

FORD Dialogue Script

AGENT: Hi, this is [name]. Sorry I haven't done a better job of staying in touch with you. I just want to make sure you know how much I care about you and miss you.

[Then you simply go into FORD by asking questions such as the following.]

F. Family

- How are you doing?
- How is your family?
- How is [spouse]?
- How are your kids?
- How are the in-laws?
- How are your parents?

O. Occupation

- How is your job going?
- How is your business doing?
- How long have you been at your current job?
- Are you looking forward to retirement?

R. Recreation

- What have you been doing lately?
- Are you still [doing extracurricular activity — skiing, running, drawing etc.]?
- How was your trip to [place]?
- What are you doing to enjoy yourself?

D. Dreams

- Are you going anywhere fun for vacation?
- What are your plans for the holidays?
- What are your plans for the future?