Preparation: Recruit two leaders to give participants a change of faces. In addition, the leaders can support each other and offer their unique areas of expertise, the better to get dialogue going.

### Greeter Training Workshop
8:30-11:30 Saturday Morning
Handout

**8:30 a.m.**  Arrive to set up  

**8:45**  
**Coffee, bagels, juice**

**9:00**  
**Opening Circle and Candle Lighting**  
Hand out agenda/hints sheet.  
Go around the circle, introduce yourself, and briefly say what your experience was of the welcome (or lack thereof) when you first came to this church.

**9:30**  
**Membership Committee’s process for handling newcomers**  (present with marker and flipchart)

| 1st visit | V 2 New to UU Classes - information presentation and packet |
| Join      | Ingathering - be introduced to congregation - get a growing flower |
| In-home canvass – complete New Member Interest survey |

**9:45**  
**Focus on Welcoming the Newcomer**  
Our definition of greeting:  
To greet (verb, transitive) - (1) to welcome people. (2) to ensure that newcomers receive personal contact so that they feel welcomed and well received, by showing genuine interest in them and caring concern for their newness in our midst.

Elicit from the group some problems that can arise with making people feel welcome. Choose situations to role play; note these on flipchart.

**Discussion Questions:**
- How can you spot a visitor?  
- What kinds of questions do visitors ask?  
- What are the opportunities for us to welcome people?  
- What are the obstacles to us welcoming people?  
- When does greeting become badgering?

**10:15**  
**Break**

**10:25**  
**Small-Group Role Playing**  
Break into small groups of 2-3 to discuss and role play visitor, welcomer, and observers (use Roving Greeter Hints, below). Experienced greeters, spread yourselves out.

**11:00**  
**Conclusions**  
Return to large group. Share experiences, role play problem situations for larger group, summarize what we’ve learned.

**11:20**  
**Closing Circle**

**Materials:** easel, pad of paper, colored markers, handout sheet
Roving Greeter Hints

Conversation Starters (to break the ice)
- “Hi! I’m ______. I don’t think I’ve met you before. Is this your first time here?”
- “What brings you here today?”
- “Why did you select a Unitarian-Universalist congregation to visit?”

Welcoming Questions (to better introduce newcomers to others)
- “Have you lived here long?” (where do you hail from?)
- “What do you do the rest of the week?”
- “Are there any questions I can answer for you?”
- “Tell me about yourself.”

Don’t forget to share something of yourself.

Take Them to the Welcome Table
“We have a welcome table over here where you can sign the Guest Book to get on the newsletter list, pick up a newsletter and “Voices of a Liberal Faith” DVD, borrow a UU World magazine, or take home some pamphlets.”

“If you like, you can sign up for your own nametag. You don’t have to be a member.”

How to End the Conversation
Finishing up greeting a newcomer can be almost as hard as beginning. Suggestions:
- Introduce them to someone else
- Lead them to the welcome table to get a newsletter
- Walk them to the coffee table

Introduce Them to someone else, perhaps with something in common.
If they ask you a question you can’t answer, say, “I don’t know the answer to that, but perhaps _____ does. Let me introduce you.”

What signing the guest book gets you (name/address info is NOT shared outside church)
- Monthly newsletter
- Invitation to New to UU Classes

Very Shy Newcomers
The very shy newcomer is someone who does not want to commit to signing the Guest Book or even to get acquainted. They’re still trying to decide whether this community is one they want to get involved with. Instead they:
- Run out at the end of the service (but a quick hello-and-welcome may be tolerated)
- Don’t want to put on a guest nametag (it’s an option, not a requirement)
- Don’t want to sign the Guest Book (it’s okay to wait until they want to get the newsletter regularly)

What We All Can Do to Welcome Newcomers
- Wear your nametag. It makes it easier to get to know people. Encourage others to wear theirs, or to sign up for a new one.
- Bring a friend. Newcomers who come with a friend in the congregation have a much easier time of getting acquainted.