

Open Doors
Chapter 11f: Building Rapport Experience It

Sara: Persistence is one key thing that I have got to give him credit for because we would not be here. I have got to give him credit.

[Applause]

Amanda: Yeah, we've heard that again and again, really, in sort of putting together this panel, how important that persistence piece is. We know that it's incredibly important always to have that person there [Audience laughing] as a part of the services you provide, that consistency.

Dora was telling me a story about showing up early one day, and you were packing the kids in the van, getting ready to go. Yeah.

Sara: "Get back in the house, or I'll go with you. Which is it?"

Amanda: Yeah, exactly. So tell me a little bit about Dora. What was it that eventually won you over, other than the amazing persistence?

Sara: The FBI training. No, just kidding. The fact that not only persistent, but the smallest things that I really appreciated was when she called and left voicemails out of random saying, "Hey, I know this is tough, but you're doing a good job. That simple little thing kind of just made a huge difference versus hearing constant -- because, you got it all over, saying, "You're doing such a bad job. Oh, look at your situation." You know, it's constant put-downs. So, when you've got something, somebody believing in you, it was just a motivation right there.