



Ministry of Partner Development

TRAINING WORKBOOK

NAME: _____

To know Christ, make Him known, and help others do the same ®



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 _____ of communication you use speaks to the _____ of the meeting. Therefore, we only use a _____ or a higher level of communication to set up a face-to-face meeting.

Three Important Principles

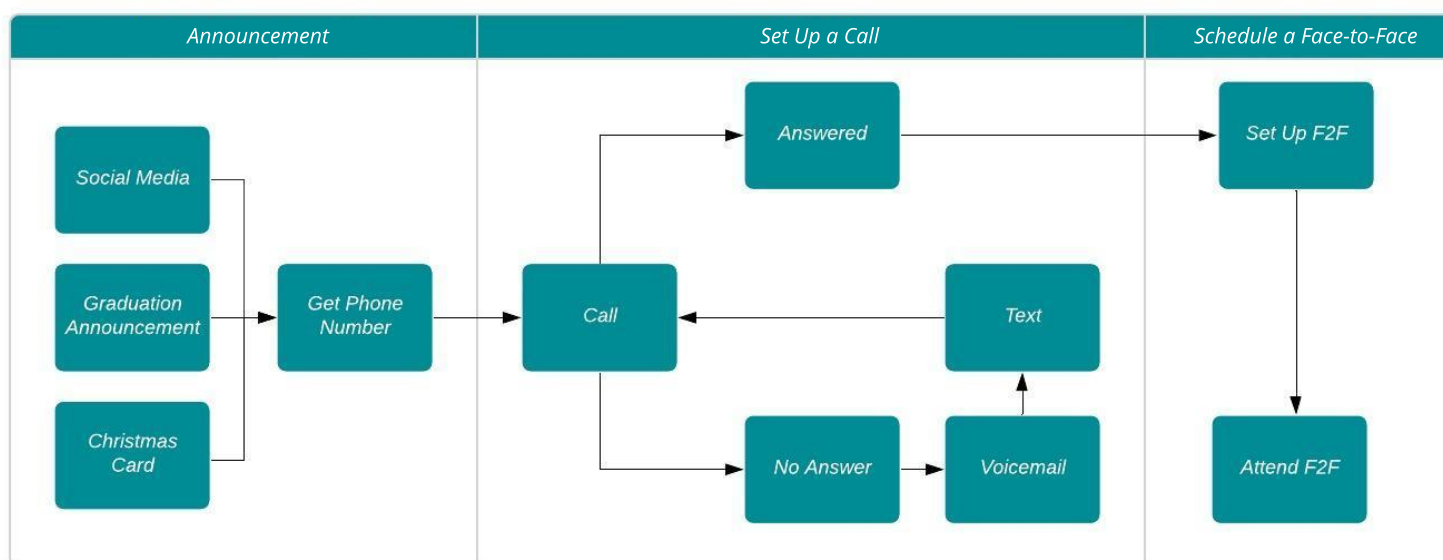
1. Make a phone call to set up a face-to-face
2. Be prepared with: your script, calendar and Partner Essentials
3. Keep the ball in your court

Notes:

Mediums of Communication

	Type of Communication	Effective Use
HIGHEST	<input type="text"/>	
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	<input type="text"/>	
LOWEST	<input type="text"/>	

Notes:



Set-Up Calls | PHONE SCRIPT EXAMPLE



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 that I could call you back?

Transition

If able to talk

I am calling because I am going 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.

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, either on a video call or 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.

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 you prefer a video call or in person? (Would it be okay if I came to your house?)

Great, thank you! May I get your address?

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

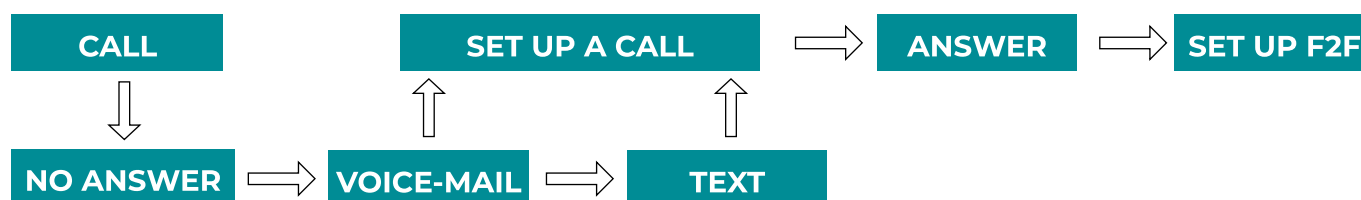
I'm really looking forward to meeting with you (and their spouse name)! I'll see you (decided upon time).

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 | UNANSWERED CALL



VOICE-MAIL SCRIPT

Hi, (their name) ! This is (your name) . I am calling because I am going on staff 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 voice-mail 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 VOICE-MAIL TEXT SCRIPT

Hi, (their name) ! This is (your name) . I just left you a voice-mail. 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!

Notes:

Set-Up Calls | OBTAINING A PHONE NUMBER



EMAIL SCRIPT

Hi, (their name)! I am joining 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!

FACEBOOK MESSAGE SCRIPT

Hi, (their name)! I am joining 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!

Notes:

Set-Up Calls | MY PHONE SCRIPT

Greeting

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

If not a good time to talk

When is another time that I could call you back?

Transition

If able to talk

I am calling because I am going 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.

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, either on a video call or in person.

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

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

Confirm meeting

Great! Let me write that down in my schedule for _____. Do you mind jotting that
(decided upon time) 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 you prefer a video call or in person? (Would it be okay if I came to your house?)

Great, thank you! May I get your address?

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

I'm really looking forward to meeting with you (and their spouse 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 | MY VOICE-MAIL + TEXT SCRIPT

VOICE-MAIL SCRIPT

Hi, _____! This is _____. I am calling because I am going on staff with The Navigators ministry at/in _____. 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!

(their name) (your name) (city/campus/mission)

Additional voice-mail option

Hi, _____! This is _____. 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!

(their name) (your name)

POST VOICE-MAIL TEXT SCRIPT

Hi, _____! This is _____. I just left you a voice-mail. 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!

(their name) (your name)

Face-to-Face Appointment

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

The Face-to-Face Structure

THE THREE SHIPS



RELATIONSHIP

Rapport Building

Forecasting

The Engaging Question

DISCIPLESHIP

Vision Statement

Fact Showing Current Reality

Personal Story



PARTNERSHIP

Financial Ask

Schedule Follow-Up Call

How to Give

Recommendations Ask

Prayer





RELATIONSHIP

Building Rapport

Rapport: A relationship created by a feeling of commonality.

The goal of building rapport in the face-to-face appointment is:

What are three questions you could ask the potential ministry partner to build rapport?

MAKE SURE TO LISTEN!

Part of building rapport is listening to the other person. It is important to 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.

What are three things you can do during this section to communicate to the potential ministry partner that you are listening to what they are saying?

Find more resources in the back of your workbook to help guide you in building rapport and empathetic listening.

RELATIONSHIP

Forecasting

Forecasting Statement: A statement that provides your potential ministry partner with a road map for where you are going.

What your forecasting statement needs to address:

1. What God is doing in _____ ministry (*Discipleship section*)
2. How you can partner with me (*Partnership section - financial ask*)
3. How you can connect me with others (*Partnership section - 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.

The Engaging Question

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

ADDITIONAL EXAMPLES:

INTERNATIONAL:

"When you think about the city of Amsterdam, what comes to mind spiritually?"

CHURCH:

"What is your impression of the spiritual involvement of the people who come in and out of a church on Sundays?"

COLLEGIATE:

"What is your impression of the spiritual climate on college campuses?"

MILITARY:

"When you think of the spiritual climate of a military base, what comes to mind?"

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

DISCIPLESHIP

Vision Statement

A clear statement that connects your personal story to the mission of The Navigators and communicates why your ministry meets a greater need.

Too many people don't know Jesus, and the few that do, don't know how to make disciples. So I meet with [target audience] and teach them how to read the Bible, how to pray, and how to share the good news of Jesus with others so they become disciples who make disciplemakers.

OR

My ministry with The Navigators will allow me to share the gospel of Jesus and His Kingdom with even more (ministry audience) and continue to build spiritual generations of believers who find true satisfaction through knowing Christ and advancing His kingdom.

Fact Showing Current Reality

Just because *you* think there is a problem, doesn't mean there actually *is* one. This fact shows the potential ministry partner there is a real problem.

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."

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).



DISCIPLESHIP

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).

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).

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 quality 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."

TDC:

"With pastors' well-being on the line, and many on the brink of burnout, 38 percent indicate they have considered quitting full-time ministry within the past year. Barna defined 'healthy' pastors as those who score themselves either 'excellent' or 'good' on all six of these six well-being categories. Currently, only 35 percent of America's pastors fall into the healthy category" (Barna Group, 2021).

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%)" (Barna-State of Discipleship, 2015).

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).

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).

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).



DISCIPLESHIP

Personal Story

Personal Story: Helps connect the big-picture problem and fact to an actual person. This is what the potential ministry partner will remember.

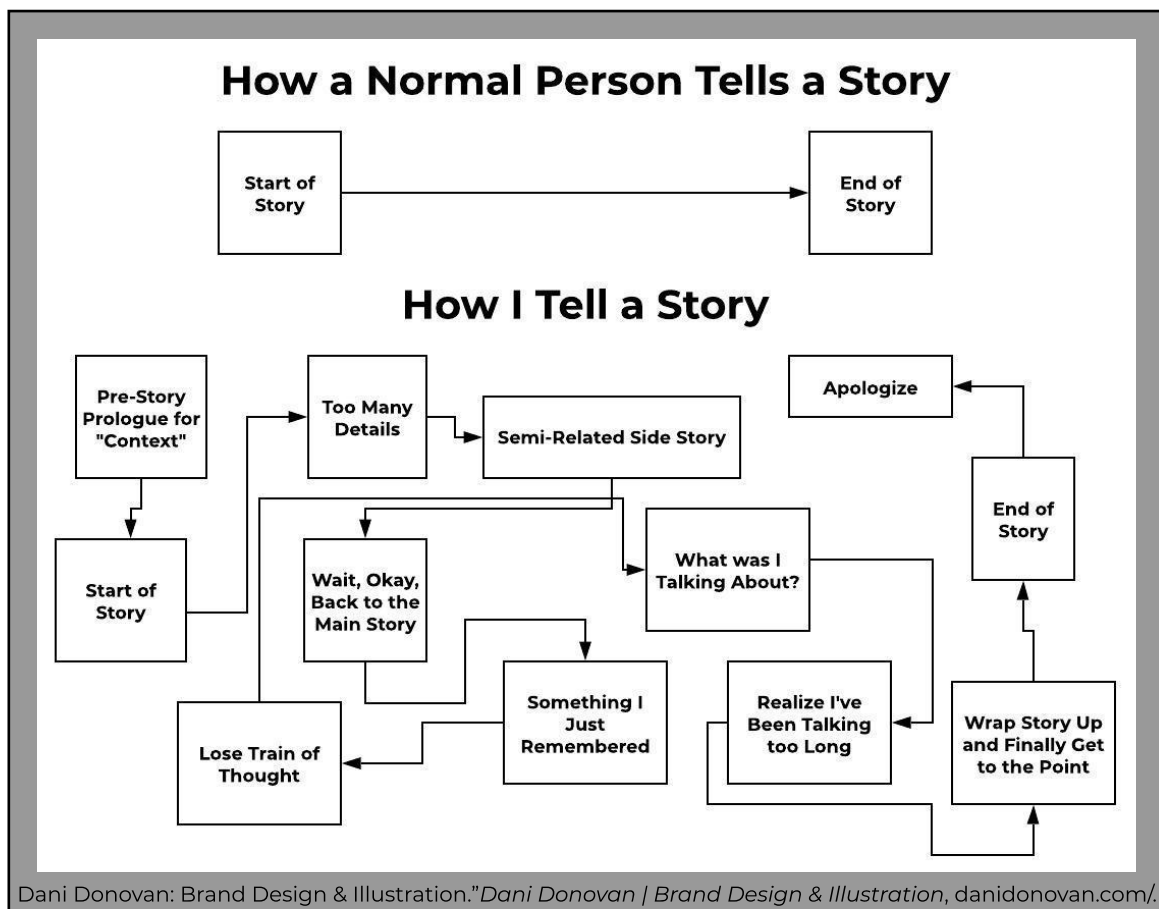
Why do we tell stories?

What is a good story?

A good story clearly illustrates what life was like "before", what caused a "change", and what life looks like "after" in a way that engages the listener and allows them to see how God is changing lives.

Your Story

The story you share should connect the listener to your ministry audience. Who is your story about:





DISCIPLESHIP

ELEMENTS OF A GOOD STORY

Before: Should illustrate what life was like before

THE MAIN CHARACTER

The main character of your story is the person with a problem. Describe them.

Tip: It probably isn't you!

THE TWO-LAYERED PROBLEM

What's the character's external problem? What is physically blocking them from getting what they want? (ex: *stuck in addiction, making destructive choices, unhappy with school/job, difficulty in relationships, etc.*)

What is their internal problem? What are the deeper emotions that underscore the external problem? (ex: *fear, rejection, loneliness, lack of purpose, finding identity, etc.*)



DISCIPLESHIP

Change: What happened to cause a change

YOU PROVIDE A SOLUTION

What is the *simple* plan you provided that helps the main character overcome their problem (both internal and external)?

THEY MAKE A CHOICE

The main character must take action. What choice did they make that sparked a change in their life? Again, this should directly relate to both their internal and external problem.

After: What life looks like after the change

THEIR LIFE CHANGES FOR THE BETTER

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

How does the main character's life change?



DISCIPLESHIP

Review Carolyn's Story

A MAIN CHARACTER

THE TWO-LAYERED PROBLEM

CAROLYN PROVIDES A SOLUTION

THE CHARACTER MAKES A CHOICE

THAT CHANGES THEIR LIFE

|-----BEFORE-----| |-----CHANGE-----| |-----AFTER-----|

EDIT FOR NAV LINGO

What are "Nav Lingo" or "Christian-ese" phrases?

Are any of those phrases in your story? If so, change it to be easily understood by your audience.



DISCIPLESHIP

My Story

Take your answers from the elements of a good story and incorporate putting them into a second draft of your story. Your story should be concise and compelling.



DISCIPLESHIP

Story Tips

MAINTAIN A THEME OF DISCIPLESHIP

The Discipleship section should show two things - what you do, and why you do it! As a Navigator, what you do is discipleship, and why you do it is your passion and calling. This should be the most exciting part of your face-to-face, and the theme of Discipleship should stand out throughout.

AVOID CHRISTIANESE

Edit out Nav Lingo and insider language that could be confusing to the ministry partner. Instead, change it to plain, everyday language that everyone can understand.

LESS IS MORE

You might be tempted to include lots of details in the story - the weather, your clothes, what happened on the way to the meeting...but ask yourself, do those details further the plot of the story? Analyze details of your story to see if they help answer the questions of what you do, and why you do it.

TELL AND SHOW

While you don't want to include fluff or side-tracking details, you *do* want the important details of your story to stand out in vibrant detail! Especially in describing key people, emotions, or circumstances in your story, take time to find the right words and phrases to paint a picture of those moments.

TRANSITIONING TO PARTNERSHIP

"Before we move on, do you have any questions about who the Navigators are, or what I'm going to be doing?"

Allows time for them to ask any additional or follow-up questions. Answer their questions and then move on to the next section with a phrase like:

"Like I said earlier, I'd love to share with you a few ways you can partner with me. First..."



PARTNERSHIP

Financial Partnership

Financial Partnership: Ask if a potential ministry partner would *prayerfully* consider joining your support team.

We ask potential ministry partners to pray about where God is leading them to invest. Ultimately where they give is a decision between God and them. Our job is to explain our ministry, clearly present our partnership opportunities, and to trust God with it all.



Shadrach, Steve. *The God Ask*. CMM Press, 2013.

What are the two things that are your job as the ministry worker?



PARTNERSHIP

OPENING SENTENCE

Make a strong connection between what you shared in the "Discipleship" section and what you will share in "Partnership" section.

MY OPENING SENTENCE

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

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 (number 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.



PARTNERSHIP

Schedule Follow-Up Call

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 call.

May I check back with you in two or three days to see how God has led?

Would _____ (day) at _____ (specific time) be a good time to call you?

Tip: Schedule a specific time to call them to follow-up. Put it in your phone or planner 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.

How to Give

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 the information from the card. Point out your giving link, so they know where to find it if they do 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:

navigators.org/staff/_____
(cost center)

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



PARTNERSHIP

Recommendations Ask

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 your ministry.

EXPLAIN THE NEED

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

I am confident that 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

THE MOST IMPORTANT QUESTION

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

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 _____ (specific audience) _____ 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!

Brainstorm Specific Audiences

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____



PARTNERSHIP

GETTING CONNECTED

It is best if the potential ministry partner lets the recommendation know you will be calling. Usually they do this through sending a text.

It helps when people know I will be calling them. Most people send a text or email letting them know who I am and that I'll be contacting them soon. May I send you a sample text that you can send to those you will connect me with?

TEXT

Keep this message on your phone and send it to your potential ministry partner at this point in the meeting. If they'd rather email the recommendations, use the same message but send it via email instead.

My friend, _____ (your name) _____, works with The Navigators at _____ (ministry location) _____. Like many mission organizations, Navigator staff must develop a team of prayer and financial ministry partners to support their ministry. _____ (your name) _____ is currently building their team, and I thought you would be encouraged to hear about their ministry. I suggested they contact you. They will be reaching out this week.

TRANSITION

Thank you again for helping me in a significant way by connecting me to others.



PARTNERSHIP

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				
6				
7				
8				
9				
10				

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.



PARTNERSHIP

Prayer

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

Hint: 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 Partner Essentials so you can ask about it during your follow-up call. Continue to pray for 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.



PARTNERSHIP

Recommendations Hesitations

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

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."

Typically this response means you asked too generally and may not have suggested specific groups of people. Lead the process by suggesting specific audiences from the start. People respond like this to buy some time because they are uncomfortable or because they do not want to appear unhelpful when they cannot immediately think of names.

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 3-5 people in your small group that would be encouraged to hear my story?

2. "You already know everyone that I know."

This is usually the response when you attend the same church. This is not an accurate statement. Help them brainstorm audiences or people they could connect you outside of the group you already have in common.

Response: You're right. We do know a lot of the same people. Now that I think of it, I don't believe I've ever met your family before. Are there 3-5 people in your family that would be encouraged to hear my story?



PARTNERSHIP

3. "I'd prefer to talk to the people first before giving out their names." OR "I'm not comfortable giving out names."

Some people are not comfortable suggesting names of their friends. That is okay. Determine what they are comfortable with. See if you can provide a solution.

Response: Sure, I can understand that. Would you be comfortable if you were to talk with them first? (redirect them back to the text that they can send and assure them you will wait until they have reached out to their friends first.

4. "I can't think of anyone off the top of my head."

Similar to hesitation #1, people are uncomfortable with silence and do not want to appear unhelpful when they can't immediately think of names. Help them brainstorm.

Response: I know it is hard to think of people off the top of your head. Other people have found it helpful to look through their cell phone contacts. Would you like to try that?

5. "My friends don't have much money."

Some people filter the names they can think of through the question, "Who do I know who can afford to give?" As mentioned earlier, you are asking if they know anyone who would be encouraged to hear your story. You are not asking people to qualify their friends in this way. People cannot make giving decision for their friends, so it is important to re-clarify what you are actually asking.

Response: I've found that even when people are not in a position to give, they are encouraged to hear what God is doing. I'd still like to meet with them. Can you think of 3-5 people who would be encouraged to hear my story?

Face-to-Face Appointment | MY SCRIPT



RELATIONSHIP

BUILDING RAPPORT

THREE QUESTIONS TO BUILD RAPPORT

FORECASTING

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

ENGAGING QUESTION

What is your impression of the spiritual climate of _____?
(ministry location)



DISCIPLESHIP

FACT SHOWING CURRENT REALITY

MY VISION STATEMENT

Face-to-Face Appointment | MY SCRIPT

MY TRANSITION SENTENCE

"Before we move on, do you have any questions about who the Navigators are, or what I'm going to be doing?"

*Allow time for them to ask any additional or follow-up questions.
Answer their questions and then move on.*

"Like I said earlier, I'd love to share with you a few ways you can partner with me. First..."



PARTNERSHIP

OPENING SENTENCE

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

FINANCIAL ASK

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

I'm specifically praying for _____ partners to give \$_____ per month.
(number of partners) (dollar amount)

Would you prayerfully consider joining my team?

Face-to-Face Appointment | MY SCRIPT

SCHEDULE FOLLOW-UP CALL

May I check back with you in two or three days to see how God has led?

Would _____ at _____ be a good time to call you?
(day) (specific time)

HOW 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

navigators.org/staff/_____.
(cost center)

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

RECOMMENDATIONS ASK

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

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

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

Face-to-Face Appointment | MY SCRIPT

GETTING CONNECTED TO RECOMMENDATIONS

It helps when people know I will be calling them. Most people send a text or email letting them know who I am that I'll be contacting them soon. May I send you a sample text that you can send to those you will connect me with?

*My friend, _____, works with The Navigators at _____.
(your name) (ministry location)
 Like many mission organizations, Navigator staff must develop a team of prayer and financial ministry partners to support their ministry.
 _____ is currently building their team, and I thought you would be
(your name)
 encouraged to hear about their ministry. I suggested they contact you.
 They will be reaching out this week.*

TRANSITION

Thank you again for helping me in a significant way by connecting me to others.

PRAYER

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

THANK YOU

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

Face-to-Face Appointment | MY SCRIPT

RECOMMENDATIONS HESITATIONS

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."

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 3-5 people in your small group that would be encouraged to hear my story?

2. "You already know everyone that I know."

Response: You're right. We do know a lot of the same people. Now that I think of it, I don't believe I've ever met your family before. Are there 3-5 people in your family that would be encouraged to hear my story?

3. "I'd prefer to talk to the people first before giving out their names." OR "I'm not comfortable giving out names."

Response: Sure, I can understand that. Would you be comfortable if you were to talk with them first? (redirect them back to the text that they can send and assure them you will wait until they have reached out to their friends first.

4. "I can't think of anyone off the top of my head."

Response: I know it is hard to think of people off the top of your head. Other people have found it helpful to look through their cell phone contacts. Would you like to try that?

5. "My friends don't have much money."

Response: I've found that even when people are not in a position to give, they are encouraged to hear what God is doing. I'd still like to meet with them. Can you think of 3-5 people who would be encouraged to hear my story?

Follow-Up Calls

The goal of a follow-up call is to receive a giving decision

This is your first opportunity to show potential ministry partners you are faithful in your follow through

"One who is faithful in a very little is also faithful in much, and one who is dishonest in very little is also dishonest in much. If then you have not been faithful in the unrighteous wealth, who will entrust to you the true riches? And if you have not been faithful in that which is another's, who will give you that which is your own?"
Luke 16:10-12 (ESV)

What you need for follow-up calls:

1. Partner Essentials
2. Your Script
3. Calendar
4. Giving Link (to email or text to potential ministry partner)

Notes:

Follow-Up Calls | PHONE SCRIPT EXAMPLE



Greeting

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

If not a good time to talk

May I call you back in a little while, or would tomorrow at this time be better?

Transition

If able to talk

Thank you so much for meeting with me the other day. I had such a great time with you and (spouse's name). **(Connect relationally over something that came up during your meeting.)** I wanted to follow up with you from our meeting about joining my/our team with The Navigators.

Ask for a decision

Have you had a chance to come to a decision about joining my/our monthly support team?

1. Yes (will give)

Wonderful! Thank you! For accounting purposes, have you determined how much God is leading you to give? **(Pause to allow them to answer. Respond with graciousness.)**

Do you still have the card I showed you with the link on it? **(Pause.)** If you look at that card, you'll find a link that takes you to my/our giving website. Do you need any help walking through how to set up online giving? **(If they need help, walk them through this process.)**

I'm so thankful that you are joining my/our support team. May I confirm your email and mailing address? I'll be sending you a ministry newsletter soon.

2. No (not giving now)

That's totally fine. May I send you my newsletter to keep you informed about what's going on in the ministry? **(Pause. Confirm contact info as above.)** Would it be OK if I contacted you again sometime in the future?

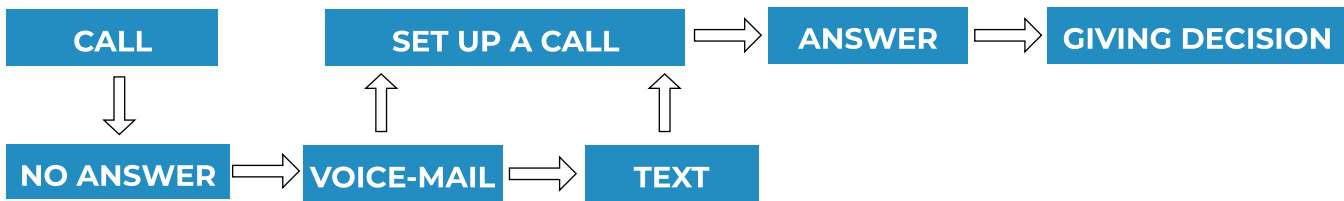
3. No decision yet

May I give you a call in a few days? How does (date) at (time) work?

Close the call

Thank you so much for taking the time to talk with me. Do you have any prayer requests that you'd like me to pray for?

Follow-Up Calls | VOICE-MAIL + TEXT SCRIPT



VOICE-MAIL SCRIPT

Hi, (their name) ! This is (your name) . I'm calling to follow up on our time together and see if you've had a chance to pray about joining my ministry team. Give me a call back when you get this, otherwise I will call you back in a day or two. Thanks!

POST VOICE-MAIL TEXT SCRIPT

Hi, (their name) ! This is (your name) . I just left you a voice-mail. I'm following up on our time together to see if you've prayed about joining my ministry team. Is there a good time to call you back? If I don't hear from you, I will call again in a day or two. Thanks!

Follow-Up Calls

Sending Thank-You Notes

Send a thank-you note right after a potential ministry partner makes a giving decision (regardless of whether their decision is yes or no). Your thank-you notes should be personal, handwritten, and sent within the week of the follow-up call.

EXAMPLE THANK YOU NOTE SCRIPT

Dear _____ (their name),

Thank you for joining my ministry team. I am so honored that you would invest in what God is doing at/in _____ (city/campus/mission). I look forward to sharing more about what God does at/in _____ (city/campus/mission).

Grateful for you,

_____ (your name)

Dear _____ (their name),

Thank you for taking the time to sit down with me and hear about my passion for God's work at/in _____ (city/campus/mission). I was encouraged by our time together and look forward to continuing to update you as the ministry continues. Thank you for your prayers and friendship.

Grateful for you,

_____ (your name)

Notes:

Follow-Up Calls

MY FOLLOW-UP SCRIPT

Greeting

Hi, _____! This is _____ from The Navigators. How are you? Do you have a few minutes to talk?
(their name) (your name)

If not a good time to talk

May I call you back in a little while, or would tomorrow at this time be better?

Transition

If able to talk

Thank you so much for meeting with me the other day. I had such a great time with you and _____.
(spouse's name) **(Connect relationally over something that came up during your meeting.)** I wanted to follow up with you from our meeting about joining my/our team with The Navigators.

Ask for a decision

Have you had a chance to come to a decision about joining my/our monthly support team?

1. Yes (will give)

Wonderful! Thank you! For accounting purposes, have you determined how much God is leading you to give? **(Pause to allow them to answer. Respond with graciousness.)**

Do you still have the card I showed you with the link on it? **(Pause.)** If you look at that card, you'll find a link that takes you to my/our giving website. Do you need any help walking through how to set up online giving? **(If they need help, walk them through this process.)**

I'm so thankful that you are joining my/our support team. May I confirm your email and mailing address? I'll be sending you a ministry newsletter soon.

2. No (not giving now)

That's totally fine. May I send you my newsletter to keep you informed about what's going on in the ministry? **(Pause. Confirm contact info as above.)** Would it be OK if I contacted you again sometime in the future?

3. No decision yet

May I give you a call in a few days? How does _____ at _____ work?
(date) (time)

Close the call

Thank you so much for taking the time to talk with me. Do you have any prayer requests that you'd like me to pray for?

Follow-Up Calls | MY VOICE-MAIL + TEXT SCRIPT

VOICE-MAIL SCRIPT

Hi, _____! This is _____. I'm calling to follow up on our time together and see if you've had a chance to pray about joining my ministry team. Give me a call back when you get this, otherwise I will call you back in a day or two. Thanks!

(their name) (your name)

POST VOICE-MAIL TEXT SCRIPT

Hi, _____! This is _____. I just left you a voice-mail. I'm following up on our time together to see if you've prayed about joining my ministry team. Is there a good time to call you back? If I don't hear from you, I will call again in a day or two. Thanks!

(their name) (your name)

Building Rapport | WORKSHEET

Rapport: a relationship of responsiveness created by a feeling of commonality.

- Building rapport is similar to building trust. *The difference is building rapport focuses more on establishing a bond or connection, whereas trust relies more on establishing a reputation for reliability, consistency and keeping your promises.*
- Most people try building rapport by using words, but only 7% of communication happens in words! It is essential to think through what your body language and tone of voice conveys also!



Rapport-Building Activity

Rapport building is a fluid conversation based initially on mutual interest. Below are two unique tools to begin a fluid conversation with someone.

F.O.R.T.

Think "FORT-ifying" a new relationship



FAMILY: What is their family like? How did they grow up?
Hint: Parents love talking about their children.



OCCUPATION: What do they do for work?



RECREATION: What do they do when they aren't working?
Hint: Take notice of decor, pictures, and books in their house.



TESTIMONY: What is their spiritual background? Are they involved in church or small group?
If they are not a believer, then ask about their goals.

Building Rapport | WORKSHEET

CONVERSATION STACK

The Conversation Stack is a visual reminder of questions you can ask to continue a conversation as you get to know someone. This tool is helpful when meeting someone new. This is a helpful ministry tool as well!



NAME PLATE: What is their name?

HOUSE: Where are they from?

FAMILY: What is their family like?

WORK GLOVE: What do they do for work?

AIRPLANE: Where do they like to travel?

LIGHT BULB: What lights them up? What are they passionate about?

Empathetic Listening | WORKSHEET

We should strive to be empathetic listeners. Yet, we can unintentionally not fully listen to the person talking. Below are different levels of listening and a few tips for growing in empathic listening.

Levels of Listening

IGNORING: Making no effort to listen.

PRETEND LISTENING: Giving the appearance you are listening.

SELECTIVE LISTENING: Hearing only the parts of the conversation that interest you.

ATTENTIVE LISTENING: Paying attention and focusing on what the speaker says and comparing that to your own experiences.

EMPATHETIC LISTENING: Listening and responding with both the heart and mind to understand the speaker's words, intent, and feelings.

Tips for Empathetic Listening

- 1. Acknowledge the other person's views.** You don't need to agree with everything the other person is saying, but listen and acknowledge their opinions even if they differ from yours.
- 2. Give undivided attention.** Remove distractions (especially your phone!) so you can focus fully on what the person is saying.
- 3. Listen to understand.** Often we listen to respond, not listen to understand. Make sure you hear what the person is saying. Notice their body language, tone of voice, and words.
- 4. Restate and paraphrase.** Restate what the person is saying and ask follow-up questions.

Tips for Appointments | WORKSHEET

- **PRAY** Success in MPD is taking the initiative to be empowered by the Holy Spirit to cast a vision for your ministry and invite people to give, leaving the results to God.
- **BE ON TIME** Use your map app ahead of time to check for heavy traffic or detours.
- **BE PREPARED** Continue to review your script and make sure you feel comfortable with the content.
- **MAKE A GOOD IMPRESSION**
 - Dress appropriately for who you are meeting with. We suggest dressing one step above the person you are meeting with.
 - Be at least five minutes early to an office meeting or appointment in a public space (arriving early ensures you can secure a table).
 - Always be on time when visiting someone's home.
- **PRACTICE EMPATHETIC LISTENING** Do not just think about your next question. Rather listen to what the other person is saying.
- **BE CONSCIOUS OF TIME**
 - Do not go longer than the amount of time you specified when you set the appointment, even if your prospective partner has been chatty. Say something like, "I am enjoying getting to know you/hear your story, but I know we had set a 30-minute appointment, so I want to make sure we finish in that amount of time. I would love to hear more after I have told you about my ministry."
 - In some cultural contexts, your appointments may take more time, up to a full afternoon or evening. Be mindful of this when you are setting your schedule, and be willing to invest the appropriate amount of time with your audience to build trust, even if this means setting a second appointment time during which you share about your ministry.

50 Ways to Say "Thank You!"

1. _____ and I are excited that as you “honor the Lord from your wealth and from the first of all your produce,” He will take care of you! Through your gifts, He is taking care of us too.
2. Thanks for your gift last month. It encouraged me.
3. It’s a privilege to serve the Lord here in _____. Thanks for standing behind us.
4. I never get tired of thanking you for your support.
5. When David commissioned Solomon to build the house of the Lord, “the people rejoiced because they had offered so willingly and made their offering to the Lord with a whole heart . . . ” I thank God for your willingness and wholeheartedness in giving.
6. It’s a joy to serve Him in this ministry with you.
7. We are grateful for your gifts these past months. They have freed us to focus on training 10 college students to share their faith.
8. I thought of the story of the widow in Luke 21 today and praised God that you also reach past your surplus to give to the Lord. Thanks for sharing it with me.
9. We rejoice that you faithfully supported us this past year. That means a lot to us.
10. Students at _____ are bombarded with pressure and opportunities to have sex without marriage. Your giving helps us reach them with the truth that only Jesus can satisfy our craving for genuine love. We value your partnership.
11. I am filled with thanks to the Father as you help supply my needs and make this ministry possible.
12. We praise God that you “do not neglect doing good and sharing.” We appreciate how you share with us your gifts unto Him.
13. We often remember you in prayer and thank God for your part in our work.
14. I appreciate your readiness to give. Thanks.
15. Your giving is a ministry of His grace to us. Blessings to you.
16. You are a continual source of joy and encouragement to us as you pray and give so faithfully.
17. We thank God for you and pray that the Lord will “supply and multiply your seed for sowing and increase the harvest of your righteousness.”
18. At our Bible study last night, _____ asked how he could know Jesus is God. Thanks for helping make it possible to reach businessmen like _____.
19. Each time your gift comes, I realize that your prayers back it up. That is such an encouragement!
20. The Lord overwhelms us with joy through your faithfulness to us.
21. Military personnel can search for fulfillment in the system, at the bars and in their performance. Thanks for helping me reach officers to show and tell them that Christ wants to be their Commanding Officer and their fulfillment.
22. It thrills me to receive your gifts these past months. May His grace be yours in abundance.
23. As Paul said to the Philippians, your gifts are “a fragrant offering, a sacrifice acceptable and pleasing to God.”
24. Your prayers and gifts often cause me to praise God for His goodness.
25. Each month you bring a smile to my face as I see your gift. His blessings to you.
26. We appreciate your trust in God and decision to support us. We couldn’t do it without friends like you.
27. I just returned from _____, where I taught about how to help a new believer. Your support helped make this possible. Thanks for investing in raising up laborers for Christ.

50 Ways to Say "Thank You!"

28. You are a vital part of our lives and work.

29. Each time our monthly statement comes and we see your gift, we stop and thank the Lord for you!

30. What a pleasure to partner with you as God changes lives here in _____. Your gifts are touching lives, like _____. She is understanding more and more of the Gospel and learning to trust. Thanks for your help!

31. We appreciate your friendship and partnership. We love you.

32. Often we are reminded of how precious you are to us. We appreciate you and your generous heart.

33. We feel such gratitude to the Lord for the way He touches hearts to be a part of this ministry. Thanks for your part!

34. As I write this, my heart is filled with gratitude for all you mean to me and helping make this ministry possible.

35. We realize you have choices where to give your money. Thanks for partnering with us in reaching the _____ with the Gospel.

36. Thanks for standing behind me with your financial gifts. I feel honored and humbled.

37. Your prayers make a difference in our lives and work. And your faithful support is so helpful and encouraging. Hope you know what a joy you are to us.

38. It encourages me that you keep praying and giving.

39. We love you and are grateful for your partnership.

40. I am glad that the Lord brought you into my life and feel grateful for your continued support.

41. Your support makes it possible to serve the Lord in the task of _____. Thanks!

42. _____ and I feel humbled and glad that you are part of our support team. Many thanks!

43. You are truly partners with us in this work.

44. You are part of a team that "holds the ropes" for us while we "rappel" into the fatherless neighborhoods of _____. Your giving is a glorious gift to us!

45. You are storing up treasure in heaven as you give to the Lord through this ministry to _____ families.

46. As Hebrews 6:10 says, "God is not so unjust as to overlook your work, and the love which you showed for His sake in serving the saints, as you still do."

47. I appreciate your sacrifice to give so generously to this work.

48. Your gifts cheer our hearts and we praise Him for your partnership.

49. Thanks for standing behind me and enabling me to rub shoulders with men like _____. He is beginning to understand his anger and see the Lord as his help.

50. I deeply appreciate you and your heart to give.

MPD TRAINING & PROGRAMS

Raising support can be overwhelming. Our clear training and straightforward programs help staff reach and maintain full funding so they can fully focus on ministry.

Learn more at navigatorsmpd.org under **Training** and **Programs**.

MPD On Demand

- A self-paced funding training program for incoming Field Staff
- New staff complete an MPD Bible study, heart-preparation module, and training assignments, and they receive personal coaching from a qualified MPD trainer to become fully funded for ministry
- Does not apply to EDGE, IEDGE, or Emerging Leaders Program (ELP)

MPD 5K

Register at navs.me/mpdsprints

- A nine-week program (two weeks of warm-up, five weeks of focused MPD, and two weeks of cool down) for current staff who commit 20 hours per week to raising support
- Receive personalized funding coaching from an MPD coach to reach your goals
- Programs begin in January, March, June, and September
- This program is right for you if you are a current staff needing to raise \$500+ in new monthly support and can dedicate 20 hours per week for five weeks to raising support

MPD 10K

Register at navs.me/mpdsprints

- A 14-week program (two weeks of warm-up, 10 weeks of focused MPD, and two weeks of cool down) for current staff who commit 10 hours per week to raising support
- Receive personalized funding coaching from an MPD coach to reach your goals
- Programs begin in January, March, June, and September
- This program is right for you if you are a current staff needing to raise \$500+ in new monthly support and can dedicate 10 hours per week to raising support

ANCHOR

Contact ANCHOR@navigators.org
for more information

- A location-based funding program inviting Navigator alumni to support their location of impact (e.g., college/university campus). ANCHOR's primary goal is to increase the funding to ministry accounts through alumni to enhance the locations' quality of discipleship.
- 21-month program (cohorts begin each October)
- Training and on-going coaching are provided during the program and post-cohort by the ANCHOR MPD team

MPD TRAINING & PROGRAMS

Raising support can be overwhelming. Our clear training and straightforward programs help staff reach and maintain full funding so they can fully focus on ministry.

Learn more at navigatorsmpd.org under **Training** and **Programs**.

MPD Made Simple

Email mpd@navigators.org
if you don't receive weekly emails

- This email-based program provides bite-sized, do-able, MPD actions every month, so you nurture relationships and funding thrives

EDGE Coaching Sprint

- A summer program for current staff to coach new EDGErs in raising support while raising support themselves
- This program is right for you if you need to raise support for your ministry, want to help the next generation of Navigators raise funds, and want to develop shepherding skills while coaching younger staff

MPD Consultation

Schedule your MPD Consultation at
navigatorsmpd.org/consultations

- Connect with an MPD team member and receive a personalized funding plan or answer your questions

Note

The MPD Team initiates consultations with staff based on SFC data

Set-Up Calls | MI GUIÓN

Greeting

Hola, (their name)! Habla (your name). Como Esta? Tiene unos minutos para platicar?

If not a good time to talk

Si? No? Cuando seria un buen momento para regresarle la llamada?

Transition

If able to talk

Estoy llamando porque voy a estar trabajando en el ministerio con Los Navegantes en (city/campus/mission). Estoy muy emocionado en lo que Dios esta haciendo y en el ministerio al cual Dios me ha llamado a ser parte de.

Ask for appointment

Una parte significativa del ministerio con Los Navegantes es consrtuir un equipo de personas que apoyan en oracion y en asistencia financiera.

Cuando estaba pensando en quien estaria emocionado en escuchar acerca de lo que Dios esta haciendo, pense en usted.

Me gustaria compartir mas con usted, ya sea en persona o video llamada.

Esta disponible para platicar ya sea (option 1), o (option 2) lo que sea mejor para usted?

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

Set-Up Calls | MI GUIÓN

Confirm meeting

Que Bueno! Dejeme anotarlo en mi calendario, el _____ (decided upon time) _____. Lo podria anotar usted tambien. Asi los dos nos acordamos.

Me gustaria reunirnos en donde usted se sienta mas comodo, Prefiere una video llamada o juntarnos en persona.

Estaria usted agusto si nos juntaramos en su casa o prefiere otro lugar de su conveniencia

Okay, bien! Gracias, me puede dar su direccion?

Estoy emocionado en juntarnos y platicar. Nos vemos el _____ (decided upon time) _____.

If no appointment, keep the door open for the future

Mientras tanto, le puedo mandar notificaciones de mi ministerio por mensaje o email?

Okay, me puede dar su email para anotararlo? Gracias!

Set-Up Calls | MI GUIÓN

VOICE-MAIL SCRIPT

Hi, _____! This is _____. I am calling because I am going on staff with The Navigators ministry at/in _____. 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!

VOICE-MAIL SCRIPT EN ESPAÑOL

Hola, _____! Es _____. Estoy llamando porque voy estar trabajando en el ministerio con Los Navegantes en _____. Cuando tenga tiempo regreseme la llamada, si no yo te llamo otra vez en unos días. Gracias!

Additional voice-mail option

Hi, _____! This is _____. 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 VOICE-MAIL TEXT SCRIPT

Hi, _____! This is _____. I just left you a voice-mail. 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!

Face-to-Face Appointment | MI GUIÓN

MI FRASE DE TRANSICIÓN

"Antes de seguir adelante, ¿tiene alguna pregunta sobre quiénes son los Navegantes (The Navigators) o qué voy estar haciendo?"

*Déles tiempo para que hagan cualquier pregunta adicional o de seguimiento.
Responde a sus preguntas y luego sigue adelante.*

"Como dije antes, me encantaría compartir con usted algunas formas en las que puede unirse conmigo en el ministerio. Primero..."

ASOCIACIÓN

FRASE DE APERTURA

"Para que pueda ministrar a gente como (De la historia), estoy confiando en el Señor para estar totalmente financiado/a antes del (fecha)."

PREGUNTA FINANCIERA

"El personal de los Navegantes cuentan con el apoyo total de personas e iglesias que se asocian mensualmente con regalos de entre 75 y 300 dólares al mes.

Estoy orando específicamente por (número) personas que aporten (monto en dólares) dólares al mes.

¿Podría considerar en oración unirse a mi equipo?"

Face-to-Face Appointment | MI GUIÓN

PROGRAMAR LLAMADA DE SEGUIMIENTO

¿Puedo volver a hablar con usted en dos o tres días para ver cómo Dios le ha guiado?

¿Estaría disponible el (día) a las (hora específica) ? ¿Es un buen momento para hablarle?

CÓMO DAR

Si Dios le lleva a dar, me gustaría mostrarle cómo hacerlo. La forma más fácil y eficiente de dar es en línea. Como puede ver en esta tarjeta (tarjeta de invitación a la asociación), puede ir a mi página de donaciones en navigators.org/staff/____
(Centro de costes)

Allí seleccione la cantidad de la donación e indica si planea convertirla en una donación mensual recurrente. Le pedirá que complete la información de pago y envíe su donación. ¿Tiene alguna pregunta sobre cómo dar?

LAS RECOMENDACIONES PREGUNTAR

Hay otra forma importante en cómo puede asociarse conmigo.

Estoy seguro de que Dios me ha llamado a este ministerio, pero no conozco a suficientes personas para obtener una financiación completa. Sé que Dios levantará a las personas de mi propio círculo que puedan apoyar este ministerio, pero también estoy orando para que Él levante a las personas en el cuerpo más grande de Cristo.

¿Puede pensar en 3-5 personas que usted piense estarían animadas en escuchar mi historia?

Face-to-Face Appointment | MI GUIÓN

CONECTARSE A LAS RECOMENDACIONES

Me ayudaría mucho si la gente sabe que les voy a llamar. La mayoría de la gente envía un mensaje de texto o un correo electrónico haciéndoles saber quién soy y que me pondré en contacto con ellos pronto. ¿Puedo enviarle un texto de muestra que pueda enviar a aquellos con los que me conectaré?

Mi amigo, _____, trabaja con Los Navegantes en _____. Al igual que muchas organizaciones misioneras, el personal de los Navegantes debe desarrollar un equipo de personas que apoyan su ministerio en oración y financieramente.

Actualmente está construyendo su equipo, y pensé que estarías animado en escuchar sobre su ministerio. Sugerí que se pusieran en contacto contigo. Se pondrán en contacto esta semana.

TRANSICIÓN

Gracias de nuevo por ayudarme de manera significativa al conectarme con los demás.

ORACIÓN

Me gustaría terminar nuestro tiempo juntos en oración. ¿Cómo puedo orar por usted en esta temporada? ¿Puedo orar por usted ahora mismo?

GRACIAS

Gracias de nuevo por juntarse conmigo. Espero volver a conectarme en unos días.

Follow-Up Calls | MI GUIÓN

Greeting

Hola _____! Soy _____ de los Navigators. ¿Cómo está? ¿Tiene unos minutos para hablar?
(su nombre) (tu nombre)

Si no es un buen momento para hablar

“¿Puedo volver a llamarle en un rato, o sería mejor mañana a las _____?”
(hora)

Transición

Si tiene tiempo para hablar

“Muchas gracias por reunirse conmigo el otro día. Lo pasé muy bien con usted. **[Conecta sobre algo que surgió durante tu tiempo juntos]** Quería hacer un seguimiento con usted de nuestra conversación sobre unirse a mi/huestro equipo con los Navegantes.”

Pide una decisión

“¿Ha tenido la oportunidad de tomar una decisión sobre unirse a mi/huestro equipo de soporte mensual?”

1. Sí (daré)

“¡Maravilloso! ¡Gracias! Para efectos contables, ¿ha determinado cuánto le está guiando Dios a dar?” **(Pausa para permitirles responder. Responde con amabilidad.)**

“¿Todavía tiene la tarjeta que le enseñé con el enlace? **(Pausa.)** Si busca en la tarjeta encontrará un enlace que le llevará a mi/huestro sitio web de donaciones. ¿Necesita ayuda en cómo configurar las donaciones en línea?” **(Si necesitan ayuda, guíalos a través de este proceso.)**

“Estoy muy agradecido de que see una a mi/huestro equipo de apoyo. ¿Puedo confirmar su correo electrónico y dirección postal? Pronto le enviaré un boletín del ministerio.”

2. No (no dar ahora)

“Está bien, muchas gracias por orar sobre esta decisión. ¿Puedo enviarle mi boletín para mantenerte informado sobre lo que está pasando en el ministerio?” **(Pausa. confirma la información de contacto como se indica arriba.)** “¿Estaría bien si me pusiera en contacto con usted de nuevo en algún momento en el futuro?”

3. . Aún no se ha tomado una decisión

“¿Puedo llamarle en unos días? ¿Estaría disponible el _____ a las _____?”
(día) (hora específica)

Cierra la llamada

“Muchas gracias por tomarse el tiempo para hablar conmigo. ¿Tiene alguna petición de oración por la que le gustaría que ore?”