



DELTA UPSILON

INTERNATIONAL FRATERNITY

PRE-CLOSE CONVERSATION DURING RECRUITMENT

Recruitment is not just about “selling” membership. It’s about **building genuine, authentic relationships** and identifying men who align with our Four Founding Principles:

- **The Promotion of Friendship**
- **The Development of Character**
- **The Advancement of Justice**
- **The Diffusion of Liberal Culture**

When a potential new member hesitates on joining, it’s almost always about whether they feel a sense of *belonging* and whether the chapter has shown a genuine commitment to *friendship and personal growth*. Simply put, hesitation means:

1. **“I don’t know if I belong with these guys.”**
2. **“I don’t know if these guys see something in me.”**

A pre-close conversation is essentially a check-in that can help us understand:

- Does the PNM see himself contributing to the chapter?
- Have we shown him who we are as non-secret, values-based fraternity?
- Does he feel that joining DU will help him grow?

During the pre-close conversation, there are two questions (see below) you can ask that will help you better understand the PNM’s interest in joining but more importantly, any hesitation the PNM has in joining.

1. **If our chapter were to offer you a bid to join DU, what do you think your answer would be?**
2. **On a scale of 1-10, “1” being I have zero interest in joining, and “10” being a would join DU today if I could, where on that scale do you think you would be?**

With the first question, if the PNM answers with *no* or *maybe*, follow up with:
“What’s one thing holding you back?”

With the second question, if the PNM answers with “I’m at a 7”, follow up with:
“Why are you at a 7 and what is holding you back from being at an 8 or 9?”

**Note – this follow up can be done with any number the PNM responds with*

The purpose behind these questions is that you are not defending DU but rather building trust and showing a commitment to ensuring all PNM questions are answered and concerns addressed.

THREE-STEP PRE-CLOSE PROCESS

Step 1: Validate Concern(s)

Validation during the pre-close process means demonstrating empathy and alignment with our value of **The Promotion of Friendship**.

Example: **“I 100% hear you as cost is a real concern for a lot of guys. When I was joining, I had the same question, so it makes sense. Let’s talk more about the dues.”**

Step 2: Isolate Concern(s)

Remember, DU focuses on clarity and honesty.

Ask: “If the cost of joining wasn’t a factor, is there anything else that might hold you back from joining DU?”

If additional concerns come up (parents, time, uncertainty), validate each one individually.

Isolation can help the PNM understand that DU is:

- Honest
- Non-secret
- Relationship focused
- Values-based

Step 3: Set a Timeline

Your chapter should prevent open-ended uncertainty with PNMs.

Example: “How about I get you connected with our VP Finance so he can talk to you more about dues and send you some information you can share with your parents? And we can connect again later this week?”

This reinforces DU’s commitment to:

- Deliberate decision-making
- Meaningful connection
- Space to grow comfortably
- Maintaining high standards for membership

IMPORTANT REMINDERS

Ensure your responses during conversation include:

- Respect
- Honesty
- Validation
- Clear Information

Your responses during conversation **should not** include:

- Overpromising
- Lying
- Invalidation

The pre-close conversation is a necessary part of the recruitment process as it helps address concerns; answer questions; and, ultimately, ensures a PNM feels valued, connected, understands expectations and can see himself apart of the brotherhood.