**Last Revised: 2014-07-09**

Can be done in meeting 2, or as its own meeting as many times as necessary to address concerns.

**INTEREST LEVEL**

* Gauge where the PNM is at
  + 1 - 10 of interest level
    - 8-10 = ready to build

**CONCERNS**

1. If we were to offer you a bid is there anything holding you back?
   1. Standards
   2. Talked to Parents & Significant other?
      1. How to they feel?

**QUALITY RESPONSE GUIDE**

Preclose - Clarify to Understand - Empathize - Isolate the Concern - Quality Response - Preclose

**TIME “**I don’t have the time.”

1. How much time do you think it will take?
2. What are your other time commitments?
3. How much time *could* you commit?
4. I would like to introduce you to \_\_\_\_\_. He works part time, plays a sport, and maintains a 3.5 GPA.

**MONEY “**I can’t afford it.”

1. Do you know how much it costs?
2. May I show you exactly how much it costs and how that compares to other college expenses?
3. If we could arrange a payment plan, would that make a difference?

**PARENTS/GIRLFRIEND “**My mom/dad/girlfriend doesn’t want me to join.”

1. What is it they do not approve of?
2. Why do you think they feel that way?
3. Have they met any of the members in this Chapter?
4. Would you be willing to help me arrange an opportunity for them to meet some of the members’ parents or the chapter advisor?

**GRADES “**I’ve got to focus on my grades.”

1. What are your concerns?
2. Did you know the chapter has minimum standards for maintaining membership in the organization, an academic excellence program, and a program to reward scholastic achievement?
3. May I introduce you to our Academics Coordinator?

**UPPERCLASSMAN “**Upperclassmen don’t join fraternities.”

1. What is it that you would like to get out of a fraternity?
2. This is a life-long membership. You’re talking about the difference of two years.
3. We could use a few more guys with your experience and maturity.
4. You’re that much closer to leveraging our alumni network.

**WAIT “**I’d just like to wait a semester or two.”

1. What is it you think will change between now and then?
2. Would you help me understand the benefits of putting off the experience for a whole semester?
3. What would need to change for you to feel comfortable moving forward with this New Member Class?

**STEREOTYPES “**I’m not the fraternity type.”

1. What is “the fraternity type?” Does that describe us?
2. Good. That’s the reason we’re interested in you.
3. Does that mean you would be willing to help our chapter change the image of fraternities on this campus?

**HAZING “**I don’t want to get hazed.”

1. Do you think we haze our New Members?
2. Hazing is unacceptable and strictly forbidden in our fraternity.
3. Let me introduce you to our newest initiates. I would like you to ask them about any details of their New Member Program.
4. Here is out New Member Program outlining everything that we do.

**HOUSE “**I don’t want to live in the house.”

1. What is it that makes you not want to live in the house?
2. May I show you the fraternity’s plan for filling the house?
3. We have a lot of Brothers who are active members and choose not to live in the house.

**ALCOHOL “**I don’t drink.”

1. Do you think you have to drink to be in a fraternity?
2. The majority of the fraternity’s activities do not include alcohol.
3. We respect every member’s choice. There is no pressure to drink.
4. Were you aware the fraternity chooses to implement a substance-free recruitment and and alcohol-free New Member Program?

**PRECLOSE QUESTION**

If we were to offer you a bid for

membership, what would you say? **If Yes**

| | Interesting. Do you mind if I share

No/Maybe Yes ---------------------- that with the Brothers?

|

**CLARIFY ------------------------------------------- Concerns**

What is it that is keeping you from Time Wait

saying yes? Money Grades

Parents/Girlfriend Hazing

**EMPATHIZE ---------------------------------------** Stereotypes House

I can understand your concern(s). Upperclassman Alcohol

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**ISOLATE ------------------------------------------- Additional Concerns**

Is \_\_\_\_\_ the only concern holding you Time Wait

back from potentially accepting a bid? Money Grades

Parents/Girlfriend Hazing

**QUALITY RESPONSE ---------------------------** Stereotypes House

(see above) Upperclassman Alcohol

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**PRECLOSE QUESTION If No**

If we were to offer you a bid for I understand. There is a lot to consider.

membership, now do you feel like Maybe the best thing is to give you an

you could say yes? opportunity to meet a few more members

| | and a little more time to think things

Yes No/Maybe-------------- over. I’ll see you Monday night for the

game. Don’t forget to bring your roommate.