



Checklist

Welcoming starts *before* the program.

- **Before a program:**
 - Invite- group and personal outreach (social media should be a reminder of an invitation, not the invitation).
 - Send “See you on Sunday” email--include date, time and location, and here is what to expect.
- **During the program:**
 - Assign staff specific roles (so individuals won’t think someone else will do it).
 - Arrive early to set up so you are present when people arrive.
 - Greet everyone with a smile (Mishna; Pirkei Avot (1:15)).
 - Things one can say:
 - “I am so happy to see you!” or “So nice to see you!” (not, “It’s nice to meet you”).
 - If someone is late and if appropriate: “You got here at the perfect time.”
 - Use name tags (benefits everyone).
 - Greet by name (Dale Carnegie “Remember that a person’s name is to that person, the sweetest and most important sound in any language.”)
 - Welcome everyone as a group and make introductions as needed.



Checklist Continued

- **During the program continued:**
 - Walk over to families and talk to them like Abraham and Sarah (wear comfortable shoes :)
 - Ask them about themselves.
 - Design the program to meet Maslow's Hierarchy of Needs (meet people's physical/comfort needs: provide food; kids can have snacks during storytime).
 - Design time in the program for families to connect with each other (PJ Library; Harvard Happiness Study).
 - Introduce families to each other (combatting the pandemic of loneliness).
 - Give them a job if appropriate.
 - Thank everyone for coming and tell them that you look forward to seeing them again! Invite them to the next gathering.
- **After the program:**
 - Send a thank you email.
 - Include an invitation to what's next!
- **Connect in between programs:**
 - Implement the Heartbeat Model
 - Add "small beats" such as: coffee dates, phone calls, Shabbat dinners, checking in texts, PJ Library Get Together Grant etc.