|  |
| --- |
| **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
 |