



# FRANCISCAN ACTION NETWORK

P.O. Box 29106 \* Washington, D.C. 20017 \* 202-527-7575 \* 202-527-7576 (Fax) \* [www.franciscanaction.org](http://www.franciscanaction.org)

## **Outline for One-to-One Visits**

Developed through Faith-Based Community Organizing

### **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. One-to-ones build networks of relationships and build community.

#### *Uncover Self Interests*

Self-interests are those things that a person feels most strongly about. It is the thing that motivates a person. It is their passion or unforgettable fire. People are most likely to get involved in things around their self-interests.

#### *Develop Clarity*

One-to-ones allow people to express their feelings about things. When people talk about something, it helps to make that thing clearer to them. People rarely have an opportunity to express themselves to a good listener. A visit provides this opportunity and helps people to gain clarity for themselves. In addition, helping someone develop clarity about what they do strengthens the relationship.

#### *Gather Information*

One-to-ones are an opportunity to gain information about the church, community, and neighborhood. You will find out what is going on, who your neighbors 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 with them.
- 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 working with \_\_\_\_\_ [Church/School/Organization]. I got your name from \_\_\_\_\_. We are visiting families in our congregation to listen to their ideas about the congregation and the community and learn what is most important to them. Could I arrange to have 45 minutes of your time to listen to your ideas?

- C) Be specific about a day and time, and let them know you only want 45 minutes to an hour (at most) 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 or his/her congregation. Review what you think may be their self-interest. Think through what questions you want to be sure to ask, and what you say about what you are doing.

### 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 get a feel for them. Ask questions, listen closely, keep it relaxed. Talk about things the person seems interested in.

Listen Intently, Especially for "Lead-Ins" To 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 are flattered when you show an interest in them and their opinions.

Stories tell the most and are usually more enjoyable than abstractions. Probe for specifics about their experiences and their true feelings about things.

Some areas that can be explored are:

anger	ambitions/dreams	reading
history	organizations	politics
religion	job	hobbies
education	history	values
community	family	

Ask about the Congregation, Neighborhood and Larger Community

To learn about how they view the congregation, ask:  
What do they see as the congregation's strengths?  
What could make the congregation stronger?  
What are their hopes and fears for the congregation?

To learn about how they view the community, ask:  
What do they like about their neighborhood/city and the larger metro community?  
What do they think are the major challenges facing their city and the metro community?  
What concerns them most?

Seek To Identify Self-Interests - **Be Courageous** (and go beneath the surface)

Listen to hear what seems to excite and/or motivate them. Use follow-up questions to gain deeper understanding of the person. Ask the "why" question. Ask them why they chose that job, or that church activity, etc. This will give you insight into what really matters to them. Follow your own curiosity. Sometimes, people will want to share with you a painful moment or experience. Be courageous and don't run away from this. Remember you are not there to psychoanalyze or to judge.

Establish Some Common Ground

Share some things about yourself and your experiences. Especially seek to find some common ground, if it is there. We are promising people that we just want to listen to their point of view.

We are not selling anything.  
We are not recruiting anyone for a project.  
We are not preaching to them.  
We are not judging or psychoanalyzing them.

If you find yourself doing these things - stop!

Establish A Follow-up

Do not leave without some next step. At the very least, promise that they will hear back from you about what "surfaced" from the visits. You want to leave yourself with a clearly established opportunity for seeing them again.

Close the Visit

Watch the time so that you do not spend too long - 45 minutes is enough. End the visit by thanking the person for their time. Explain that the group will be continuing visits with many people.

## V. REFLECTION AND EVALUATION

After a visit fill out the 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 and what it really 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 these notes to refresh your memory.

Some questions that will help you reflect on a person's self-interest:

- What does this person care most about? Why?
- What motivates them?
- What do they get excited talking about?
- How do they spend their time?
- What talents and abilities does this person have?
- How and where are they using them?
- What relationships does this person have and value? Why?
- What specific concerns or ideas does this person have?
- What is this person's story?
- Why is this person a member of this church/organization?

Evaluate yourself. Ask:

- Did I establish a relationship?
- How well did I uncover self-interest?
- How courageous was I? What was the riskiest question I asked?
- Did I probe instead of pry?
- What did I do well?
- What could I have done differently?
- Did I help them clarify their thoughts and feelings?

Relationship:

What do we have in common? What might be the basis of a relationship?

Self Evaluation:

## ONE-TO-ONE REFLECTION

Person Visited: \_\_\_\_\_ Phone \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_

Congregation: \_\_\_\_\_

A. Important things I learned about this person:

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B. Talents, background, and/or gifts this person has to offer:

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C. What are this person's areas of "self-interest" or deepest motivations?

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