

Warmth in Welcoming Workshop

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Warmth in Welcoming Workshop General Information

Sessions (Per Audience):

1. Greeters – 2 hour session, one offered a Saturday morning, one offered a Sunday afternoon. Audience should include both current greeters and future greeters
2. Membership Committee – 1 hour session with a team builder/lunch afterwards.
3. Board – 1 hour at their meeting.
4. Program Council – 30 minutes to start January session.

Materials Needed:

- Pens/Pencils and paper
- Flip Chart with the following pre-prepared (Objectives, Agenda, Small Group, Role Plays, Spiritual Practice, Greeting/Welcome Table)
- Copies of handouts listed in Appendix (Role Plays, Spiritual Practice, Greeting/Welcome Table and Pledge)
- Snacks/drinks, and Ex-Libris gift card prize (for Greeters session only)

Objectives/Goals:

- **For each group:** To reinforce hospitality concepts and goals; to clarify responsibilities of Membership Table volunteers and greeters.
- **Greeters** will welcome based on the UTUUC standards (if you don't think you need to attend, think of the knowledge you can share). These standards include welcoming people at the door, saying that it is good to see them, ensuring that all folks get a name tag, etc.
- The **Welcome Table (Membership)** volunteers will welcome with more than just information. They will see their role as a way for newcomers and visitors to have questions answered personally.
- **UTUU Leadership (Board and Program Council)** will take on a more active role in educating our membership on importance of welcoming and hospitality.

High Level Outline (for 2 hour session for Greeters);

1. Introduction/Icebreaker (15 minutes)
 - a. Bingo Questionnaire
 - b. Purpose of session
2. Small Group Discussion (30 minutes)
3. Role Play exercises (30 minutes)
 - a. Pre-brief
 - b. Each person does 2 role plays, one as greeter, one as newcomer.
4. Break (10 minutes)
5. Debrief of Role Plays (10 minutes)
6. Visualization (15 minutes)
7. Facilitation (10 minutes)
8. Debrief (10 minutes)

Detailed Draft Outline

WHAT ACTIVITY	TIME	DETAILS	AUDIENCE (Who will receive activity)
Introduction	5 minutes	Introduce purpose of session, list goals and say why: improve processes and respond to Durall report.	<ul style="list-style-type: none"> ○ Greeters ○ Membership ○ Board ○ Program Council
Icebreaker	10 minutes	Bingo game: Each person is given a card of 9 descriptions and circulates among group finding people who can say “yes” to question. UU prize for winner. *	<ul style="list-style-type: none"> ○ Greeters
Small group discussion	30 minutes (5 minute set up, 15 minute discussion, 10 min facilitator debrief)	In teams of 5 discuss (To be written on flipchart for all to see) <ul style="list-style-type: none"> ○ Why did you first come to Unity Temple? ○ What impressed you the most? ○ What was a negative experience when you were new? Debrief: <ul style="list-style-type: none"> ○ What stuck out? ○ Still the same? ○ What can you do to help make things better? 	<ul style="list-style-type: none"> ○ Greeters ○ Membership ○ Board
Role Play	30 minutes (5 min set up, 25 minutes role play)	Set up instructions: <ul style="list-style-type: none"> ○ Teams of 3 are given 2 scenarios. ○ Each scenario includes a role for greeter, a role for visitor and a role for observer. ○ Role play will include general info about people. ○ 1 scenario to be a positive experience, 1 scenario to be a negative experience (i.e. greeter rushes the door to visitor) 	<ul style="list-style-type: none"> ○ Greeters ○ Membership (will only do 1 scenario though...)
BREAK	10 minutes	Snacks ☺	<ul style="list-style-type: none"> ○ Greeters
Debrief Role Play	10 minutes	Debrief: <ul style="list-style-type: none"> ○ What surprised you? Happen to you? ○ What can you do to help make things better? 	<ul style="list-style-type: none"> ○ Greeters

(Continued)

WHAT ACTIVITY	TIME	DETAILS	AUDIENCE (Who will receive activity)
Visualization	15 minutes (8 minutes visualization, 7 minutes debrief)	<p>Facilitator led and then a debrief.</p> <p>Greeters: Picture yourself above the foyer, or looking down from a perch in one of the gingko trees. Pretend you don't know the situation, what do you see? Eavesdrop on a conversation. Report what you hear.</p> <p>Membership, Board and Program Council: Picture yourself up on one of the balconies overlooking Unity House, during coffee hour. Describe what you see. Listen in on an imaginary conversation and report its content.</p>	<ul style="list-style-type: none"> ○ Greeters ○ Membership ○ Board ○ Program Council
Facilitation	10 minutes	<p>Facilitator led with handouts and prepared flip charts that correspond:</p> <ul style="list-style-type: none"> ○ Main points of Radical Hospitality (ALL) ○ Greeter's role sheet and Visitors Table instructions (Greeters) ○ Irene's knowledge (ALL) 	<ul style="list-style-type: none"> ○ Greeters ○ Membership ○ Board ○ Program Council
Debrief	10 minutes	<p>Facilitator led:</p> <ul style="list-style-type: none"> ○ Get a pledge from each – put on flip chart what we have learned. ○ Recap main points to remember. 	<ul style="list-style-type: none"> ○ Greeters ○ Membership ○ Board ○ Program Council

Warmth in Welcoming Content (Instructions and Script)

*G = Greeters, M = Membership/Welcome Table, B = Board, P = Program Council

Introduction (5 minutes) G, M, B, P:

- **Introduce** self (as co-chair of membership, and long time member) and program (have objectives/goals for each group pre-written on flip chart as well as the agenda for each group).
 - “We had planned this workshop before Michael Durrell’s report; however felt that couldn’t have come at a better time. We can always learn more, and as our congregation grows we need to be reminded on what it was like to be a newcomer”.
 - “The process of new member integration begins the first time a visitor comes to the temple. The culture exhibited on Sunday mornings, both before the service and in the coffee hour, tells the newcomers whether they are likely to fit in.”
 - “Remember, this is our church home. Do you invite guests into your home and then ignore them?”
 - “This workshop is intended to build on the concepts of “Radical Hospitality” and what you already have done for years and know how to do. Essentially, our main goal is to standardize some of the ways we do things, learn from each other, and share some “Best Practices”.
- **TRANSITION FOR GREETERS ONLY:** “The first step in learning how to work together to greet is learning more about the team that we work with as greeters”.
- **TRANSITION FOR MEMBERSHIP AND BOARD:** “Before we delve into some best practices for treating our newcomers and visitors, let’s think back to when you were new”.
- **TRANSITION FOR PROGRAM COUNCIL:** “Before we delve into some best practices for treating our newcomers and visitors, let’s first take a look at what the current situation is”

Icebreaker (10 minutes) G:

- **Instructions:** Facilitator should pass out a bingo card (listed in appendix) and pen to each participant. There are 2 versions of the cards. Facilitator should then read the following instructions out loud, and give 7 minutes for Bingo to happen. Facilitator should “count down” at 2 minute intervals, until less than 30 seconds.
 - Find someone who can claim one of the statements in the boxes.
 - Have that person initial your card.
 - Persons can initial only one square in another’s card.
 - You can’t initial your own card.
 - First person to Bingo wins a \$20 Ex Libris gift card.
- **TRANSITION:** “Before we delve into some best practices for treating our newcomers and visitors, let’s think back to when you were new”.

Small Group Discussion (30 minutes) G, M, B:

- **Part 1: 5 minutes:**
 1. Instructions: Pre-write on a flip chart the following three questions and post for all to see:
 - Why did you come here?
 - What impressed you the most?
 - What was a negative experience when you were new?
 2. Divide group into teams of no more than 5 people. Ask them to spend 15 minutes answering the 3 questions with their group. Repeat the 3 questions as they are written on the flip-chart and embellish (How did you end up coming to UTUUC, why did you come back, did anything “freak” you out at the beginning?).
 3. Have the teams pull their chairs in a small circle and remind them they have 15 minutes for exercise.
- **Part 2: 15 minutes:**
 1. As the groups are discussing the answers to these questions, be time keeper and let them know when they have 10 minutes left, 5 minutes left and then 1 minute left. Also walk around room observing what people are saying and making sure that they keep on track.
- **Part 3: 10 minutes:**
 1. Debrief: When the 15 minutes are up, have the groups come back together to discuss their findings.
 2. Discuss the answers to these two questions, each one get 3-4 responses (keep to a 3 minute debrief on each question).
 - What stuck out from others experiences?
 - Is anything still the same?
- “Remembering how you were treated in the past is often the best way to modify your current behavior. Most congregations profess to want visitors to feel welcome, but many are unaware of how coffee hour can be cliquish and uninviting. Being truly welcoming requires that a significant portion of the members chat with newcomers, not just their old friends. When we leave today, I’d like us all to think about what you personally can do at the next coffee hour to help make things even better for a newcomer.”

Role Plays (30 Minutes) G and M (M only does 1 Role Play)

- **Part 1: 5 minutes:**
 1. Set up instructions:
 - Divide group into teams of 3 individuals.
 - Pass out the 2 scenarios sheets. Each scenario includes a role for the greeter and a role for a visitor and a sheet of observer instructions.
 - One scenario to focus on a negative experience from the visitor's point of view, one to focus on a positive experience.
 - Instruct teams to decide who will play which role, but after the first scenario they should switch, and that the observer from the first scenario will be a part of the second scenario.
 - **M will only do the negative scenario.**
- **Part 2: 25 minutes: Role Play:**
 1. The first role play should take no more than 10 minutes to do, and then 5 minutes for the observer to lead the debrief.
 2. The second role play should be 5 minutes of the "play" and 5 minutes for the debrief.
 3. Facilitator should utilize the 25 minutes as an opportunity to both:
 - Walk around room and provide feedback on keeping teams on track.
 - Set up snacks for the break.

BREAK (10 Minutes) G

- Greeters should break for a snack and drink, and a "body break".

Role Plays Debrief (10 Minutes) G and M

1. Instructions:
 - Facilitator to instruct group to come back together
 - Facilitator to lead a 10 minute debrief based on these two questions (each question allow 2-3 minutes of answers):
 - What stuck out/happened to you?
 - What can you do to make things different/more positive for all visitors?
2. "The main task for greeting at the door is to greet and welcome. The secondary task is to pass out the order of service, remind people to wear name tags and send newcomers across the room to sign the guest books, create a name tag and to be guided into the sanctuary. We need to extend hospitality to all visitors and tourists, not just potential members. We do it because that's who we are".
3. "Greeting at the door one should make eye contact, smile and say something short such as "It's good to see you today". Remember that just as we can recognize visitors by their body language, they can recognize if we are being welcoming by our body language!"

Visualization (15 minutes) G, M, B, P

1. **Greeters** (Set up 3 minutes, 4 minutes visualizing on own, 8 minutes debrief):
 - a. Set up: Instruct group to first stand up and shake out their arms and roll their heads. Next, sit down and get comfortable, relax and to close their eyes. Ensure all other thoughts have been put on hold, and to fully allow themselves to enter this exercise.
 - b. SAY: “Picture yourself above the foyer on a Sunday, right before a service. Or picture yourself looking down from a perch of the ginkgo tree on the porch. Pretend that you don’t know the situation, what do you see? How are people acting toward each other? Eavesdrop on a conversation between a greeter and visitor. What are they saying? Eavesdrop on a conversation by the visitors table. What are they saying? Spend the next minute or so imagining the situation entirely on your own.
 - c. Debrief: After a minute or so of self-visualization, instruct the group to open their eyes, get up and stretch and allow for discussion (about 8 minutes) on the following questions:
 - Which part (the greeting or the visitors table) was easier for you to imagine and why?
 - Which part was harder and why?
 - What can you do differently next week/time?

2. **Membership, Board, Program Council:** (Set up 3 minutes, 4 minutes visualizing on own, 8 minutes debrief):
 - a. Set up: Instruct group to first stand up and shake out their arms and roll their heads. Next, sit down and get comfortable, relax and to close their eyes. Ensure all other thoughts have been put on hold, and to fully allow themselves to enter this exercise.
 - b. SAY: “Picture yourself up on one of the balconies during a coffee hour. Pretend that you don’t know the situation, what do you see? How are people acting toward each other? Eavesdrop on a conversation between friends. What are they saying? Eavesdrop on a conversation by two visitors standing by themselves. What are they saying? Spend the next minute or so imagining the situation entirely on your own.
 - c. Debrief: After a minute or so of self-visualization, instruct the group to open their eyes, get up and stretch and allow for discussion (about 8 minutes) on the following questions:
 - Which part (the friends or the visitors) was easier for you to imagine and why?
 - Which part was harder and why?
 - What can you do in your committees to help improve the newcomer experience?

Warmth in Welcoming (10 minutes) G, M, B, P:

1. Instructions:

- a. This section will be entirely facilitator led with no discussion. There will be 2 prepared flip charts and handouts (see appendix) for the following:
- **Flip Chart/Handout 1: Spiritual Practice:**
 - **Flip Chart** to list the definition and the 4 subtopics of “Open Heart, Listening, Three States of Relating and Companionship, Intimacy and Boundaries”.
 - **Discuss** definition and each subtopic.
 - **Open Heart** “Spiritual practice is a way of implementing the open heart. We need to remember to be open to what is going on inside of other people.”
 - **Listening** “We need to be there for the other person, be physically present”
 - **Relating** “The three states of relationships are Cloister (to be alone and have solitude), Community (the closest relationships) and Hospitality (which includes all interactions, especially those outside the comfort zone). These need to be in balance, they are interdependent.”
 - **Companionship** “What can you do to provide companionship, what are your boundaries, and how can you stretch them”.
- **Flip Chart/Handout 2: Greeting/Welcome Table:**
 - **Flip Chart** and handout, both, list the following (handout has definitions:
 - **Visitors & Newcomers**
 - **Tourists**
 - **Body Language**
 - **What to say**
 - **Discuss** each part of greeting that is listed on the handout.

Debrief (10 Minutes) G, M, B, P:

1. Instructions:

- Review objectives listed on original flip chart.
- Ask group for any additional questions or comments
- Ask about “best practices” we should implement: (colored name tags, ending conversations).
- Pass out pledge sheet (in appendix) and ask learners to spend a few minutes filling it out.
- After a few minutes, ask group if any one wants to share his/her pledge.
- Thank them for their participation and for coming.
- Clean up!

Appendix

- Unitarian Universalism Bingo A and B
- Role Plays
- Observer Instructions
- Spiritual Practice
- Greeting/Welcome Table
- Pledge

Unitarian Universalism Bingo A

Instructions:

- Find someone who can claim one of the statements in the boxes.
- Have that person initial your card.
- Persons can initial only one square in another's card.
- You can't initial your own card.
- First person to Bingo wins!

Find someone who.....

Is a "born" UU	Has been a member for at least 5 years	Was once a member of Beacon
Does not belong to a Chalice Circle	FREE SPACE	Loves potluck suppers
Teaches or has taught R.E.	Is a "first service" person	Can (and Will!) sing one verse of a favorite hymn

Unitarian Universalism Bingo B

Instructions:

- Find someone who can claim one of the statements in the boxes.
- Have that person initial your card.
- Persons can initial only one square in another's card.
- You can't initial your own card.
- First person to Bingo wins!

Find someone who.....

Has been a member for at least 10 years	Sings or has sung in the choir	Has facilitated a Pathways to Membership Class
Has chaired a major committee at UTUUC	FREE SPACE	Doesn't "do" potlucks
Is a "second service" person	Remembers Rev. Krick or Rev. Rice (2 squares for Rice!)	Can complete in 20 words or less "I knew I was UU when..."

Role Plays (Greeter)

Scenario # 1:

Greeter should say hello and attempt to hand over an order of service to the Newcomer. Newcomer does not look you into the eye or say thank you when you have handed them the order of service. Keep asking them questions about who they are until he or she goes into the Temple. Take notes on what you have learned during debrief.

Scenario # 2:

Greeter should say hello and attempt to hand over an order of service to the Newcomer. Newcomer has two small children. Answer his or her questions. Take notes on what you have learned during debrief.

Role Plays (Newcomer and Observer)

Scenario # 1:

Greeter should say hello and attempt to hand over an order of service to the Newcomer. Newcomer does not look you into the eye or say thank you when you have handed them the order of service. Newcomer should convey body language and be shy and increasingly annoyed with questions from the greeter. After a few minutes, greeter should “go into” the Temple.

Debrief: If you come on too strongly for the shy people, they may be scared and will not return.

Scenario # 2:

Greeter should say hello and attempt to hand over an order of service to the Newcomer. Newcomer has two small children. Newcomer wants to know about childcare during service. Newcomer also wants to know about after the service.

Debrief: Greeter should be able to talk about R.E. and give the map with where the locations are and offer to point in the right direction. Greeter should be able to discuss coffee hour, and offer to meet Newcomer to help show them around.

Guidelines for Sunday Morning Greeting

Arrive 15 minutes prior to the start of Service. Be sure to put on your name tag!

Ensure that the following are in place when you arrive.

- ✓ Both Foyer doors are unlocked.
- ✓ The Welcome Table is set up at the north end of the Foyer. Materials are located in the Membership file cabinet located next to the Information Table in the Foyer. Materials (such as R.E. Map) are on that table.
- ✓ Name Tag board is set up in east Foyer area; if needed move from east lobby Temple area.
- ✓ Bulletins are ready for distribution located on Information Table.

It is important that all who come through our doors are greeted with full attention, warmth and respect. Please be on guard against distractions as it is easy to let people slip by you if you are caught up even briefly in conversation with those you know.

- ✓ One “Greeter” faces east door, the other toward west door while being attentive to those coming through Unity House. Someone at Visitor table too!
- ✓ Greet each with that part of yourself that is warm and happy to see them and hand them a Bulletin. Smile at everyone you have greeted and make eye contact with them. Greet families and their children.
- ✓ Directing visitors toward the Visitor Table, ask them to sign the Guest Registry and make a name tag for themselves. Very important!
- ✓ Also remind regulars to put on their name tags. This can make visitors more comfortable engaging with others.
- ✓ Remain in foyer ten minutes after the beginning of the Service for latecomers.
- ✓ After the Service participate in coffee hours and engage some of our visitors.

Spiritual Practice

“An action intended to make a change or adjustment in the deepest realm of the self. A spiritual practice is a thing we do that opens a door...creates a possibility or opportunity ... puts us into a receiving place where we are open to something more that we call God.

The change itself is more gift than effort. You can set your will to be more open to others, but your heart has to stretch gradually”.

- The Open Heart:

“Our relationships are the soil from which we grow a heart capable of caring.”

- Listening:

“Hospitality means we don’t tell people how to feel. We listen to them. We let them tell us how they feel”.

- Three States of Relating:

“Cloister, Community and Practice. Balance them! Time for friends and family, strangers and yourself.”

- Companionship, Intimacy and Boundaries:

“Hospitality involves us with others; we will become tangled up in relationships. The internal work of hospitality involves setting boundaries”.

Greeting/Welcome Table Extra Information

Recognizing Body Language:

- Tourists: tend to ignore people and look at the building
- Visitors and Newcomers: look confused and perhaps a bit anxious as they wonder where they are supposed to go into.
- Potential Members: Those who have been at UTUUC a few times before will look for someone they have become acquainted with.
 - Shy people: They want to be left alone until they make up their minds.
 - People just beginning their search for a church home and who intend to visit other churches before making up their minds.
 - People who are already UU's or who are eager to learn more about UU and about our congregation.
- Members: Look at other members.

What To Say and Do:

- All: Don't say "Is this your first time here?" Instead, say "Good morning, good to see you!" Let them say if they are new!
- Tourists: "You are welcome to attend service, but if you are here to see the building, tours are at 1pm".
- Visitors and Newcomers: Encourage them to get a name tag, which we all wear them as it is easier to talk to people with them! Don't force them to meet people if they are not ready, just let them know they are welcome and that you are here to answer questions and concerns.
- Potential Members: They may or may not want to talk to you. You will need to pay attention to their body language and their responses to you. They may be ready to hear about Pathways to Membership too.

Welcome Table (ANY Table!)

- Smile and let them know there is a place for them in the community.
- Give them "Ways to get acquainted".
- Offer to help them find anyone or information that they may have questions on.

Pledge

I learned this

I will do this.....

I would like to know/hear more about.....