

SET-UP CALLS

An introduction to set-up calls

The goal of a set-up call is to schedule a face-to-face meeting.

"THE MEDIUM YOU USE IS THE MESSAGE"

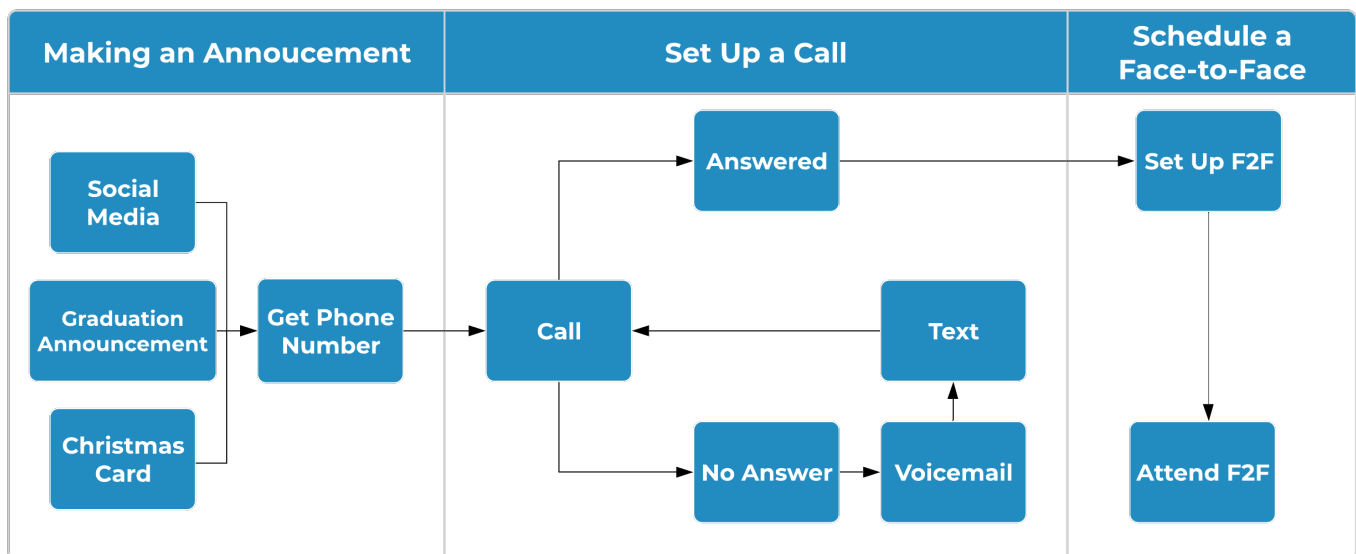
-MARSHALL MCLUHAN

WHY A PHONE CALL:

The medium of communication you use speaks to the importance of the meeting. Therefore, we only use a phone call or higher level of communication to set up a face-to-face meeting.

THREE IMPORTANT PRINCIPLES:

1. Make a phone call to set up a face-to-face
2. Be prepared with: your script, calendar, and MPD Planner
3. Keep the ball in your court



SET-UP CALLS

A phone script to set up the F2F



1. Greeting

Hi **(their name)**! This is **(your name)**. How are you? Do you have a few minutes to talk?

If not a good time to talk

When is another time I could call you back?

2. Transition

If able to talk

I am calling because I am on staff with The Navigators ministry at/in **(city/campus/mission)**. I am excited about what the Lord is doing and the ministry God has called me to be a part of there.

3. Ask for Appointment

A significant part of ministry with The Navigators is to build a team of prayer and financial partners. As I thought about who would be encouraged to hear about what God is doing, I thought of you. I'd love to share more with you in person.

Are you available to meet **(option 1)**, or would **(option 2)** work better for you?

If neither time works, offer another day with two potential meeting times.

4. Confirm Meeting

Great! Let me write that down in my schedule for **(decided upon time)**. Do you mind jotting that down in your schedule as well, that way we both have it?

I'd love to meet with you (and your spouse) where you are most comfortable. Would it be okay if I came to your house?

Great, thank you! May I get your address?

If they'd prefer somewhere, offer a location close to their home.

I'm really looking forward to meeting with you (and their spouse's name)! I'll see you **(decided upon time)**.

If no appointment, keep the door open for the future

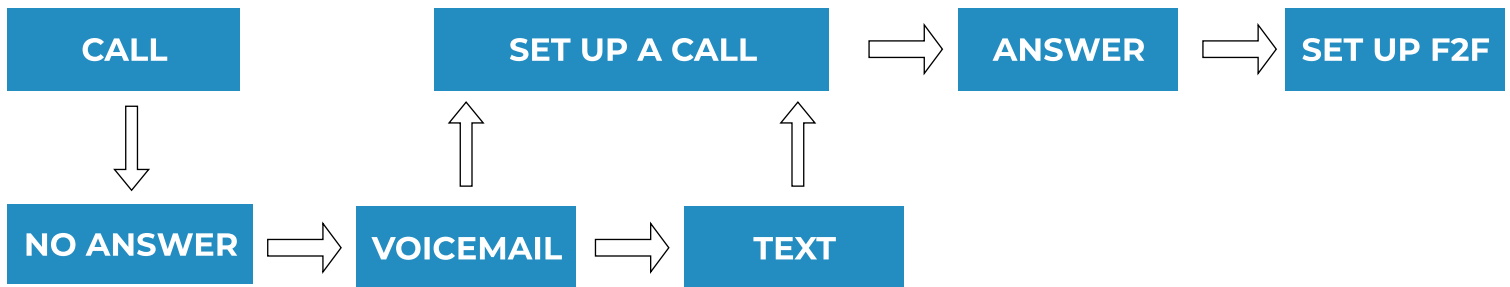
In the meantime, may I send you my email updates?

Great! May I get your email? (May I get your spouse's email as well?)



SET-UP CALLS

2 voicemail scripts for unanswered calls



VoiceMail Script

Hi **(their name)**! This is **(your name)**. I am calling because I am on staf with The Navigators ministry at/in **(city/campus/mission)**. I'd love to tell you more about this. Give me a call back when you can, otherwise I will call you back in a day or two. Thanks!

Additional voicemail option

Hi **(their name)**! This is **(your name)**. I'd love to connect with you. Give me a call when you can, otherwise I will call you back in a day or two. Thanks!

Post-voicemail Text Message Script

Hi **(their name)**! This is **(your name)**. I just left you a voicemail. Is there a good time to call you? If I don't hear from you, I will call again in a day or two. Thanks!



OBTAINING PHONE #S

A script to obtain phone numbers



Email/Facebook Message Script

Hi **(their name)**! I am on staff with The Navigators and would love to tell you more about this. I'd love to give you a call but realized I don't have your phone number. What phone number would be best to reach you at? Is there a good time to call? Thanks!

