

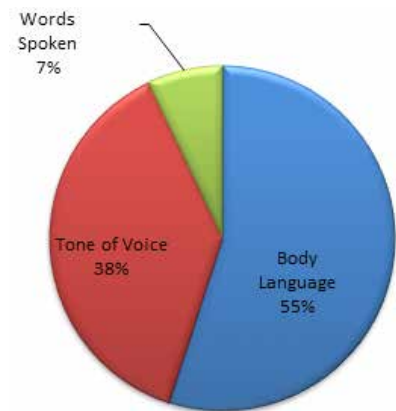
Conducting an Engaging Conversation

Task specific members to be the Welcoming Team at developing honor society events. This group will seek out first-time attendees, be their main point of contact, and introduce them to other members. A list of conversation topics and tips is included to enable members to feel comfortable having conversations about the developing honor society.

Greeting

- Think of nonmembers as guests in your home. Do whatever you can to help them feel welcome and comfortable.
- Be conscious of body language and tone. (See the graph to the right for an explanation.)
 - Remember to smile.
 - Avoid crossing your arms.
 - Be aware of your facial expressions.
- Introduce yourself and guests to others.
- Remember your guest's name.
- Some welcome personal touch and others do not; when in doubt, mirroring is best. For example, if a guest extends a hand to shake, offer your hand in return.
- Let your guests know you're pleased that they came.
- Bring your business cards to share.

Psychology Today reports on what people respond to when communicating with others.



Conversation

- Be curious. Ask open-ended questions, which can't be answered with "yes" or "no," such as "What is your area of practice?" or "How long have you been a member?" This makes conversation easier, and you learn more.
- Be prepared to answer the following questions.
 - Why should I join?
 - What are the requirements to join?
 - When will I receive an invitation?
 - Who should I contact with additional questions?
 - What are the next steps?

Conducting an Engaging Conversation (continued)

- Ask guests questions such as:
 - What value are you hoping to receive from membership? (Know your developing honor society benefits and help the potential member see how his or her desires match what your developing honor society has to offer.)
 - How did you hear about the developing honor society?
 - Are you interested in assuming a leadership role?
 - What is your nursing specialty?
- If there is a lull in dialogue, discuss conversation pieces such as brochures, a display table, etc.

Closing

- Explain the next steps. Share information about upcoming events if you haven't already.
- Reaffirm to the guest that you're glad he or she came or state that you enjoyed the conversation.
- Escort the guest to the exit or designated area (e.g., table or audience seating).
- Help the guest collect any needed information before leaving (e.g., literature such as handouts).