someone for a project;
- preach to them;
- judge or psychoanalyze them.

If you find yourself doing these things - stop!

### Close the Visit

Watch the time so that you do not go over the time you set. End the visit by thanking the person for their time and that you hope to talk to them again soon.

## V. REFLECTION AND EVALUATION

After a visit fill out a reflection form. (*Do not fill out the form during a visit.*) It is important for you to reflect on the visit, think about what they said, what it meant, and what you did and why. You cannot keep all this in your head, and the next time you visit or talk to them, you will have notes to refresh your memory.