

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. 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 a community, workplace, neighborhood, or organization's members. You will find out what is going on, where there are overlaps in your lives, and most importantly what people 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 people.
- 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 _____. I’m working on _____ . I’m getting to know people in the area/ I got your name from/ I thought you might be interested because..... 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. “Can you meet sometime next week? Is it best during the day or in the evening? What works best for you?”

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. 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 70% 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	

Seek To Identify Self-Interests - Be Courageous

Listen to hear what seems to excite and/or motivate them. Gather enough specifics about their actual behavior to see if your hunches about their self interest are born out. Use follow-up questions for more detail, to stimulate the conversation. Follow your own curiosity. Be courageous. Probe by asking "WHY?".

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!

Ask Who Else You Should Visit

Ask who else you should talk to. Who might have similar perceptions? Different ones?

Can you use their name when contacting them? If someone asks what you want to talk to others about; the answer is "The same things you and I talked about."

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 you/the group will be continuing visits with many people.

V. REFLECTION AND EVALUATION

After a visit make sure to write up the visit. (Do not do your write up 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 organization or interested in this issue?

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?
- What did I do well?
- What could I have done differently?

There is a form attached that you may want to use as a guide when you begin writing up your one to one visits. This form is optional – but it's a good idea to write a weekly or biweekly report to share with someone about who you are having 1:1s with and how they are going.

ONE-ON-ONE REFLECTION

Person
Visited: _____ Phone _____

E-mail/Contact: _____

Who? _____

A. Important things I learned about this person/Their Story:

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

C. What are this person's areas of "self interest"?

D. Who did they suggest I talk to? What next steps did we establish?

Questions For Reflection while writing up a visit:

Relationship:

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

Self Interest:

What does this person care most about? Why?

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?

What specific concerns or ideas does this person have? Why?

What is this person's story?

Why is this person a member of _____?

Is there a potential role in _____ that would really get them excited?

Self Evaluation:

Questions to reflect on:

What did I do well?

What can I do differently next time?

Did I establish a relationship?

Did I listen for the stories behind people's facts and opinions?

How courageous was I? Did I probe? What was the riskiest question I asked?

Were there "leads" that they gave me that I didn't follow up? Why?

Did I learn anything about myself from this conversation? Did it bring up any ideas about this project?