



RECRUITMENT CONFIDENTIAL

Conversation Manual





A successful recruitment is essential for the growth and development of Delta Gamma. Recruitment in many ways is about sharing your sorority experience in a compelling way that draws excitement and eagerness from non-members to join and share in the sorority experience.



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Council Trustee: Membership

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Please send revisions and corrections to CollRecruitment@deltagamma.org.

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Your Role as a Rotation Group Leader

How to focus and refocus the group:

A. Summarize

1. Stop and summarize what has been said to refocus the group on its objectives.
2. Call on someone in the group to summarize when possible.
3. Move on to the next question or activity after summarizing.

B. Getting the Group Unstuck

1. Acknowledge that the group is confused or stuck on an issue.
2. Leader should mirror to the group what she is hearing.
3. Must be organized and work to keep group focused and motivated.
4. Try to sort out any problems and move on.

C. An Effective Leader...

1. Handles difficult situations.
2. Listens to ideas and helps group to develop them.
3. Is committed to manage time wisely.
4. Works to develop everyone in the group to be the best.
5. Gets the recruitment checklist done every day.
6. Is creative and thinks of other drills to help prepare her team if time allows.
7. Take notes and shares best ideas with chapter.
8. Uses time effectively.
9. Is enthusiastic and keeps their cool.
10. Inspires others to have confidence in themselves.

Day 1: Schedule and Instructions

Morning session

A. Welcome Back!

Take a few minutes to let your members chat and catch up. Many haven't seen each other in a while. For those groups who have women that do not know each other well, facilitate conversation that will help them find things that they have in common. Talk about what everyone did over the summer/break, etc. This should take about five minutes. If the women are not too talkative, move on, because there is a lot to get through this morning.

B. Get to Know You Games

Have everyone write her name on an index card and give it to the leader. Now have all the women stand in a line facing the same direction. Place a card on every woman's back that is not her own name, with the name facing out. Then have them mingle with each other and ask only YES and NO questions to figure out the identity of the name on their back.

C. How to Sell DG

Ask the group what we are selling or have to offer to a Potential New Member ("PNM"). What traits do you appreciate in a salesperson or representative? What are PNMs looking for in a chapter? Review the "Selling What DG Has to Offer" handout (page 8). Go over the traits required to be a successful Delta Gamma Sales Representative. This is important. Every interaction with a potential new member – conversation about $\Delta\Gamma$ or something completely unrelated, your posture, remembering her name and interests, your attitude about recruitment and $\Delta\Gamma$, your pride and enthusiasm – makes an impression on her. It forms her impression of not only you, but $\Delta\Gamma$ as a whole and $\Delta\Gamma$ s everywhere.

D. Body Language

Review the "SOFTEN" handout (page 9). Go around the room and have everyone demonstrate the "SOFTEN" posture. Now pair everyone up. Each woman should practice all of the techniques with her partner in front of the group while they have a brief conversation. Have the women pair up with someone they haven't partnered with. Tell them to stand face to face without talking and put their hands palm to palm. Ask whose hands are leaning forward? This person is the dominant person in the pair. Have them express that they are happy to their partner without speaking. Give them other emotions to practice conveying non-verbally. Examples: Concern, Sympathy, Understanding, Uncomfortable, Annoyed, Scared, Shy, etc. The women need to learn to be aware of these emotions and able to read them when they are talking to women.

E. Introductions & Goodbyes

Stand in a circle and start by holding a ball and saying an introduction. Now throw the ball to someone else in the circle and they have to repeat all the introductions prior to their turn and give a new introduction. Repeat game with goodbyes, making sure that everyone goes at least once and all of the groups' ideas have been given. Review the "Introductions & Goodbyes" handout (page [9]) and go over all of the ideas that were generated during the game and write them down on large paper to share with group and review throughout the week.

F. Names

This is not a long exercise. Simply review the Remembering Names section. Emphasize that the women should not only know their potential new member's name, but also information about them from the white card. This sheet is very helpful to be familiar with if the lines get off. Discuss the best way to discover the potential new member's name in case that occurs. Now have everyone come up with a new name for themselves. Everyone needs to pair up and then begin introducing themselves to their partner using their new name. Remind them to use a short introduction and goodbye from earlier. Have all the women pair up with someone they don't know very well and stand face to face. Tell them to introduce themselves and practice some open-ended questions. Let them do this for one minute. Now have them turn back to back. Then ask them the following questions to see if they can answer them. Was the person smiling? What color is their shirt? How is their hair done? What color are her eyes? Etc. The idea is to recognize that we are not always as observant as we should be. Try the exercise again to practice being observant while still holding a conversation.

G. Profile of an 18-Year-Old

Review the "Profile of an 18-year-old" handout (page 11). We need to put ourselves in the shoes of the potential new members (it wasn't that long ago, after all!) and remember our ideas and expectations of recruitment before we went through it.

Afternoon session:

A. Day 1 Conversation Topics/Catch Phrases

Review the "Day 1 Conversation Topics/Catch Phrases" handout. Discuss the mood of these two days and what the potential new members may be feeling. This is a get-to-know-you day and an introduction into DG life and what we have to offer. The catch phrases should not confine conversation, but provide a starting point. Go around the group and have older women share situations that they were put in and how they handled it. Focus on scary situations and questions that they thought were tough. Let the younger women practice answering tough questions.

B. Open Ended Questions

Review the “Open Ended Questions” handout. This should be brief. The women will be applying it shortly.

C. Conversation Tips

Review the “Further Conversation Tips” handout. Make sure that the women actually absorb some of these tips, because they will be applying them shortly.

D. Assessment Exercise

Each woman should be paired up with someone from the other group. Try not to pair up women that know each other too well if possible. Taking turns in front of the whole group, each pair should have a short (about two minutes) conversation, from introductions to goodbyes. One woman will act as the rusher, the other a potential new member who will receive a note about her character. The conversation should be about Day 1 and should incorporate the topics/catch phrases that were discussed. When they are done, go through the “Assessment Form” (page 18) and point out what each woman did well and offer helpful advice on what could be improved. Each woman should have a turn as a rusher if possible, especially women who are new to formal recruitment.

E. Funny Recruitment Stories

Women should share appropriately funny stories about their experiences with recruitment. Women should remember these stories to use during conversations with potential new members to put them at ease if they seem nervous or if they’ve had a rocky day. If you don’t have an experience of your own to share, you can tell her about your friend who had this experience. Stories like these tend to be more effective if they are personalized. Remember the funniest stories because they will be shared with the chapter at a later time.

F. Roadblocks

Randomly call on women to answer questions on the spot from the “Roadblocks” handout (page 19). Praise good answers and discuss possible answers for those who are stuck. Record your answers on your big tablet to hang up later and share with the group downstairs.

Remember to complete your checklist/evaluations and give them to the recruitment team before the day is over.

Showcasing What DG Has to Offer

- **Showcasing a sorority is about helping the PNM get their desires and needs met.** DG is a diverse group, so good marketing and knowing the PNM can help DG focus on what the PNM needs to hear and know about DG. Look for common ground, something you are both interested in.
- **To sell DG, every DG must be prepared.** This preparation during prep week will allow members to be relaxed and confident. DG must show her full knowledge of any subject the PNM wants to know about.
- **To sell DG, members must show a genuine understanding and love for their sisterhood.** DG needs to be friendly, kind and understanding, and be able to explain sisterhood in a down-to-earth way that is sincere and genuine.
- **To sell DG, members must identify with the PNM and what they are experiencing.** This can only be done by reflecting back to when you were a PNM. When the PNM feels a sorority woman has walked in her shoes she will feel a bond. When women identify with each other they are attracted to her and her group. “Be an emotional twin to the PNM, step in stride with her!” Mirroring her situation demonstrates that you care for her.
- **To sell DG, be personable.** Make her feel special by being kind and friendly.
- **Selling DG will require members to know how to handle difficult situations.** A few PNMs will be rude. This is a mistake on her part but no DG should act any way but positive and friendly while a PNM is in the DG house. However, remember her name when you vote.
- **To sell DG, be truly interested in the PNM.** Remember you are looking for new sisters; use all your tools to get to know the PNM. Getting to know her will help DG determine if this young woman would be a good DG.
- **To sell DG, make the PNM feel comfortable and special in the DG house.** The PNM is the guest and DG is the hostess. Show her a fun time. Be confident and relaxed.

How to Sell Delta Gamma...

A PNM pledges a sorority that she can identify with the women who are members. She will choose the chapter that sold itself best during recruitment. Recruitment is successful when each new member is a good sales representative and has done a good job of articulating what DG means to her. In order to carry on successful conversation each member must be confident with the following to make her best sale:

- Know your DG Sisters.
- Know the “big picture” of Delta Gamma Fraternity.
- Know what DG at your campus has to offer a PNM.
- Know the PNM and her interests.
- Be comfortable and relaxed with conversation techniques and “catch phrases.”
- Be proud to be a DG.

S - O - F - T - E - N

S*Smile** – When you smile you demonstrate that you have noticed your guest in a positive way. A genuine smile is very important in making a good first impression. A smile is contagious! A smile shows you are happy! A smile helps new friends feel at ease!

O*Open Posture** – Think open by keeping your arms relaxed and not crossed. Always face your guest during introduction and conversation.

F*Forward Lean** – It helps you hear better in a noisy room and will convey the message, “I am listening and interested in what you are saying.”

T*Touch** – In greeting a new friend always extend your hand to welcome her. You can guide her by putting your hand on her elbow/arm during entering and exiting. This shows warmth, friendliness and trust. Most people see this as a friendly gesture and like it, but be cautious and always read body language of a new friend. At the end of your conversation, if you feel comfortable, you can touch her hand and tell her you enjoyed meeting her!

E*Eyes** – The strongest nonverbal gestures are sent through the eyes. Direct eye contact indicates that you are listening and you want to know about your guest. You are sending a signal: “I’m listening, please keep talking!” Looking away and being distracted says, “I’m bored with you so I am looking elsewhere.” This can show rejection to your guest. Say FOCUSED on her face and eyes!

N*Nod** – When you are listening to a friend, nod in an intelligent, thinking way. By nodding you are sending the message, “I understand what you are saying, keep talking!” The more you let the PNM talk about herself the more at ease she will feel, and the more we will learn about her. However, don’t expect one person to do all the talking. In conversation you should Talk-Listen-Talk-Listen!

Introductions and Goodbyes

Introductions:

- When meeting someone new always say her name.
 - Ex: "Hi, Hannah. I am so happy to meet you!"
- Listen carefully when being introduced, try to remember her name and DON'T keep looking at her nametag.
- It is very important to continue using her name during conversation. People like hearing their name, but don't start every sentence with it.
- Start with general info about each other to find a connection. Many chapters utilize index cards with PNM information to help Delta Gammas learn this information prior to recruitment.
 - Ex: "I played basketball in high school; did you play any sports?"
- Introduce yourself with a tidbit, fact or title that can get conversation flowing.
 - Ex: "Hi, Katie, my name is Olivia and I am so happy to meet you. Are you enjoying recruitment? What are you enjoying most?"
- Helpful Phrases:
 - "I have been looking forward to meeting you!"
 - "We are so excited to meet you!"
 - "Our alumnae (or a specific person) have told us so much about you!"
 - "We have heard so much about you!"

Hello, Old Friend:

When meeting a PNM for the first time...you have studied her, looked at her picture and learned a lot about her. You are thrilled to finally meet her. To make her feel special and important, try pretending that you are running into an old friend when you first meet her. This person is back in your life, and you are very eager to get reacquainted. These techniques will help you to express good feelings through body language and excitement in your voice! This will help you meet a stranger and begin conveying warmth and enthusiasm right away.

Goodbyes:

- Continue recruiting the PNM until she is out the front door.
- Never allow the PNM to walk to the door alone.
- Never walk off and leave a PNM by herself.
- Smile and say goodbye to every woman as they leave the DG house.
- If you met or know a woman, say her name (loud enough so she can hear) as she walks in and out of the door.
- Make an effort to say hello and goodbye to all PNMs that you have talked to throughout the week.
- Close your conversations in a warm and engaging manner.

- Express how much you have enjoyed visiting with her and having her visit Delta Gamma.
- Use eye contact, smile and say her name when you say goodbye!

Remembering Names

How many times have you talked to someone you've met before and cannot remember their name? Most of us recognize the enormous value in remembering names, but usually say: "I'm terrible with names." Don't use this phrase as an excuse. Follow these tips and never forget a name again!

- Establish direct eye contact and smile during the introduction.
- Give your full attention to the introduction.
- Listen carefully and repeat the name immediately after hearing it.
- Think of someone with the same name.
- Form an association with the name and an outstanding feature or anything else that will help you recall all or part of her name.
- Don't worry if the association is not flattering.
- Use the name frequently during the conversation.
- If you forget the name or didn't hear it in the first place, as the person to tell you again.
- Don't make excuses for yourself such as, "I'm terrible with names." It sends the message that you don't really care what her name is.

Profile of an 18-Year-Old Woman

- An 18-year old is interested in her own agenda and "What's in it for me?" By marketing DG, you can show her what DG can offer her and how she can fit in to DG life. DG will also offer her friends for life.
- First impressions are everything. The recruitment process has a superficial component. There is only a short time that conversation takes place; looks and appearances make a difference both ways. Also, to get enroll in the university these women had good grades and leadership. They were "top dogs" and so they see themselves as outstanding and what the best for themselves.
- She may want to pledge somewhere that is like herself. Delta Gamma is very proud to be a diverse group. Some young women may not feel secure when DG talks about diversity. She wants to identify with a person or group like herself. Knowing this in advance and planning for it in conversation this will help her fit in. Whom she meets one on one, and matching (PNMs are matched/paired with Delta Gammas...done before recruitment events) is very important.
- She needs to feel special and important. Show genuine interest in getting to know her. Be complimentary, empathize with her feelings and focus on her needs.

- She is looking for girlfriends. Because Delta Gamma is open to all its members at all times, she can have a family/home away from home. Bonding and sisterhood are easier to nurture when you have members to meet, share meals, work and study together.

Conversation Tips for Round one

Make a New Friend

Introductions

- Smile and be confident
- Remember her name
- Use a “Catch Phrase”
 - “I’ve been looking forward to meeting you. We have _____ in common.”
 - “We have heard so much about you!”
 - “How is your day going? I remember the first day of recruitment (insert story). I was so excited, yet nervous. But it was well worth it, I love being a DG!”
 - “You were so involved in high school. Tell me about _____ (incorporate DG).
- Give her a sincere compliment.
- Remember SOFTEN...nonverbal communication.

Actual Conversation Time

- Listen carefully and summarize what she tells you.
- Actively listen – listen for key words, and always think about what to say next.
- Ask open-ended questions...get her to talk!
 - What _____?
 - What do you do _____?
 - Why do you do _____?
 - Tell me _____?
 - How did _____?
 - Do you _____?
 - When _____?
- Brag about DG...tell her why we stand out.
- Tell personal stories...why you love DG.
- Repeat her name in the conversation.

Goodbye

- Thank the PNM for visiting and tell her how much you enjoyed visiting with her.
- Use common courtesy with your goodbye... “I really enjoyed talking with you, Grace. Thank you for coming to Delta Gamma. I hope you have a great afternoon!”
- Recap part of your conversation... “It was great talking about _____. I hope we can talk again!”
- Say her name when you say your goodbye.
- Walk your guest all the way to the door.

Round one Phrases

Opening Phrases:

“I have been looking forward to meeting you!”

“How is your day going?”

“We are so excited to see you today!”

“Our alumnae (or a sister) have told us so much about you!”

“We have heard so much about you!”

“You were really involved in high school. Is there anything in particular you are interested in getting involved in on campus? There are DGs in more than 100 campus organizations.”

- Relate her experiences to DG. If she danced, explain all the ways she can dance as a member of DG. “We compete in Panhellenic dance competitions and we have placed in Songfest.” If she is athletic play up intramural sports.

“How is your day going?”

- Remember how overwhelming recruitment can be. Be prepared with first day recruitment stories of your own and identify with what she tells you. Have happy, funny, stressed or nervous situations that you can use to relate to her situation. Match her body language and mood!

If you get stuck:

“What do you enjoy doing in your free time?”

- Share how DG can help her to develop her interests with fun facts about DG activities. Relate her interests to some aspect of DG – leadership, sports, dance, scholarship and crews that match her interests.

Other “feel good” phrases/comments:

- Compliment her on something she is wearing.
- Listen, pick up her interests and make conversation fun.
- Show genuine interest in what she tells you.
- Make her feel COMFORTABLE and SPECIAL while she is with Delta Gamma!
- Plant a seed that DGs have a fun, authentic and exciting sisterhood.
- Be proud and willing to BRAG about being a DG. Be positive and upbeat about your sisterhood.

Closing Phrases:

“We have a lot of great things planned this week. I think Philanthropy Day and seeing our video (or touring our house/suite) will be really terrific.”

Open-Ended Questions

- What are open-ended questions? They are easy-to-answer questions that don't have a "yes" or "no" answer, and allow you get to know more about a PNM.
- Asking questions on Day 1 is like fishing. You might have to cast a few times before you catch something.
- When you find an area of interest with a PNM, be sure to follow with an open-ended question. WHAT, WHY, TELL, WHEN, HOW DID...

What did you do this summer? Why did you choose to come to school here? Tell me about yourself.

When did you start dancing? How did you like orientation?

Brainstorm

- Avoid using questions she has probably heard at other sororities like: "How was move-in?" "Where are you from?" Be more creative and interesting.
- Open-ended questions give the PNM a chance to talk, and it avoids awkward moments that "yes" and "no" questions might create.
- Try to develop questions that will lead to a conversation and not just end with an answer.

How to answer her questions:

- Answer through her eyes. Listen for tips as to what she wants to hear.
- If you hear another member give the wrong information, don't correct her during the conversation. (Instead, decide if it's appropriate to follow up later, privately.)
- Know when the conversation isn't going well and be able to change the direction.
- Develop a distress signal within your rotation group to send when someone else needs to step in and join the conversation (i.e. if it really isn't going well). This might include walking to a certain place, crossing arms, etc.

Helpful hints:

- Empathy is important in new friendships. Try to see the world through her eyes. Use short supportive statements to relate to her experiences. "I can understand" or "Wow, you really worked hard!"
- Listen for information about her interests that you can interject DG facts into. "That's awesome that you were a swimmer. Has anyone told you about our Anchor Splash?"
- Prepare yourself with stories that are funny or compelling!

- Remember everybody loves to laugh and have a good time, and you are the host so make sure the PNM is enjoying herself.
- Conversation is like a tennis match. You must take turns hitting the ball. You talk-listen-talk-listen.
- Make her feel at ease by asking questions about her.
- Be COMPLIMENTARY, PLEASANT, ENERGETIC...make her feel special.
- Remember how difficult this week can be. Walk in her shoes!

Further Conversation Tips

- Give her “free personal information about yourself in the introduction.”
 - Ex: “Hi, I am Debbie DG from Houston.” or “Hi, I am Debbie DG a sophomore from Houston.”
- Follow with a good open-ended question.
- You can also ask a closed-ended question that will give you a “yes” or “no” answer or a one- or two-word answer.
 - Closed ended questions usually start with Are, Do, Who, Which.
 - Ex: “Did you enjoy your summer?”
- You then ask an open-ended question to start a conversation.
 - Ex: “What did you enjoy most about your summer?” Her answer may not be long but it will give you information about her and her interests that will help lead the conversation and tie her interests into DG activities. “That’s cool that you got to spend your summer at the beach. Last year I took a spring break trip to the beach with my DG sisters...”
- Make a comment and then ask a question.
 - Ex: “The Cowboys beat the Texans. Who do you think will win in the playoffs?” or “I see you like karate. How did you get involved in that?” Ask lots of follow up questions to draw the PNM out and keep the conversation going.
- When telling the PNM important information about DG, give her details and sum up what you want her to know.
 - Ex: “The DG New Member program is eight weeks long and you will have a meeting every Thursday night that starts with dinner at the house. There are so many fun things planned for our New Members! It’s a really special time.”
- When a PNM asks a question about DG do not give just a yes or no answer. Instead, elaborate.
 - Ex: “No, there is absolutely no hazing in Delta Gamma. Delta Gamma has a zero-tolerance policy for hazing. Our sisterhood is about care and respect, and hazing is neither of those things...”
- Ask for clarification if you are not following what the PNM is saying.
 - Ex: “I am not sure I understand, do you mean...?”

Other Pointers:

- Once you know the PNM, emphasize things she has in common with DG. Influence the perception of closeness...” We could really have fun doing...”
- Tell stories about life as a DG, don't just state facts. Give her details about what life is like as a DG.
- Answer her questions and then ask her another question.

Conversation topics other than things about DG:

- Movies/TV/Music
- Hobbies
- Major/Professors
- Travel
- Family

Assessment Form

Have women in each Rotation Group practice conversation with one another. Rotation Group leaders use this form while evaluating.

A. GREETING

1. Did she (the Delta Gamma) introduce herself to the PNM? yes or no
2. Was her greeting friendly or reserved?
3. Was the potential new member's name said more than once? yes or no

B. POSTURE

1. Standing confidently or slouching?
2. Kept body open towards potential new member at all times? always, some, none
3. Arms crossed? yes or no

C. EYE CONTACT

1. Made eye contact immediately? yes or no
2. Maintained eye contact throughout conversation? Always, some, very little

D. NON-VERBAL EXPRESSIONS

1. Smiling?
2. Nodding head as she listened?
3. Hand gestures used appropriately?
4. Any distracting use of facial expressions or total lack of expression?
5. Looked around during conversation or checked watch?

E. TONE OF VOICE

1. Clear and easy to understand? yes or no
2. Monotone or inflection used to reflect conversation?

F. TOPICS OF CONVERSATION

1. Asked open-ended questions? yes or no
2. Used catch phrases or other appropriate conversation? yes or no
3. Tied conversation back to $\Delta\Gamma$? yes or no

G. CLOSING

1. Friendly goodbye? yes or no
2. Said potential new member's name in closing? yes or no

Day 1 Checklist and Evaluation

Print out and complete after the first day of your recruitment conversation workshops.

MORNING SESSION:

- _____ Welcome Back!
- _____ Get to Know You Game
- _____ How to Sell ΔΓ
- _____ Body Language
- _____ Introductions & Goodbyes
- _____ Names
- _____ Profile of an 18-Year-Old

Please list any activities that you did to fill any extra time:

AFTERNOON SESSION:

- _____ Day 1 Conversation Topics/Catch Phrases
- _____ Open Ended Questions
- _____ Conversation Tips
- _____ Assessment Exercise
- _____ Funny Recruitment Stories
- _____ Roadblocks

Please list any activities that you did to fill any extra time:

ROTATION GROUP

NAME _____

Day 2: Schedule and Instructions

The activities for this round of recruitment assume there is a philanthropy craft and house tour. Your campus may include a tour or video this day. Adjust the format of today's exercises to fit your campus/recruitment.

MORNING SESSION:

A. Philanthropy Day Conversation Topics/Catch Phrases

Review the logistics of the philanthropy day party. Now outline conversation topics in the order that you will use them. (Is there a craft? Video? House/suite tour?) Review the "Philanthropy Day Conversation Topics/Catch Phrases" handouts (pages 23-25). Have experienced recruiters discuss tough situations they experienced in the past.

B. Philanthropy Information

Use the philanthropy cards to facilitate this game. Have all of the women split up into pairs. The first woman to be the recruiter will draw a philanthropy card and she will have 30 seconds to tell the PNM about that topic dealing with our philanthropy. Have each pair go in front of the group with the pair taking turns as the recruiter and the PNM. After each pair has its turn, discuss the positives and opportunities for improvement of the recruiters' answers.

C. House Information (if applicable)

Use the list of rooms that will be shown on the house tour, and then go around the room and have each woman select a room. Now go on a tour of the house and have the woman assigned to each of the rooms "sell" that room as she would to a PNM. This is a time to practice and review the details of the house and what it has to offer. After each woman has a turn, talk about the positives and negatives of the conversation practice, and add any other phrases that can be used. As the women give their answers record them by room on a large tablet sheet as a reference.

D. Financial Information Review

Briefly review Delta Gamma's financial information distributed during recruitment. This is typically not discussed during recruitment events, but women should know what dues do/do not include, etc., in case a question comes their way. Be prepared to briefly answer PNM questions about finances, but also find ways to transition to other topics. For example, "Dues include meals at the house on Monday and Thursday nights, which are a great time to hang out with your sisters and it's a great break from dorm food."

E. Roadblocks

Randomly call on women to answer questions on the spot from the "Roadblocks" handout (page 27). Praise good answers and discuss possible answers for those who are stuck. Record the best answers because they will be shared with the chapter at a later time.

AFTERNOON SESSION:

A. Floater Introductions and Exits

1. Ask women to brainstorm what they have in common with members of their rotation group and members of the floater group. Try to think of a good way to introduce these women to the potential new member you are rushing in the event that they float to you. For example, “PNM, I’d like to you meet Sarah. Sarah is my [little sister/big sister/roommate/suitemate/etc.]” Or, “Rachel, I’d like you to meet Sarah. Sarah and I [were in the same new member class/are both on the social crew/coached an Anchor Splash team together/got to know each other during the new member retreat and have been close ever since/etc.]. Share some of these with the group for those who might not be able to think of anything right away. The introduction does not have to be a connection but can be more of a “title.” For example: an officer, she lives in the house, she is in my new member class, she is my big sis. **Never refer to a woman as someone in your rotation group!**
2. To make connections to everyone in your group, stand in a circle and start by tossing a ball across the circle to someone. The person catching the ball must make a connection to the person throwing the ball. For example “Rachel is my big sis,” or “Rachel is an officer.” Continue until everyone has a connection or introduction for every other person in your group.
3. Women should also review how to include a rotation group floater in a conversation. She should not just stand there silently and listen! After introducing the floater to the PNM, follow up with something like, “Jessie [and I were just talking about.../was just asking me about.../was just telling me about.../etc.]”
4. Everyone also needs to know how to gracefully leave a conversation. No one should stay too long or stand there silently because she doesn’t know how to exit. Ask floaters go around and each give at least one example of a goodbye/exit. Record the answers.
5. Now it is time to practice floating with another rotation group. The recruitment team will pair up rotation groups, and the groups will take turns being the PNMs and the recruiters. Practice introducing floaters into the conversation. You may wish to have a group of older members first demonstrate recruiting and adding a floater for the group. In front of the group, the recruiter and potential new member should start talking. The floater should approach shortly thereafter, and the recruiter should introduce her and involve her in the conversation. After a minute, the floater should gracefully exit. Discuss the positives and negatives of the example before having everyone try. Try to have an older member as a part of every pair to mentor the younger members.

Remember to complete your checklist/evaluations and give them to the recruitment team before the day is over.

Round Two – Philanthropy Day Conversation

Introductions

- Smile and be confident.
- Remember your PNM's name. Repeat it!
- Use a "catch phrase" and tell her what she will be doing today.
 - "I am so happy to meet you. ____ told me so much about you (be specific)."
 - "I am so excited to show you our house today."
 - "We are going to share more about our philanthropy with you today and you will have a chance to work on a project."
 - Be sure to introduce her to other DGs and PNMs while on your tour and if you work on a craft. Don't forget to stop and talk to officers!

Actual Conversation Time

- Ask for her impressions of the video and hearing about our philanthropy.
- Talk about how much you enjoy the different service projects that we do as a chapter to support Service for Sight. Share your favorite service memories (vision screening, beeping Easter egg hunt, Golden Anchor, Joining Forces, etc.).
- Share that DG's philanthropy is unique because one of our members who was blind – Ruth Billow – asked Delta Gamma in the 1930s to make Service for Sight our philanthropy. Our cause has never changed and we have one of the strongest and most well respected Foundations among sororities.
- Talk about the philanthropy events that we participate in on campus and DG's service on campus (reading to visually impaired students)!
- Discuss Delta Gamma's scholarship information. This is particularly good conversation while on the tour in the study. Mention DG scholarships and fellowships, faculty dinners, academic awards, computers with Internet, wireless all over the house, lab and notes bank, study buddies, etc.)
- Be a good hostess and guide your PNM guest through the house. BRAG about our amazing house!
 - Every Delta Gamma chapter member has a key to access the house.
 - Our meetings are at our house.
 - You receive two meals a week here as a new member.
- Review house information and be very knowledgeable about all aspects of the house in order to be a good and informative hostess
- BBQ (or other) Fund raiser – share the details ("There is a concert at our house!")
- Anchor Splash (Slam, Bowl, Freeze, etc.)
 - "I loved being an Anchor Splash coach! I think you would really enjoy coaching. It's a great way to get to know your sisters and other students on campus!"
- Be sure to ask her open-ended questions to get to know more about her. There is a lot to talk about today so don't monopolize the conversation.

Goodbye

- Summarize what you enjoyed learning about her.
- Repeat her name as she leaves, "I hope you have a great day Amy!"
- Say a compelling and acceptable "catch phrase."
 - "I can already see that you have a lot to offer our chapter!"

Round Two Phrases

- Introduce yourself and take her to her seat/place in the room.
 - Explain that we are going to have a short presentation about our philanthropy then you will be back to take her on her tour or work on a craft (whichever you will be doing first).
 - Use the video and philanthropy displays to develop conversation topics.
 - REMEMBER to use her NAME when asking questions.
 - "I am so happy to meet you _____. My friend_____ really enjoyed visiting with you yesterday. I'm so glad you are back today!"
 - "Are you having a good day?" Mirror her mood, and rejoice or empathize with her.
- This day is all about selling specific DG activities and events: our philanthropy, house, DG programs, sisterhood events, our new member program, leadership opportunities, social events, etc. KNOW THE DG FALL CALENDAR!
 - "I know you are interested in _____. I am _____ and I was able to get this position because of the help and encouragement of my sisters. DG encourages its members to be involved both in DG and on campus. DG is one of the most involved groups on campus, and through DG I've done things I never thought I could do!"
 - Talk about sisters in top positions (co-chairs, athletes, Homecoming Court, Dance Team, Student Government)
- "So you were involved in _____. Tell me about it."
 - Listen to her interest and explain to her DG involvement with the campus and community, and how DG will offer her opportunities and support to continue her interest.
 - Be prepared to help her identify what club or position will fit her interest. Mirror this interest with activities DGs are involved in. Tell her how DG has leaders in many organizations and DG sisters help each other get involved.
 - Anchor Splash
 - "I think you would make an awesome coach!"
 - Have compelling stories about philanthropy and Foundation activities
- Today is an important time to discuss finances, because the women received dues information earlier in the day...remember to review Delta

Gamma's financial information sheet and be prepared to answer any questions if she asks.

- Be a good hostess for the DG House – talk about our amazing house. Review the house information so that you can tell her all the wonderful things.
- Be sure to stop and briefly meet officers and other DGs and PNMs while you are touring the house, but we need to ensure every PNM has an opportunity to experience the full tour.
- Let the house tour guide your conversation but don't get glued to a spot by conversation.

Closing Phrases

- Talk about the exciting things the chapter did last year and our upcoming events and sisterhood activities.
- Remember, your personal stories and information will help make Delta Gamma REAL to your PNM guest. It will help her see how she connects with our chapter.
- Always show manners and kindness: "I really enjoyed sharing our house and philanthropy with you. I hope you felt right at home here!"
- Share what DG means on a large campus...we are close friends that share a common bond (the same values and ideals) and have a place to call home.

Round Two Quiz

1. Name the three service projects in which DG participates.
2. Describe the scholarship program and Delta Gamma's requirements for Initiation and good standing.
3. Name three things that the DG house features.
4. Describe your Anchor Splash (Golden Anchor/Joining Forces, etc.) experience.

Roadblocks and Potential Tough Questions

1. How much money did DG raise during Anchor Splash?
2. What fraternities or male groups do you hang out with?
3. How much does it cost to be in Delta Gamma? Are you the most expensive sorority?
4. Are you required to attend social events?
5. What are Delta Gamma's rules concerning alcohol and men?
6. What are Delta Gamma's policies on underage drinking?
7. Do I have to live in the house? What are the rules concerning boys in the house?
8. Are there a lot of problems having so many women live in one house?

Day 2: Checklist and Evaluation

MORNING SESSION:

____ Philanthropy Day Conversation Topics/Catch Phrases

____ Philanthropy Information

____ House Information

____ Financial Information

____ Roadblocks

Please list any activities that you did to fill any extra time:

AFTERNOON SESSION:

____ Floater Introductions and Exits

Please list any activities that you did to fill any extra time:

ROTATION GROUP

NAME _____

Day 3: Schedule and Instructions

This round of recruitment is best described as a “Sisterhood Showcase.” It is meant to shift the recruitment conversation from activities and interests in Delta Gamma to the bonds we share as sisters. Conversation should become more personal and focused on what it means to be a Delta Gamma. There may or may not be an activity or video this round. Adjust these to fit your chapter/campus situation.

MORNING SESSION:

A. What is sisterhood?

On an index card have each woman answer the following questions:

- What made her choose Delta Gamma when she was going through recruitment?
- What is sisterhood?
- What has your sisterhood in Delta Gamma meant to you? Please give an example of the bond you share with your sisters.

Now go around and have the women share their answers. Stress that this round of recruitment is meant to showcase our sisterhood, and members need to be prepared to answer these questions. Women in the group can pull from their collective experiences to further develop their stories and answers.

B. Selling Delta Gamma

This round of recruitment we need to set Delta Gamma apart from the other chapters. Our university has recognized Delta Gamma as a respected organization on campus. Our chapter members are not only involved within Delta Gamma but we represent our chapter all over our campus. Have the women in your group silently think about and write down what Delta Gamma means to them, what DG offers to them, and what or where they would be without DG. This activity is about finding pride in DG and what it means to be a member of our chapter. It's the time when every member of the chapter finds her “Why.” *Why is Delta Gamma important to her and why would she recommend DG as a significant life experience?* As a group, brainstorm what DG at our campus is and what we uniquely offer to Potential New Members. Record what your group believes DG is. You will share your answers with the group later today.

C. Sisterhood Round Conversation Topic/Catch Phrases

Review the “Sisterhood Round Conversation Topics/Catch Phrases” handouts (pages 31-34). This day is all about sisterhood and what sets Delta Gamma apart from other chapters. Women need to be prepared to answer the tough questions about choosing Delta Gamma and sisterhood. Think of this round as “Preference lite.” Remind the women that it is easier to write your answers/stories down and know them before they ask the questions. The catch phrases should not confine

conversation, but provide a starting point for more meaningful conversation. Use the Actual Conversation Time section from the Day 4 conversation sheet and ask each woman one of the points in the form of a question. After they have provided an answer have the group discuss other ways of answering.

D. Roadblocks

Randomly call on women to answer questions from the “Roadblocks” handout (page 36). Praise good answers and discuss possible answers for those who are stuck. Remember the best answers because they will be shared with the chapter at a later time.

AFTERNOON SESSION:

A. Quick Thinking

Review the “Quick Thinking” section (page 33). This will be helpful for the next activity.

B. Role Playing

1. Older members among the two rotation groups should draw a role playing example of potential new member that they will act out, but they should not share what that role is aloud.
2. Randomly select newer members to come forward and recruit one of the older members who has an assigned role. If, for some reason, there is not a balance of older and newer members in the group, randomly assign any woman to recruit the member with the role. Practice makes perfect! Make sure that everyone has a turn as the recruiter though, including the older members.
3. In front of the group, the newer member should start with an introduction and start a conversation, incorporating Sisterhood Day Conversation Topics/Catch Phrases. As the older member acts the part, the newer member will do her best to keep the conversation going along. Let the role-play go on for a minute or two. Praise the newer member for what she did well and offer suggestions as to what else could have been done. If the newer member became frustrated or gave up, brainstorm ways that she could have responded. Reassure the women that most potential new members are not so extreme and that, while it can happen, most women are polite, even if they have no intention of joining DG. If they can get the hang of *this*, they should be fine!
4. Scan the “Assessment Form” (page 37) and point out anything you noticed while the women were in front of the group as well. This is not the main focus of the exercise, but it is important to keep it in everyone’s mind! Continue with the role playing until everyone feels successful.

Round Three – Conversation

There may or may not be an activity or a video this round. Adjust these activities to fit your chapter/campus situation. The focus of conversation should focus on sisterhood and what it means to be a Delta Gamma.

Introductions

- Use a “Catch Phrase.”
 - “_____ told me so much about you, especially that you enjoy_____. (be specific).”
 - “I know this is very exciting but also a little difficult.” (Tell her what you remember about this round at the DG house...personal stories.)

Actual Conversation Time

- Begin to focus on more serious conversation. Tell her why you love DG and why she will love it too!
- The best part of being a DG is_____!
- Tell her how important close friendships are on a university campus. Elaborate on what DG has done for you.
- Share your favorite new member/sisterhood memories...new member program, Bid Day, Anchor Mates, retreat, big/little sisters, special ceremonies, personal stories.
- Talk about leadership, committees, and the ability to run for office!
- Emphasize that with Delta Gamma you have friends for a lifetime. There are Delta Gammas across North America and beyond!
- Tell her how you met your best friends at Delta Gamma.
- Ask her what she is looking for in sorority.
- Explain to her how recruitment has made you feel close to EVERYONE in DG!
- Incorporate her interests and make her feel wanted and special.

Goodbye

- Make it personal
- Catch Phrases
 - “I have really enjoyed having you in our home today. We have so much in common.”
 - “You have so much to offer to our chapter, I hope you will like DG as much as I do.”
 - “There are so many women like you in our chapter; I really think you would feel really comfortable here.”

Round Three Phrases

- “We were all so excited to hear that you were coming back!”
- “I hope you will enjoy your time at the DG house!”
- “I know all of this is very exciting, but I also remember how it can be a difficult time.”
- “I know what you are going through.”
- “I hope recruitment is going OK for you.” (Again, identify with her situation and feelings. Mirror her emotions by showing empathy with whatever she is feeling.)
- Important to let her know it will all be worth it on BID DAY!

- “What do you expect to get out of a sorority?” Acknowledge her answers in a positive way by explaining what DG has given and means to you.
- “The best part of being a DG is ... (e.g., friendships, sisterhood, etc.)”
- Express what these special relationships mean to you: big/little sis, fun times with members from your new member class, sisters working on events, DG committees/Anchor Splash, living in the house, classes and studying together, intramurals...Let your PNM guest know that your DG sisters are there for fun times and also in difficult times.
- Tell her how important close friends are on a university campus. Explain how strongly you feel about your sisters and how special it is to be a DG. Your DG sisters are a part of your family and they will be a big part of her next four years. Also tell her how DG is for a lifetime and you see this through the DG alumnae.
- Ask her, “Have you begun to make your decision?”
 - ***If she replies she is still not sure – Tell her you understand how difficult it is to make such a big decision. Explain why you chose DG and what it has come to mean. (Have a well-rehearsed answer!)
 - Example: Express how DG has helped you obtain high scholarship standards. DG provides leadership opportunities. DG helps to develop potential. DG gives you a sense of belonging on campus and your DG sisters are an important part of your life.
 - ***If she replies, “I think I want to be a DG!” – Tell her that you can’t speak for the chapter, but you feel she will fit in and be a wonderful member!

Closing (if appropriate)

- “I have really enjoyed having you in our house today!”
- “We seem to have so much in common.”
- “I can see you as a member of this chapter.”
- “I feel you have so much to offer Delta Gamma.”

Quick Thinking...

Is the ability to think on your feet and answer ALL questions a PNM asks!

Know all you can about DG at your campus and internationally

1. Review the information that officers present during recruitment prep week and ask questions that you think will be relevant to PNMs.
2. Know what signature events have been done in the past (date parties, sisterhood events, socials, mixers, philanthropy events)
3. Know what is planned for the future (date parties, sisterhood events, socials, mixers, philanthropy events)

Know your DG Sisters

1. Know about planned activities where members learn to get to know each other better (retreats, movies and events at the house)
2. Know your compelling stories and personal stories about DG and sisterhood
3. Paint a picture of daily life as a DG (studying, chapter meals, exercising, meaningful discussions, parties/socials, leadership, sports)
4. Show your passion and commitment for your sisterhood. "We care about each other and everyone counts!"

Quick Thinking tips:

- If you don't know the answer to a question, answer with something closely related or make a good guess. (In small talk no one remembers everything!)
- Answer questions through her eyes. LISTEN for tips/information to keep conversation going. Explain how DG can complement her needs/interests, and help her reach her goals/aspirations.
- If you hear a member giving wrong information, do not correct her. Have a conversation after the day's recruitment events have ended.
- Know when to redirect if the conversation isn't going well. Change the discussion to something about her life, her interests, or school.
- The smallest detail of her life is important to her! Pay attention!
- Do not ask more than one time, "Do you have any more questions?"

Awkward Silence

- Try open-ended questions using Who, What, When, How, Tell me
- Know all the "catch phrases" to help keep conversation going.

Round Three Quiz

1. What should the conversation consist of on this round of recruitment?
2. What should you be asking the PNM?
3. Explain or describe a couple of topics that will give the PNM insight into life at Delta Gamma. (e.g. the new member program)

True or False

___ You should tell her if you like her that she will be back for sure for Preference.

___ You should be giving the PNM information on what “sets DG apart from others”

Roadblocks and Potential Tough Questions

1. How do you choose your members? Do you vote on potential new members?
2. My roommate and I are interested in different sororities. I don't want to lose her friendship.
3. Why did you join a sorority?
4. What did you look for when you went through recruitment?
5. Do you get along with other sororities on campus?
6. What are your requirements to join?
7. What made Delta Gamma stand out for you?

Assessment Form

A. GREETING

1. Did she introduce herself? yes or no
2. Friendly or reserved in greeting?
3. Was potential new member's name said more than once?
yes or no

B. POSTURE

1. Standing confidently or slouching?
2. Kept body open toward potential new member at all times? always, some, none
3. Arms crossed? yes or no

C. EYE CONTACT

1. Made eye contact immediately? yes or no
2. Maintained eye contact throughout conversation? Always, some, very little

D. NONVERBAL EXPRESSIONS

1. Smiling?
2. Nodding head as she listened?
3. Hand gestures used appropriately?
4. Any distracting use of facial expressions or total lack of expression?
5. Looked around during conversation or checked watch?
6. Friendly or reserved in greeting?
7. Was potential new member's name said more than once?

E. TONE OF VOICE

1. Clear and easy to understand? yes or no
2. Monotone or inflection used to reflect conversation?
3. Was potential new member's name said more than once?

F. TOPICS OF CONVERSATION

1. Asked open-ended questions? yes or no
2. Used catch phrases or other appropriate conversation?
yes or no
3. Tied conversation back to DG? yes or no

G. CLOSING

1. Friendly goodbye? yes or no
2. Said potential new member's name in closing? yes or no

Day 3 Checklist and Evaluation

MORNING SESSION:

- _____ What is Sisterhood?
- _____ Selling Delta Gamma
- _____ Conversation Topics/ Catch Phrases
- _____ Roadblocks

Please list any activities that you did to fill any extra time:

AFTERNOON SESSION:

_____ Quick Thinking

_____ Role Playing

ROTATION GROUP

NAME _____

Day 4: Schedule and Instructions

MORNING SESSION:

A. Preference Conversation Topics/Catch Phrases

Review the “Preference Conversation Topics/Catch Phrases” handouts (pages 40-43). Go over the conversation topics and stress the importance and talking seriously about DG even if the Potential New Member doesn’t raise the issue. We need to close the deal during Preference by bringing the conversation back to why the PNM should be a Delta Gamma. The catch phrases should not confine conversation but provide a starting point.

B. Roadblocks

Have the chapter women get in a circle and begin by asking a tough question that might be asked on Preference day. The woman asking the initial question should throw a ball to someone else in the circle who will answer the question, and then throw the ball to someone else who will ask the next question. Praise good answers and discuss possible answers for those who are stuck. Keep a record of your questions and responses to review and then share with everyone. After everyone has gone review the “Roadblocks” on the Day Five Conversation sheet to discuss any questions that were not asked.

C. Closing the Deal

Review the “Closing the Deal” section of the Catch Phrases handout (page 43). Brainstorm what can be said that will make a woman feel special without going too far. Share suggestions for “closing the deal” and questions you can ask to feel out what the Potential New Member is thinking. Some PNMs may come right out and say where they want to pledge, but others won’t, and some may still be struggling with her decision about her first choice – or whether to join a sorority. Have each woman give an example of a closing phrase she is comfortable using (don’t let them read from their binders). If they can’t verbalize their Preference conversation in their rotation group they won’t be able to do it with a PNM!

Day Four – Preference Conversation Topics

Introductions

- Smile and be confident!
- Remember your PNM's name.
- Elaborate on how happy you are to have her back.
- If you had her as a guest earlier in the week, explain why you wanted to talk to her again.
- If you have not had her earlier in the week, tell her that you have heard all about her all week and couldn't wait to meet her today!
- Be sincere and thoughtful.

Actual Conversation Time

- Tell her lots of DG stories.
- Tell her how you made your decision to be a Delta Gamma.
- Use the slideshow or Preference speeches to elaborate your DG memories.
- Tell her how you felt during Preference day at DG.
- Talk about sisterhood and finding a home.
- How have you changed for the better because of DG?
- There is always someone to depend on in DG.
- Tell her what you have found in DG.

Goodbye

- "We have so much in common. I have enjoyed having you in our home this week."
- "I would pledge DG if I had to do it all over again."
- "You have to make a decision. Here is how I made mine..." (Have this well-rehearsed.)

Tough Questions/Comments Often Heard on Preference Day:

Have your answers ready!

1. What can DG do for me?
2. Why do you think DG is best?
3. Tell me about the parties you have with fraternities.
4. Do you mix with other sororities?
5. I hear all the talk about sisterhood...explain how you feel about sisterhood.
6. It is between XYZ and DG, and I don't know which one to choose.
7. My roommate is my best friend who really likes another sorority and we promised we would choose the same one.
8. This is the hardest decision I have ever had to make...
9. What is so special about DG?

Round Four – Catch Phrases

Think basics:

- Lifelong friends
- What DG has given you
- What you have given DG
- Home away from home on campus

Opening Phrases:

- “I am so happy that you are here today.”
- “I have been waiting all week to share my experiences with you.”
 - Tell her about the closeness you feel with special friends.
 - Talk about the fun times, events and trips.
 - Expose her to life as a DG.
 - Talk about living in the house and living together in apartments/houses.
 - Tell her you can’t imagine what life would be like on this campus without DG sisters.
 - Explain that in DG she will always have someone she can depend on and that might need to depend on her.
 - Tell her that DG has opened so many doors for improving life on campus.
- “Today is a very special day because you have to make an important decision. The sorority you choose will be an important part of your life at school. This decision has to be yours. No one at this chapter or any other chapter should do that for you. I can only tell you that I sat where you are sitting and I felt very confused. I would like to share with you how I made my decision.”
 - If her interest is service: “To be honest, all the groups are similar, but I felt I best fit into DG because I could continue my interest in service.”
 - If her interest is leadership: “At DG the members seemed very sincere about how they wanted me to join. They pointed out how much talent and ability would be an asset to the chapter. They pointed out how I could grow in DG through leadership. I feel you would have so much to offer and DG can help you develop and grow.”
 - Tell her other benefits to being a DG: “I also think you would really enjoy...”
- “There is always someone to depend on in DG.”
- “As you begin to seriously think about your decision, I hope DG is in your thoughts.”
- “I understand how you feel...but I was most comfortable with this decision.”
- “I am so happy you are here today and that I have been able to share with you.”

It's your time to close the deal!

Closing the Deal Phrases

- "I hope your time today at the DG house will help you to understand our sisterhood. I know it is impossible for you to understand all about life as a DG in such a short time. I can only tell you how happy I am to be a DG and I would do it again."
 - Tell her how DG can meet her needs and fulfill her dreams! Make her feel special and wanted!

***After she listens to the ceremony), tell her:

- "I hope your heart is with DG."
- "I hope your wish is the same as mine."
- "I know you are thinking seriously about this, and I hope DG is in your thoughts."
- "You would be such a great asset to our chapter."
- "We have so much to offer you and you have so much to offer us."
- "I really feel you would fit in here."
- "I can really see you here; we have so much in common."
- "DG has a great reputation nationally, and on this campus. We are proud of our accomplishments and our close sisterhood. I would love for you to be a part of this."

Use the following only if you feel comfortable:

- "I love my DG sisters and our home...I hope you will love DG also."
- "Because our house is open to all our members, well that there is no division in our new member classes. We really care about our new members and we have so many fun programs and activities planned. I think you will really find it fun."
- "Whatever you choose, I hope it will become as special to you as DG has to me."
- "I am so glad I have become your friend."
- "I loved spending time with you."

Reflect on your Preference day:

- Remember the house you went to and how you were treated.
- Be an empathetic listener.
- Try to get a feeling of what she will do later on that day, however, do NOT pressure her and under no circumstances should you provide a promise of a bid.

On Preference day, it is especially important for you to:

- Let her tell you what she is thinking. Listen to her!

- Let her share her feelings with you, however, do not waiver in DG's commitment to her. Do not say, "Follow your heart. I'll be your friend no matter what house you choose." You want her to join Delta Gamma!
- After you close the deal and tell her why you are a DG, let her do most of the talking.

Round Four Quiz

1. Describe how you felt at the DG house on Preference day.
2. What has DG given you?
3. How do you begin the serious part of the conversation for the evening?
4. Describe what sisterhood means to you.
5. What will your personal story be for the evening?

Roadblocks and Potential Tough Questions

1. What does Delta Gamma's new member program consist of? Are new members required to do silly or embarrassing things?
2. Why do you like being in a sorority?
3. What does your group have to offer me?
4. Someone told me they would take me out on Bid Night to meet tons of boys. Are you going to do that?
5. How much time does Delta Gamma take?
6. What is your chapter known for on campus?
7. I'm torn between two groups. What do I do?

Day 4 Checklist and Evaluation

MORNING SESSION:

_____ Preference Night Conversation Topics/Catch Phrases

_____ Roadblocks

_____ Closing the Deal

Please list any activities that you did to fill any extra time:

ROTATION GROUP

NAME _____

Day 5: Schedule and Instructions

MORNING SESSION:

A. Conversation Topics/Catch Phrases

Review the “Conversation Cheat Sheet” handout. Explain to the chapter that these phrases are not meant to restrict or limit the conversation of each day. It’s wonderful if a ΔΓ and a potential new member share similar interests and have a lot to talk about, even if the subjects are unrelated to ΔΓ. If you “click” with someone, enjoy the conversation. Your conversation does not always have to center on ΔΓ, but try to relate ΔΓ into the conversation at some point. For example, assume you both [are from Dallas/were on drill team/played a sport/love the same music/etc.]. Tell her [how much fun you and some women from your new member class had on a weekend at your home in Dallas/how you get to relive your drill team days by participating in sisterhood and philanthropy event dances/how you still get to play sports now and then because you’re on the ΔΓ intramural team/how you and your roommates in the house blast the music and have a great time.].

B. Roadblocks

Randomly call on women to answer the roadblock questions on the spot. Praise good answers and discuss possible answers for those who are stuck. Remember the best answers because they will be shared with the chapter at a later time.

C. Questions and Answers

Encourage everyone to ask any questions they may have, no matter what they are about. Pay attention to newer members in particular. If a new member doesn’t speak up but looks nervous or confused, approach her and help ease her mind! If, after prep week is over, a new member still feels unprepared, offer to talk with her/help her in the evening or sometime before formal recruitment begins. During this time if a woman asks about how to handle a situation, conduct a role-playing activity with another woman and walk her through the specifics of the situation. Don’t just give answers...encourage your sisters practice their conversation for these situations too!

Conversation Cheat Sheet

Go Greek/Welcome Round – 20 minutes

- Stat with general information about each other
- Find a connection
- Make her feel special – point out some activities
- Use open-ended questions
- What? Why? Tell me? When? Do you? How did?
- “What did you do this summer?”
- “Why did you choose [this university]?”
- “When did you begin dancing?”
- Avoid questions she has probably already answered at other chapters:
 - “How was move in?”
 - “Where are you from?”
- The first day of recruitment is overwhelming. Empathize with her and tell her your stories.
- “I have been looking forward to meeting you!”
- “How is your day going?”
- “We have a lot of fun things planned this week.”

Philanthropy Day – 35 minutes

- The house sleeps 50 people [If you don’t have a house, substitute the number of members in your chapter or some other fact about your suite/meeting space.]
 - Parlor: entertain guests, TV and movies with sisters, great for studying
 - Bedroom Suites: wifi in all the rooms, 50 closets to share
 - Dining Room: eat dinner together when you live in the house and everyone gets dinner before chapter and new member meetings
 - Great for study groups, where we have chapter meetings on Mondays
 - Study: two printers, test and lab bank, professor evaluations
 - TV Room: for house women to hang out and great for slumber parties
 - Mini Kitchen: Always stocked with goodies
 - Laundry Room: four washers and dryers
 - “We are one of the only sororities with suite style bathrooms!”
 - “DG house belongs to all its members and everyone has a key!”
 - “DG house is my home away from home!”
 - “Anchored in Faith meets weekly!”
- Sell Delta Gamma!
- Remember to look at the officer info sheets.
- Philanthropy/Foundation:
 - Coloring Books – used by the visually impaired children.
 - Tell her about personal experiences with service projects.
- Anchor Splash, reading to students, Beeping Easter Egg Hunt, Guide Dogs

- Anchor Slam – Explain the fun we have coaching and making accessories for the teams.
- Finances:
 - Middle range dues
 - Payment plan and scholarships
 - Cheaper to live in the house than most dorms
 - NMs get dinner on Monday and Thursday
- Social Events
 - Crush Party, Formal, Date Party
- Scholarship - Study hours are a great chance to hang out with your sisters on campus or at the house
- “I am so happy to meet you. _____ told me so much about you!”
- “Let me tell you more about Anchor Splash/Slam”
- “Tomorrow will be a lot of fun.”
- Share what DG means on a large campus. Close friends that come together at their DG home.

Sisterhood – 45 minutes

- Friends for a lifetime
- Feels good to find a place in a group on such a big campus
- Tell her how she would fit into DG
- Explain how sisterhood as a new member is developed through an eight-week program with an awesome big/little sister program, chapter retreat, etc.
- “We are all so excited to have you back today!”
- “I hope you enjoyed your time at the DG house.”

Preference – 60 minutes

- Share feelings, commitment, love for DG
- Sincere tone, quite, thoughtful
- DG opens doors and develops individual potential
- You would join DG if you had to do it all over again
- Explain how DG has changed your life
- “I am so happy you are here today!”
- “You have to make a tough decision, here’s how I made mine...”
- “I understand how you feel, but I was most comfortable with this decision.”
- “As you begin to seriously think about your decision, I hope DG is in your thoughts.”
- “There is always someone to depend on in Delta Gamma.”

Conversation Topic Overview

Round 1 and 2

- Emphasize the DG name.
- Highlight chapter events and accomplishments.
- Talk about the scholastic advantages of membership.
- Give an overview of sorority life.
- Create a desire to return.

Round 3

- DG is a real friendship, a new family.
- Create a greater desire in the PNM to be a part of DG.
- Tell her about a special relationship shared with a DG friend.
- Talk about the chapter in a more unified sense.
- DG is forever and has a deep, personal meaning.
- Tell her why you chose DG.
- Tell her how special it is to be a DG.

Round 4

- I would like to see you as my sister.
- I would like to see you here as a Delta Gamma.
- I hope to see you come back tomorrow.
- I'm glad to have shared this day with you.
- Seniors: I'm graduating after this year, and if I could pick someone to take my place, it would be you.

One-liners and closing:

- I can be myself AND be a Delta Gamma.
- You would be a great asset to our chapter.
- I really feel you belong here.
- I would be proud to call you my sister.
- Speaking for me, I would love nothing more than to have you become a Delta Gamma.
- Whatever you choose, I hope it is as special to you as DG is to me.

What a PNM likes about a DG recruiter:

- Tells her how DG can meet her needs
- Shows knowledge and pride of DG
- Lives up to promises made
- Is neat in appearance and courteous
- Uses the PNM's name frequently
- Uses "us" and "we" more than "I" and "me"

What PNMs dislike during recruitment:

- Over promises
- Gossip and inside jokes
- Putting down other people
- Interruptions when she is speaking
- Misrepresentation and incorrect information
- Exaggeration

Conversation Do's and Don'ts

Do

- Greet PNM with a smile
- Think before you speak and answer her questions
- Repeat her name at the introduction and call her by her name during the conversation
- If she is shy, try to draw her out with friendly questions about herself
- If she monopolizes the conversation, let her have the fun and smile as if you love every word she says
- Sell Delta Gamma
- Tell her about Delta Gamma sisterhood/social events and everything DGs do for fun
- Reassure her if you like her, but you are only one vote!

Don't

- Monopolize the conversation
- Gossip about or slander other sororities or your sisters
- Talk about specific fraternities
- Ask questions about other groups
- Interrupt the PNM while she is talking
- Continue a subject that obviously does not interest the PNM
- Talk about the weather
- Talk about anything negative or complain about any aspect of recruitment
- Talk about drinking or bars
- Promise a bid to any PNM
- Take anything for granted, especially a PNM
- Spread negative thoughts about any aspect of DG recruitment

Perceptions are part of sorority life

Be positive, friendly, polite and a DG Ambassador!

Roadblocks and Potential Tough Questions

1. With whom do you have social functions and what type of activities do you have?
2. Do you have study hours?
3. What are your academic requirements?
4. I really like Delta Gamma. Can I be your little sister? Or do you want my Bid Day T-shirt size?
5. What are your best chapters nationally?
6. I think I'll wait and maybe pledge next semester.

Day 5 Checklist and Evaluation

MORNING SESSION:

_____ Conversation Topics/Catch Phrases

_____ Roadblocks

_____ Questions and Answers

Please list any activities that you did to fill any extra time:

ROTATION GROUP NAME

NAME: _____