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| **Effective Matchmaking** | |
| **Speaking confidently and authentically**   * Looking into camera * Positioning close to camera * Eliminating distractions * Smiling and conveying warmth * Using volume to project confidence/competence * Speaking slowly to ensure message is relayed effectively * Using pauses to create a precise point * Using pauses to allow time for adopter to process info | **Asking question with clarity / efficiency**   * Say upfront why questions are being asked * Come prepared with questions * Ask one question at a time * Ask tough questions sooner than later (while energy level is high) * Ask questions that stick to your goal and do not diverge from your goal * Ask open-ended questions vs. yes/no * Avoid leading questions, e.g., “You can handle this right?” * Use pauses to encourage more answers * Ask follow-up questions, especially “why” |
| **Active listening to show respect and reinforce understandings with adopter**   * Demonstrate you’re listening by nodding * Acknowledge client challenges before offering solutions * Keep an open mind * Don’t interrupt or finish sentences * Restate adopter’s points * Listen to answers before proceeding to next questions | **Be a laser beam, not a firehose**   * Nailing the start (getting right to the point confidently and efficiently) * Use of power phrases: “I recommend,” “I propose,” “I suggest” * Avoidance of badjectives – vague words that do not clarify the point * Be direct / specific about thoughts regarding the match and the needs of the animal * Confirm that the adopter understands the point * Stop talking when your point is made or at least insert a long pause * Be clear about next steps * Ask for questions |