



# How to start a conversation with a veteran or current serving member in your community

Starting up a conversation with a potential new RSL NSW member can be challenging. They might not be familiar with what the sub-Branch does or what RSL NSW membership can offer them.

If you're unsure how to approach someone new, here are some handy conversation starters.



## STARTER PROMPTS

**Start things off with a friendly introduction, then try some basic icebreaker questions:**

- When/Where did you serve?
- What do you do now?
- Where do you live?
- How do you like to spend your free time?
- Do you have family?



**Try to let their responses guide the rest of the conversation. But if you need to, consider using one of the following question prompts:**

- What are your priorities these days?
- Do you have people you can call when you need help?
- Have you considered becoming an RSL NSW member?
  - Follow up by explaining the benefits of membership - such as access to wellbeing support resources - not all of which might be obvious.

**Did you know that  
RSL sub-Branches  
are different from  
RSL Clubs?**





- Follow up by explaining the distinction between sub-Branches and Clubs – the person you’re talking to might not know.
- What would you look for in a sub-Branch?
- What can we at the sub-Branch do for you?



### **Remember:**

Meeting a new member is not an interrogation. At the end of the day, it’s a casual conversation between two or more people who connect over a shared experience.



## A FRIENDLY WELCOME

### Here are a few things to consider when interacting with potential new members:

- Keep the atmosphere friendly and relaxed by buying them a drink or sharing a little of your own life.
- The right non-verbal communication is crucial. Use body language that is open and welcoming to avoid appearing overbearing.
- What's most important after connecting with a veteran or current serving member in your community is to deliver on your promises. Continue to foster the connection you have made with them by following up through regular phone calls or visits.

