**Matchmaking Conversations Made Easy**

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| **I Want To . . .**  | **Ask these questions / Offer these statements** |
| *Preview the conversation*  | * Our goal is to make a great match so that you and the animal are both very happy
* To help us make a match, I will be asking you some questions and I also welcome you to ask me a lot of questions. Does that sound good?
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| *Break the ice*  | * So, you’re interested in adopting a kitten?
* Has adopting a cat been something you’ve been thinking about for a while?
* So you’re looking to add a dog into your life?
* Tell me, what about Hugo caught your eye?
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| *Learn* *about . . .*  | *The adopter’s experience with pets** Have you had cats before?
* Can you tell me about that experience?
* What was that experience like?
* Is that pet still living with your or is she somewhere else?
* What’s been your experience with . . . \*\*

*The adopter’s household** Does anyone else live in the home?
* How do they feel about getting a pet?

*The adopter’s preferences** Tell me about the type of cat you want.
* What kind of personality are you looking for?
* How would you like the pet to interact with you?
* What are qualities or characteristics you really want your pet to have?
* How would you feel if . . .? \*\*
* How do you feel about . . .?\*\*
* How would you react / what would you do if . . .?\*\*

*The adopter’s understanding of how to interact and engage with the pet** How would you get him to . . .?\*\*
* How would you make sure . . .?\*\*
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| *Understand how I can best support the adopter* | * I’ve asked you a lot of questions. What questions do you have for me?
* What information can I share that will make you feel more comfortable and prepared for a new pet?\*\*
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| *Gather more info / have a more engaged conversation* | * Restate the goals of the conversation and why you are asking questions
* Why do you feel that way?
* That’s interesting, can you tell me more about that?
* We want to make sure you are comfortable and, ultimately, happy with the animal you are adopting. Can you tell me a little more about your thoughts on this topic?
* What else comes to mind when you think about . . .?
* Can you describe what this (scenario, interaction, etc.) would look like in your home? Help me visualize it.
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\*\*See “Matchmaking Conversations Made Easy (supplement)”