

The Four Domains of Welcoming

There are four areas for organizations to develop that increase their community engagement capacity.

AREA ONE: Helping people using our services initiate and sustain community activities.

Examples:

Get and keep a job.

Join a club.

Move into an apartment.

Use public transportation.

AREA TWO: Developing the welcoming capacity of community places.

Examples:

Present awareness-building speaking engagements to Chamber of Commerce.

Help a community college develop support systems for students with disabilities.

Join other groups to advocate for common interests like housing, jobs.

Provide a “welcoming” training to a local church.

AREA THREE: Welcoming people into our workplace and services.

Examples:

Establish clear signage and information access in your building.

Provide a warm greeting to people as they enter.

Design physical spaces to minimize separation between customers and staff.

Provide services with a minimal amount of waiting time.

AREA FOUR: Creating a welcoming workplace for employees.

Examples:

Conflicts are surfaced and resolved within a reasonable period of time.

Employees characterize the workplace as being friendly.

Employees’ primary talents are known by other workers and utilized.

There are regular rituals for acknowledging both individual and workgroup accomplishments.