

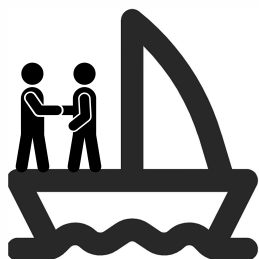
# F2F Appointments

An introduction to face-to-face appointments

The goal of a face-to-face appointment is to build a relationship, share your ministry vision, ask the potential ministry partner to prayerfully consider joining your financial team.

## THE FACE-TO-FACE STRUCTURE

### THE THREE SHIPS

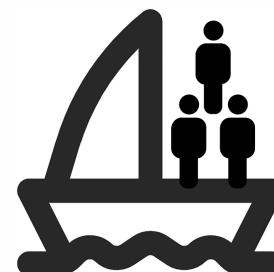


#### RELATIONSHIP:

Rapport Building  
Forecasting  
The Engaging Question

#### DISCIPLESHIP:

The Big-Picture Problem  
Fact Showing Current Reality  
Story  
Vision Statement



#### PARTNERSHIP:

Financial Ask  
Schedule Follow-Up Call  
How to Give  
Recommendations Ask  
Prayer



# RELATIONSHIP

3 components to the "Relationship" section in a F2F

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## 1. Build Rapport

The goal of building rapport in the face-to-face appointment is to [establish a bond or connection with the other person](#).

Consider F.O.R.T. when asking questions to build rapport with the potential ministry partner: [Family](#), [Occupation](#), [Recreation](#), and [Testimony](#).

**Make sure to listen!**

Part of building rapport is listening to the other person. Pause and engage with what people say. Don't simply treat this section as a box that needs to be checked. Pause and focus on the relationship.

## 2. Forecasting

A forecasting statement provides your potential ministry partner with a road map for where you are going. Your forecasting statement needs to address:

- What God is doing in your ministry (*Discipleship section*)
- How they can partner with you (*Partnership - Financial Ask*)
- How they can connect you with others (*Partnership - Recommendations*)

### My Forecasting Statement

Thank you for meeting with me today. I'd like to tell you what God is doing on/in **(ministry location)**, how you can partner with me, and how you can connect me with others.

## 3. The Engaging Question

This question helps transition and engages the potential ministry partner in the problem you will eventually explain.

### My Engaging Question

What is your impression of the spiritual climate of/in **(ministry location)**?

*Ministry locations: College campuses, military, your neighborhood, your church, etc.*

*Tip: Some follow-up questions could be: "How was your experience?" or "What was that like for you?"*



# DISCIPLESHIP

4 components to the "Discipleship" section in a F2F

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## 1. The Big-Picture Problem

The greater problem The Navigators is providing a solution for through your Mission.

*This is not the specific problem in your ministry context. We will identify this later.*

### My Big-Picture Problem

There is a tremendous battle for the hearts and minds of  
**(ministry audience).**

*Examples: College students, military personnel, church attendees.*

## 2. Fact Showing Current Reality

Just because you think there is a problem doesn't mean there actually *is* a problem. This fact shows the potential ministry partner there is a real problem you are trying to solve.

## 3. Story

Story helps connect a big-picture problem to a person. This is what the potential ministry partner will remember.

A good story clearly communicates the problem, the solution, and the life-change in a way that engages the listener and allows them to put themselves in the story.

## 4. Vision Statement

Your vision statement communicates *why* your ministry is essential and meets a need. It consists of three parts: the **problem**, **solution**, and **life-change**.

See if you can identify each part in the following example:

College students abuse alcohol, sex, and drugs in the pursuit of happiness only to end up depressed and isolated. I meet these students, listen to their stories, and share the gospel as an alternative to their current lifestyle. Shoulder-to-shoulder, students experience the true satisfaction of a life following Jesus.



# FACT SHOWING CURRENT REALITY

Examples for each Mission.

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## Collegiate

- "The percentage of Gen Z that identifies as atheist is double that of the U.S. adult population." (Barna, 2018).
- "According to the CDC, the rate of suicide has increased by 51% among Generation Z, which is the generation on the college campus today."
- "Reported rates of depression, anxiety, and suicidal thoughts are exponentially higher today among young people" (CDC, 2017).

## Nations Within

- "There are 489 people groups in the United States and more than 80 that today are considered 'unreached' (less than 5% professing Christians), which represents nearly 5 million people" (Joshua Project, 2020).
- "According to the Pew Research Center, the United States, with more than 40 million immigrants, is the top destination in the world for those moving from one country to another."

## Nav Neighbors

- "A majority of Americans (57%) say they know only some of their neighbors; far fewer (26%) say they know most of them." (Pew Research).

## Military

- "Over the past two decades, military veteran suicide rate has increased every year, at a level of nearly one suicide per hour" (CDC, 2018).

## Nav 20s:

- "A study found that Millennials are the loneliest generation, over 30% saying they are always or often feeling lonely. 1 in 4 would say they have no close-friends" (YouGov, 2019).

## Eagle Lake Camps

- "Kids who attended Christian summer camp as children or youth were over three times more likely to remain in the faith five years later than those who did not attend" (Sorenson, 2014).



# FACTS SHOWING CURRENT REALITY

Examples for each Mission.

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## ISM

- "There are 1.1 million international students on our college campuses this year, reaching a new height and representing every nation in the world" (International Education Exchange).

## I:58

- According to the ABA (American Bar Association) Human Rights Journal- "In about half the 100 largest cities in America, most African American and Latino students attend schools with at least 75 percent of all students qualify as poor or low-income. This is the case even in some cities that have seen the most robust growth in jobs, incomes and population since the Great Recession."
- "The amount of people incarcerated for drug offenses has increased 1,412% between 1980 and 2006. Legislative solutions put many non-violent offenders away for life, yet the data has shown that reduction of violent crime has not been an outcome" (Justice Policy Institute).

## Church

- Only 1 percent of Church Leaders say "today's churches are doing very well at discipling new and young believers." A sizable majority-six in 10- feel that churches are discipling "not too well" (60%), Looking at their own church, only 8 percent say they are doing "very well" and 56% "somewhat well at discipling new and young believers". Thus, pastors give their own church higher marks than churches overall, but few believe churches- their own or in general- are excelling in discipleship (Barna-State of Discipleship, 2015).

## World Missions

- "Approximately 5.11 billion individuals residing in 8,948 distinct people groups are in the revised 10/40 window. 6,220 (69.5%) of those people groups are considered unreached and have a population of 3.09 billion. This means approximately 61% of the individuals in the 10/40 window live in an unreached people group" (Joshua Project).

*Tip: Go to [www.navigatorsmpd.org](http://www.navigatorsmpd.org) for more sample facts.*



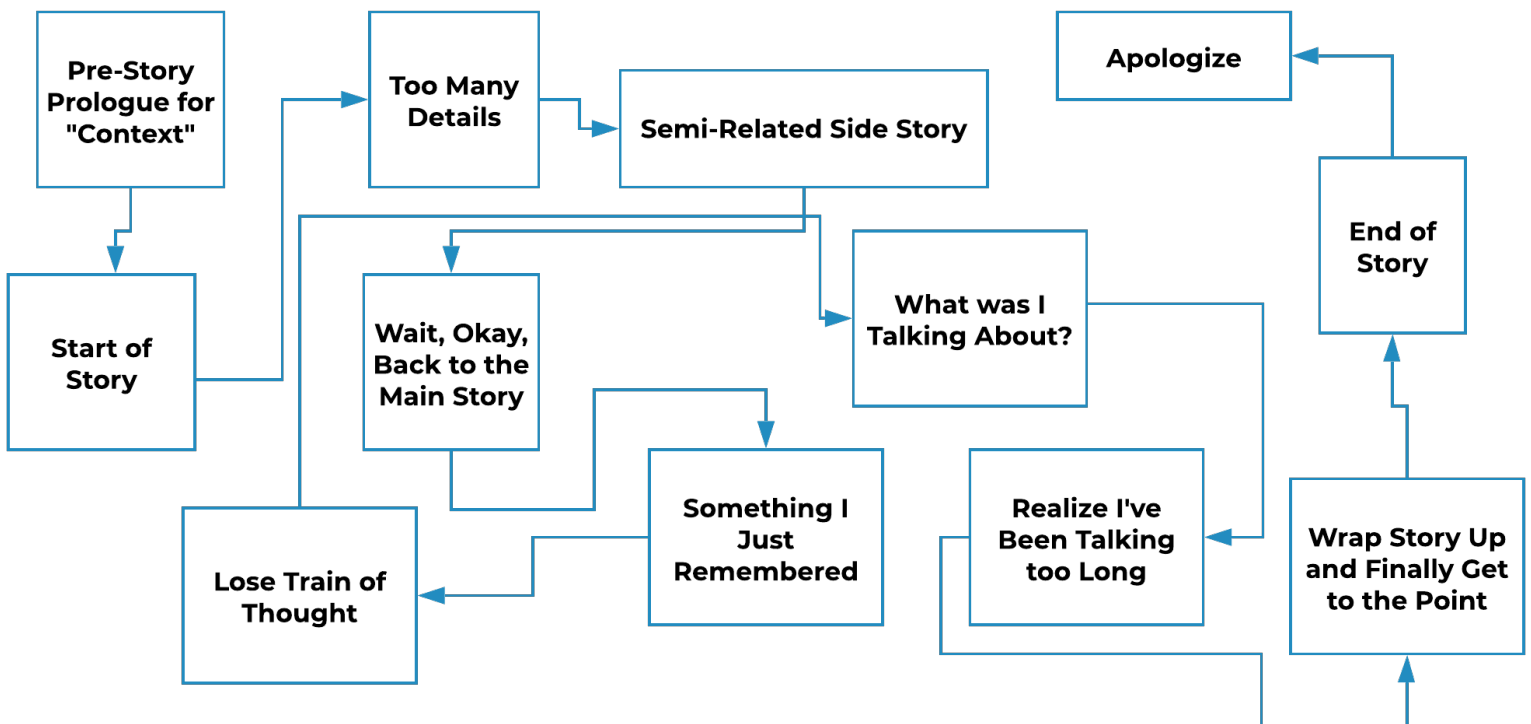
# STORY

6 elements of a good story

## How a Normal Person Tells a Story



## How I Tell a Story



1. **A Main Character** (who wants something)
2. **With A Problem**
3. **Meets A Guide**
4. **Who Gives Them A Plan To Act On**
5. **That Helps Them Avoid Failure**
6. **And Results In Life Change**



# STORY

## 6 elements of a good story

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### 1. A Main Character

Who is the **main character** of your story (besides God)? *Tip: It probably isn't you!*

What do they **want**? *Tip: There is usually both an external (physical) and internal component.*

### 2. With A Problem

What blocks the main character from getting what they want?

A problem has both an external (physical, tangible) and internal component.

- **External:** A physical, tangible problem that causes the main character to experience an internal problem
- **Internal:** Most people offer solutions to external problems, but what people really want are solutions to their internal problems. Identify the frustration the main character feels on the inside!

*Tip: Don't confuse a fact with a problem. E.g. "College students are smoking more and more every day" isn't a problem; it's a claim/fact. A problem from that claim/fact might be, "...which has led to an alarming increase in lung cancer."*

### 3. Meets A Guide

YOU are the guide! The *perfect* guide shows **empathy** and **authority**.

- **Empathy:** How can you relate with them? (I.e. "I understand what you are going through.")
- **Authority:** How are you *confident* and *competent* (knowledge and/or experience)?

### 4. Who Gives Them A Plan To Act On

What *simple* **plan** will help the main character overcome their problem and get what they want? *Tip: Your plan should relate to what the character wants!*

The main character must be challenged to **take action**. Tell them *exactly* what the plan is in plain language; don't hint at it.



# STORY

## 6 elements of a good story

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### 5. That Helps Them Avoid Failure

Characters are compelled into action because something is at stake (i.e. what is the cost of *not* taking action?)

What **failure** is the main character avoiding?

### 6. And Results In Life Change

How does the main character's **life change**? What will their life look like with their problem gone and their desires met? *Tip: This should tie into what the main character wanted in the first place.*

### Edit for Nav Lingo

What are "Nav Lingo" or "Christianese" phrases? Are any of these phrases in your story? If so, change it to be easily understood by your audience. Assume that your potential ministry partner does not speak Christianese!

**Now take your answers from the elements of a good story and weave them together to create a second draft of your story. Your story should be concise and impactful.**





# STORY

6 elements of a good story

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**Now Practice!**

## Feedback Sheet

Who is the main character of the story?	
What is their problem?	
Who is the guide?	
How does the guide show empathy?	
Why does the guide have authority?	
What plan does the guide provide?	
What is the guide's call to action?	
What failure is the main character avoiding?	
Explain the life change for the main character.	
What "Christianese" phrases did you hear?	



# VISION STATEMENT

3 elements of a powerful vision statement

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Your Vision Statement communicates *why* your ministry is essential and meets a need. There are 3 elements of a powerful vision statement:

1. **The Problem**
2. **The Solution**
3. **The Life-Change**

## Examples

College students abuse alcohol, sex, and drugs in the pursuit of happiness only to end up depressed and isolated. I meet these students, listen to their stories, and share the gospel as an alternative to their current lifestyle. Shoulder-to-shoulder, students experience the true satisfaction of a life following Jesus.

Many Christians struggle with making disciples. They feel busy, overwhelmed, and unqualified. So we created a biblical framework for discipleship so any believer can master the art of discipling on the go.

Many missionaries buckle under the emotional burden of inadequate funding. Stuck between a rock and a hard place, they must decide to either leave the mission field to raise support or continue to force their family to live in deficit. So I provide coaching, resources, and a simple funding plan so they can do both well. With adequate funding, missionaries give their full energy to reaching the nations for Christ knowing their families are provided for.

When it comes to “fitting in,” college students are square pegs forced into round holes. Eventually, they become someone they’re not and still feel like they don’t belong. So we welcome students into our family, listen to their stories, and uncover biblical promises of value and belonging. Together, they cultivate an inclusive community built on faith in Jesus.

It even works with the gospel!

Millions of people live apart from God in a fallen, imperfect world. That's why God sent His son, Jesus, to die on the cross for our sins. Through faith in Jesus Christ, everyone can experience a restored relationship with God and a fulfilling life.



# VISION STATEMENT

3 elements of a powerful vision statement

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## 1. The Problem

Identify the **ministry audience** you serve, what they **want**, and the major **pain point** you help them overcome.

*Tip: We know the ultimate problem is eternal separation from God, and therefore whether or not someone believes in Jesus. But! This may not be the problem from the ministry audience's perspective. Put yourself in their shoes and identify their problem.*

A problem has both an external (physical, tangible) and internal component.

- **External:** A physical, tangible problem that causes the main character to experience an internal problem
- **Internal:** Most people offer solutions to external problems, but what people really want are solutions to their internal problems. Identify the frustration the main character feels on the inside!

*Tip: Don't confuse a fact with a problem. E.g. "College students are smoking more and more every day" isn't a problem; it's a claim/fact. A problem from that claim/fact might be, "...which has led to an alarming increase in lung cancer."*

Now sum it all up in 1-2 *succint* sentences.

## 2. The Solution

What's your **unique solution** to that pain point? Show how your *practical* solution takes that pain away.

*Tip: Highlight what you do in your ministry.*

## 3. The Life-Change

How will this person's life look after their pain is resolved? How does their **life change**?

Explain the transformation that happens when your ministry audience's pain goes away! Describe the result they will experience.

*Tip: It should revolve around the heart of our Navigator Calling.*

**Now put it all together to complete your Vision Statement!**

**Memorize this statement! Repeat it over and over. This is an essential part of your appeal, but you should also use it in everyday life. Answer with your Vision Statement when someone asks, "What do you do?"**



# PARTNERSHIP

5 components to the "Partnership" section in a F2F

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## Transition Sentence

Use elements from your vision statement to make a strong connection between what you shared in the "Discipleship" section and what you will share in the "Partnership" section.

In order for me to reach people like **(main character from story)**, I am trusting the Lord to be fully funded by **(date)**.

## 1. Financial Ask

*Tip: This information is on the "Invitation to Partnership" card. Read directly from the card!*

Navigator Staff are supported entirely by individuals and churches who partner monthly with gifts between \$75-\$300 per month.

I'm specifically praying for **(# of partners)** partners who give **\$(dollar amount)** per month.

Would you prayerfully consider joining my team?

## THEN PAUSE!

A natural response is to want to continue talking. DON'T! You just asked someone a question. Pause and give them an opportunity to respond.

## 2. Schedule Follow-Up Call

If the potential ministry partner agreed to pray about joining your team, you now need to find a time to follow-up on their giving decision. This is best done through a phone call.

May I check back with you in a few days to see how God has led? Would **(day)** at **(specific time)** be a good time to call?

*Tip: Schedule a specific time to call them to follow-up. Put it in your phone or calendar so you do not forget. If the original time you suggest does not work, provide two additional times like you did in the set-up call.*



# PARTNERSHIP

5 components to the "Partnership" section in a F2F

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## 3. How to Give

Explain how to give if they are led to join your team.

*Tip: This information is on the "Invitation to Partnership" card. Simply read from the card. Point out your giving link so they know where to find it if they decide to give.*

If God leads you to give, I'd like to show you how to do so. The easiest and most efficient way to give is online. As you can see on this card (*Invitation to Partnership* card), you can go to my giving page at [navstaff.org/give/](http://navstaff.org/give/(cost center))**(cost center)**.

There, you select the donation amount and indicate whether you plan to make it a recurring monthly gift. It will ask you to fill out the payment information and submit your donation. Do you have any questions about how to give?

## 4. Recommendations Ask

An additional way people can partner with you is by connecting you to others! You already told them you would talk about this in your forecasting statement.

### Transition Sentence

There is one more significant way you can partner with me.

*Tip: It is important to express to the potential ministry partner that connecting you to others is a significant way they can partner with you ministry.*

### Explain the Need

You've already cast vision for why you need financial partnership. Now cast vision for why recommendations are just as important.

I am confident God has called me to this ministry, but I don't know enough people to get fully funded. I know God will raise up people in my own circle who can support this ministry, but I'm also praying He will raise up people in the larger body of Christ.



# PARTNERSHIP

5 components to the "Partnership" section in a F2F

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## The Most Important Questions

You will come back to this question as the potential ministry partner brainstorms or if they express hesitations. Memorize it!

Can you think of 3-5 people who would be encouraged to hear my story?

*Tip: We are not asking them to make giving decisions for their friends. They cannot do that. We are asking them to think of people who would be encouraged to hear the story you just shared with them!*

Help the potential ministry partner brainstorm different audiences. If you ask, "Who do you know?" the mind goes blank. But if you ask, "Who is in your small group from church?" the question has been narrowed down, and it is easier to think of those people.

Can you think of 3-5 people **(audience)** who would be encouraged to hear my story?

## Logistics

Record information of recommendations in a simple, spiral-bound notebook. Use a new page for each potential ministry partner you meet with. Format your notebook like this:

	(POTENTIAL MINISTRY PARTNER'S NAME)			
	NAME	RELATIONSHIP	PHONE NUMBER	CITY
1				
2				
3				
4				
5				

*Tip: You can write down the information the potential ministry partner provides or have them write it in your notebook themselves while they brainstorm. Many people find the second option preferable especially for the sake of spelling names correctly.*

Final  
Sche  
Call  
How  
Reco  
Ask  
Praye



# PARTNERSHIP

5 components to the "Partnership" section in a F2F

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## 5. Prayer

Part of your job is to minister to your ministry partners. Praying for them is a significant way you can bless them and continue to build relationships with them. Pray with them to close the appointment.

I'd love to close our time together in prayer. How can I pray for you in this season? May I pray for you right now?

*Tip: Consider writing their prayer requests down on the recommendations sheet. This shows intentionality and your desire to continue praying for them. Make sure you log what they shared with you in MPDX so you can ask about it during your follow-up call. Continue to pray from them regularly as partners in your ministry.*

## Thank You!

Thank you again for meeting with me. I look forward to connecting again in a few days.



# RECOMMENDATIONS

## 5 responses to people's hesitations

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Usually when people hesitate to connect you to others, they've misunderstood what you are asking. Almost all hesitations fall into one of five categories. **Graciously address the hesitation, affirm, and ask again.**

### **Hesitation #1: "I need some time to think about this," or "I'd like to think about it and get back to you later with names."**

Potential ministry partners will respond this way because they are uncomfortable at the thought of giving you contact info for other people. Do not ask open-endedly. Instead, ask with a specific category in mind. Help lead the process by suggesting categories from the start.

**Response:** "Sure, I can understand that. I know it can be challenging to think of people off the top of your head. Sometimes it helps to think of groups of people. Are there any small groups that you are a part of?"

### **Hesitation #2: "You already know everyone I know."**

Potential ministry partners will respond this way if you interact in the same social spheres (church, for example). It is not true. You may know many of the same people, but they may have better repoir with some of those people and would help give you credibility in contacting them.

**Response:** "You're right, we do know a lot of the same people. But I think you may know some people better than I do... people I don't know well enough to contact on my own. Would you mind introducing me to some of them?"

### **Hesitation #3: "I can't think of anyone off the top of my head."**

Potential ministry partners say this because they are either uncomfortable with the silence or they do not want to appear unhelpful. Usually, they just need a little help.

**Response:** "I know it's hard to think of people out of the blue. Other people have found it helpful to look through their cell phone contacts. Would you like to try that?"





# RECOMMENDATIONS

5 responses to people's hesitations

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## Hesitation #4: "My friends don't have much money."

Potential ministry partners will respond this way because they have already filtered the names they can think of through the question, "Who do I know who can afford to give?" You are not asking people to qualify their friends in this way. Most people do NOT know the financial abilities of their friends.

**Response:** "That's okay! I've found that even when people are not in a position to give, they are encouraged to hear what God is doing through our ministry. So, I'd still like to meet with them. Would you be willing to introduce me?"

## Hesitation #5: "I'd prefer to talk to the people first before giving out their names," or "I'm not comfortable giving out names."

Potential ministry partners respond this way simply because they are not comfortable. That's okay! This response can make a BIG difference for many people. If they feel good with this approach, then still try to brainstorm names. Ask if you can send them an email or text that they can then send to their friends.

**Response:** "Sure, I can understand that. What if you were to talk with them first?"

Below is an example text your ministry partners can send to those they recommend to create a warm introduction for you. Make sure to customize it with your name, location, phone number, and his/her before sending!

**Text Example:** "My friend **(your name)** is currently working with the Navigators at/in **(campus or location)**. Like many mission organizations, Navigator staff have the responsibility to develop a team of prayer and financial ministry partners as they spread the gospel message. **(Your name)** is currently building **(his/her)** ministry team, and I was very encouraged to hear about **(his/her)** ministry. I think you will be greatly encouraged, too! I suggested **(your name)** contact you and they will be reaching out soon! Here is **(your name)**'s number so you can be looking out for their call: **(your phone number)**. Have a great week!"

