**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? |
| *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? |
| *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 . . .?\*\* |
| *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?\*\* |
| *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. |

\*\*See “Matchmaking Conversations Made Easy (supplement)”