

**Visitor Training NCCofC**

# Who Are You?

The ancient personality types game.

Sanguine, Melancholy, Choleric, Phlegmatic.

# Levels of Relationship

1. Acquaintance
2. Close Acquaintance
3. Friend
4. Good Friend
5. Best Friend
6. Helper

# Two types of Conversations (Visits)

## Planned

Visits

Meetings

Bible Study

Coffee or Lunch

## Unplanned

ad hoc

# Stages of a Conversation (Visit)

## 1. Rapport Building

chit chat or ping pong

### Trust Testing

Will you Listen to me?  
Will you respond genuinely?

Sue's Questions.

Is it Kind?

Is it Fair?

Is it Safe

Rapport Built  
morphs into...

Trust's Questions.

Are you Kind?

Are you Fair?

Are you Safe?

# Stages of a Conversation (Visit)

## 2. Personal Sharing

Now we need some awareness, policies and skills.

Aware that the conversation has changed.

An active listening policy.

**Skills:** Empathetic Body Language.

Reflective Listening

Helpful Questions.

Open ears, Shut mouth

Empathy not Sympathy

Genuine acceptance

No Counter-stories

No advice

No judgements

No interrogation

Confidentiality

# Stages of a Conversation (Visit)

## 3. Critical Issues Sharing

More awareness, policies and skills

Aware of my own limitations.

Policy to admit my own limitations and suggest referral.

Maintain active listening policies and skills without any further questions.

**Will I pray?**

**Will I read from the Bible?**

**Will I share my faith?**

When appropriate and only with permission.



# The Friendship Initiative

The First Friend.  
Next Friends.  
Phone Friends.  
Firm Friends.

