



Principles for Smaller Scale Ministry | Radical Hospitality & Building Trust

Reflect on Your Own Strengths and Weaknesses in How You Relate to Others

- What are your strengths and weaknesses when it comes to relating to others?
- What are your strengths and weaknesses? And those of your teammates (parish staff co-workers, volunteers, etc.)?
 - Important to work as a team
 - Who's good at welcoming? Who can you introduce a new person to for deeper conversation?
- Good to assess your gifts first, and the gifts of your team, so we can move into ministering in this context, especially in light of many people being concerned about their health and safety.
- What is your context and who is your audience?

Tips for Welcoming and Building Trust

Prepare

- Hospitality & Building Trust begins with clear communication to your people before you meet:
 - Your group's purpose or the purpose of the event you're hosting, as well as dates, times, locations, how to find you or how to access your group virtually, and contact info they can use if they have any trouble finding the group (think: cell phone). Assuring that they can find you with as little stress as possible, helps them to be able to enter into your group or event and build trust with you and others.
- Consider safety in light of the current public health concerns and communicate your group's plans in advance. Is your group going to meet outside with a virtual option for inclement weather? agree to keep social distance? Wear masks? Be in discussion with group members when possible, decide for your group and communicate expectations clearly.
- Try to be ready at least 30 minutes early so that your space is peaceful and welcoming
- Set up space to welcome guests
 - Make sure you're easy to find - turn lights on, put up signs if necessary
 - Check room layout and arrange tables/chairs as necessary for everyone to be able to see each other, consider where you will sit to best facilitate discussion
 - If meeting virtually - what's your space look like on screen, light, angle of camera, check sound, make sure no sensitive/confidential info is showing on your screen
- Food/beverages help people to connect. In light of health fears, have sanitizer available near your snack table, consider everyone bringing your own or single serving snacks that don't require people to touch serving utensils/bowls or reach into bags.

Welcome

- Greet
 - Smile - welcome people as they arrive
 - Be intentional (look people in the eye; say names if you know them)
 - Be confident and warm in your greeting (everyone feels a little bit awkward especially since we haven't all been together in awhile, so reassure others with your greeting that they belong here)
- Meet
 - Initiate appropriately (be upfront about addressing people's physical greeting comfortability right now and consider waving and sharing your name and asking their name. Once you know each other better, you can check in about whether or not they are comfortable with a handshake or hug or high five upon meeting next.
 - Lead them somewhere (to food; to a seat; to another group member); connect them
- Mingle
 - Make initial connections. This shows them your genuine interest in who they are and what's important to them
 - "How was quarantine for you?"
 - "Nice Badgers shirt. Did you go to Madison?"
 - "Is this your first small group?"
 - "How has your week been?"
 - Lead them somewhere within conversation
 - "That's a great thought, I hope you'll share it during our group's discussion"
 - "I'd love to introduce you to (name of group member)..."
 - "I'd love to talk about this more. We should get coffee sometime"
 - "It's great talking with you. Hope you enjoy our group."

Build Trust

- Help group members to get to know each other by facilitating introductions and sharing about themselves.
- Set clear expectations for what it means to be a good group participant, including
 - Asking all members to assure the confidentiality of all
 - Work together to make the group a place where all have the opportunity to participate
 - Address behaviors of group members that damage trust for others (interrupting, dominating...)
 - Consider safety - agree as a group to how you will assure safety
 - In person (masks, sanitizer, etc.)
 - Virtual (all agree to protect confidential info by trying to keep it off screen)
- Show respect for your group members' time by beginning and ending on time
- Modeling intentional listening and appropriate sharing
- Facilitating discussion to allow everyone to participate to their comfort level
- Consider using your whole first session for getting to know each other and being introduced to the content your group will be exploring, rather than diving right into the first topic.
- Consider gathering for community building opportunities outside of your established meeting time and place, such as:
 - Social outings (hike, bonfire, etc.),
 - Service opportunities (food pantry, serve together at a Mass or parish event, etc.)
 - Shared prayer experiences (all pray at the same adoration chapel, participate in a virtual conference together, etc.)