

## **ONE-TO-ONE VISITS A GUIDE FOR PIA LEADERS**

### **WHAT IS A ONE-TO-ONE VISIT?**

A one-to-one visit or interview is:

- An intentional face-to-face conversation of 30-45 minutes
- To develop or deepen a relationship through listening and sharing
- To surface concerns, problems, and issues in the community
- To invite participation in creating solutions to community problems

### **WHO SHOULD I VISIT ONE-TO-ONE?**

- Start with people you know well: family members and close friends
- Continue with members of your congregation
- Expand to your neighbors, co-workers, and community leaders

### **SETTING UP A ONE-TO-ONE VISIT**

Arrange a one-to-one visit beforehand, either in person or by telephone:

- State your name and the name of your Local Organizing Committee
- Mention the person who referred you, if any, or mention your pastor
- Credential your Local Organizing Committee (see below)
- State your purpose in calling: to arrange a visit
- Suggest a time and place to meet for about half an hour

### **THE CREDENTIAL**

The credential establishes your credibility, explains the purpose of your Local Organizing Committee and sets the tone for the conversation.

A sample credential for someone you don't know:

"My name is \_\_\_\_\_. I'm working with the Local Organizing Committee of \_\_\_\_\_ (name of congregation) to improve conditions here in our community. We're visiting with people like you to listen to your concerns and get your input as we begin to solve problems here in (city or neighborhood)."

A sample credential for someone in your congregation:

"I'm involved in the Local Organizing Committee here at \_\_\_\_\_ (name of congregation). Have you heard about our efforts? ... Our congregation is part of Peninsula Interfaith Action, a federation of 30 congregations representing 19,000 families organized to address local issues and cooperate on regional concerns. Right now we're visiting with members to listen to your concerns, and \_\_\_\_\_ (pastor's name) suggested that I talk with you to get your input."

**ONE-TO-ONE VISITS  
(CONTINUED)**

**THE VISIT**

**Preparation** Take some time to focus or center yourself before you meet.

**Credential** Repeat and briefly expand upon the credential you used earlier.

**Warmup** Take a little time for introductions and personal exchange.

**Concerns** Ask open-ended questions about community concerns, such as:

- What changes have you seen in your community?
- What concerns affect you and other household members?
- If you could change anything here, what would it be?

“Prime the pump” with questions about common concerns such as:

- children and youth
- public schools
- family pressures
- affordable housing
- employment
- transportation
- violence and crime
- gang activity
- drug activity

Ask about the person’s ideas, hopes, or visions for creating solutions.

**Referral** Ask for referrals to others for you to interview:  
“Who else do you think I should talk with who might share some of your concerns? ...  
Do you have their phone number?”

**Invitation** Invite the person to the next Local Organizing Committee meeting.

If refused, ask to keep in touch and offer to invite the person to a later meeting to get results on a problem they’ve mentioned.

**ONE-TO-ONE TIPS**

**Do:** Ask for specifics of concerns:  
• who • what • where • when • how • why

Listen actively, reflecting what you’ve heard and asking for confirmation.

Meet in a place where the person will feel comfortable: at home, at church, or in a quiet public place.

**Don’t:** Ask questions mechanically as if taking a survey.  
Be judgmental of what you hear.  
Try to “fix” the person’s problems in the interview.

**AFTER YOUR VISIT:**

- Write down your reflection about the 1 x 1 you just had. Reflect upon that person's experience and community role.