

# Queries for reflection, discussion and learning

## Chapter 18: Keeping people informed

### Queries for individual reflection

1. Do I make a habit of introducing myself by name when I make an announcement? What other things can I do to avoid mystifying or excluding some people?
2. How aware am I of the people I'm addressing when I convey information and of others who might receive it? How can I check that the information I give is being received and understood in the way I intend?
3. What information and communications do I find helpful or unhelpful? What effect does information overload have on me?

### Queries for pastoral groups

1. 'Eldership and oversight may need to be active in promoting sufficient and helpful ways of keeping people informed, and ready to respond to the effects of lacks or unhelpful practice.' How might we approach each of these tasks?
2. What can we do towards informing visitors and enquirers effectively about Quakerism and the kind of worshipping community our meeting is? What do we feel needs to be changed or developed in our meeting's current practice?
3. How do we make sure other people in the meeting know who we are, what we are here for, how we can each be contacted or approached, and who or where else to go to for pastoral needs?

### Queries for meetings

1. Are verbal notices, noticeboards, our newsletter, and other ways of disseminating information, serving their purposes effectively in keeping people informed? What areas of providing information could we develop and improve?
2. How do we ensure that all our contacts with external organisations convey an accurate impression of the Society of Friends? How might we raise awareness in the meeting of the range of connections and the part they play in our outreach?
3. In the exercise of approaching our building as outsiders, we each ask ourselves:
  - Can I *easily* spot the place where the Quaker meeting takes place from the directions I was given or found on the website?
  - Is there anything about this building that puts me off going in?
  - Is there a notice outside the building giving the time of meeting for worship?
  - Is the entrance door clearly marked? Is it open?

What first impression will visitors have before they even enter our building? What could we improve? Are there other ways we could consider of conveying information beyond our meeting, which might prompt people to give us a try?