



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

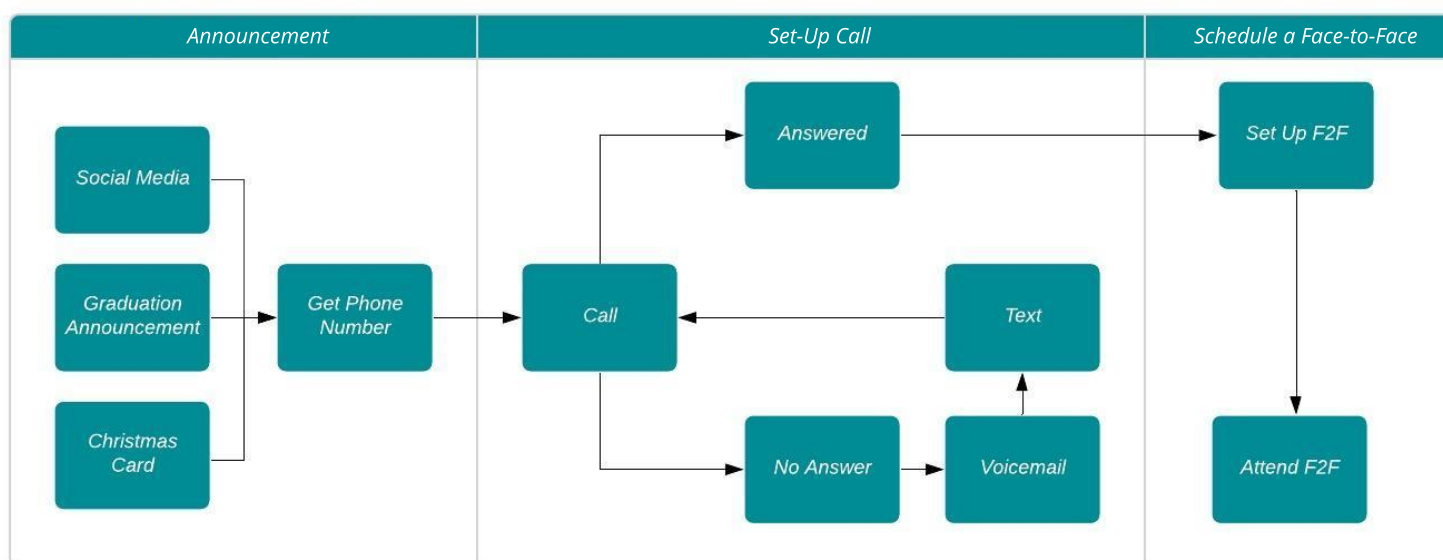
1. Make a phone call to set up a face-to-face meeting
2. Be prepared with your script, calendar, and Partner Essentials
3. Keep the ball in your court

Notes:

Methods of Communication

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

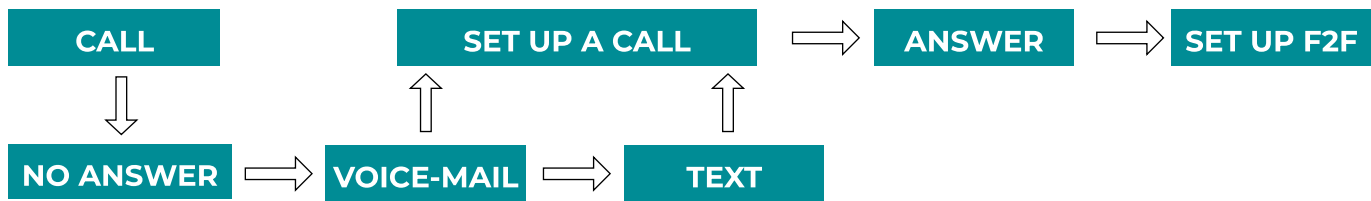
I'm really looking forward to meeting with you (and their spouse name)! I'll see you _____ (decided upon time).

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 address? (May I get your spouse's email address 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 SCRIPT

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 like to tell you more about this. I'd like to give you a call but realized I don't have your phone number. What phone number would work best to reach you? Is there a good time to call? Thanks!

FACEBOOK MESSAGE SCRIPT

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

Notes:

Set-Up Calls | MY PHONE SCRIPT

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?

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

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

Set-Up Calls | VOICE-MAIL + TEXT SCRIPT

VOICE-MAIL SCRIPT

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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!

Face-to-Face Appointment

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, and ask for recommendations.

The Face-to-Face Structure

THE THREE SHIPS



RELATIONSHIP

Building Rapport
Forecasting Statement
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 of responsiveness 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 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

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 attend 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 who do don't know how to make disciples. So, I meet with (ministry 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

New Christians often feel overwhelmed and unsure about where to start in their faith. They stop following Jesus before they even begin. So, I meet with them, provide direction, and build a foundation of discipleship that helps these new Christians gain confidence and clarity in following Jesus.

OR

Many believers feel isolated and disconnected from their faith community. The Navigators provides small groups and community gatherings in local contexts to help believers build meaningful relationships rooted in faith.



DISCIPLESHIP

Vision Statement

D4L - CHURCH

Many churches struggle to cultivate a disciplemaking culture—the essential foundation for spiritual growth and community transformation. Navigators Church Ministries uses a proven and customized process to help churches align their leadership, vision, and practices to build disciplemaking into their DNA, empowering them to shepherd their communities toward spiritual maturity.

D4L - NEIGHBORS

Many people struggle to introduce the Good News of Jesus in their everyday settings, missing opportunities to impact their communities. Navigators Neighbors equips individuals to share the gospel and develop lifelong disciplemakers in their neighborhoods, communities, and relational networks. By fostering deeper relationships and nurturing spiritual growth, we help transform individuals and communities for Christ.

D4L - WORKPLACE

Many Christians struggle to integrate their faith into their professional lives, missing the opportunity to make a difference in the lives of people they work with every day. Navigators Workplace equips Christians to take practical discipleship into their careers, enabling them to make a transformative impact in their workplaces.

D4L - I:58

Many historically underrepresented communities face systemic injustice and lack the support needed to thrive. Navigators I:58 partners with local leaders to spread the gospel of Jesus, using a holistic discipleship process to restore hope, pursue justice, and rebuild communities. By fostering unity and empowering community heroes, we help transform individuals and entire communities through the power of the gospel.

EAGLE LAKE CAMPS

Many children struggle to find a place where they can grow spiritually and emotionally. Eagle Lake Camps creates a safe and fun environment where campers can laugh, play, and learn to love like Jesus. Through intentional activities and programs, they help campers build a strong foundation of faith and confidence, empowering them to impact their everyday lives with the love of Jesus.

INTERNATIONAL STUDENT MINISTRY (ISM)

Most international students come to the U.S. from regions where sharing the gospel is difficult. They arrive on campus knowing nothing about Jesus and experience culture shock and isolation. Navigators International Student Ministries connects with these students through small groups, Bible studies, and leadership development to help them build a relationship with God. Personally transformed by the Gospel of Jesus, these students return home eager to share their newfound faith with their family and community.



DISCIPLESHIP

Vision Statement

NATIONS WITHIN

The United States is a prime destination for immigrants and refugees. Navigators Nations Within cultivates relationships across cultures, engaging in community and Bible study and addressing practical needs. By helping individuals follow Jesus and share the gospel with their communities, we transform lives and foster unity among diverse groups within the United States.

MILITARY AND FIRST RESPONDERS (M1R)

Military personnel and first responders face immense stress and challenges, often without spiritual support. Navigators Military and First Responders provides intentional discipleship, Bible studies, and family support to help them grow in their relationship with Jesus Christ so they can offer the hope and teachings of Jesus to their communities, transforming lives and fostering spiritual growth, even in the toughest environments.

TRAIN DEVELOP CARE (TDC)

Many ministry leaders and staff lack the support and resources needed to thrive in their roles and effectively advance their mission. Train, Develop, Care provides comprehensive training, development, and care resources to equip and support Navigator staff and leaders, fostering personal and professional growth. By empowering ministry leaders with the tools and support they need, we enhance their effectiveness and well-being, enabling them to make a greater impact for God's Kingdom.

WORLD MISSIONS

Many people around the world do not experience the transforming power of Jesus, because they live in areas resistant to the gospel. Navigators World Missions launches and develops new generations of missionaries to spread the Good News of Jesus in hard-to-reach places, using holistic discipleship to reach diverse cultural and ethnic groups, transforming lives and communities across the globe.

D4L - 20s

Many young adults face unique challenges in the early years of adulthood and struggle to find community and spiritual growth during this critical time in their lives. Navigators 20s provides gatherings, small groups, and mentoring to support networks of young adults in faith, vocation, mission, and community so they can navigate this new season of life with a mature and impactful faith in Christ.



DISCIPLESHIP

Vision Statement

ASIAN AMERICAN NETWORK

Many Asian American staff and disciplemakers often feel isolated and underrepresented within broader ministry contexts. The Asian American Network empowers Asian American staff and equips the greater Navigator family through the unique influence of Asian culture, fostering resilience, respect, and relationship. By creating a culture of interdependence, unity, and collaboration, we help Asian American staff thrive and contribute fully to The Navigators Calling.

AFRICAN AMERICAN NETWORK

Many African American staff and disciplemakers often feel marginalized and unsupported within their communities. The African American Network connects, serves, and champions African American staff and laborers, promoting discipleship and multi-ethnic influence within the Navigator family. By fostering a sense of belonging and unity, we empower African American staff to bring their full and unique contributions to advance God's Kingdom.

LA VIDA NETWORK

Many Hispanic staff and disciplemakers often lack a sense of community and cultural recognition within broader ministry contexts. The La Vida Network empowers Hispanic staff to worship, learn, and encourage one another, embracing and honoring Latino culture through visual art, music, traditions, and more. By fostering a sense of belonging and celebrating cultural heritage, we help Hispanic staff and laborers experience, embrace, and celebrate God's Kingdom as generational disciplemakers.

NATIVE NATIONS NETWORK

Many Native American communities face systemic challenges and lack access to culturally relevant spiritual support. The Native Nations Network shepherds Spirit-led movements within Native American communities, bridging Native culture and the gospel through holistic discipleship. By empowering Native American leaders and fostering unity, we help transform lives and communities, advancing the Gospel of Jesus and His Kingdom.

NAVIGATORS ETHNIC NETWORKS

Many ethnic minority staff and disciplemakers often feel isolated and underrepresented within broader ministry contexts. Navigators Ethnic Networks empower these individuals by fostering supportive communities that celebrate their unique cultural identities and contributions. By connecting, serving, and equipping ethnic minority staff, we help them thrive and fully contribute to advancing God's Kingdom and transforming lives and communities through the power of the gospel.



DISCIPLESHIP

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

"Of the 489 people groups in the United States, more than 80 are considered 'unreached' (fewer than 5% professing Christians), which represents nearly five 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."

D4L - 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).

D4L - CHURCH

"Only one 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).

D4L - 20s

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

WORLD MISSIONS

"Approximately 5.11 billion individuals residing in 8,948 distinct people groups live 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 more than three times more likely to remain in the faith five years later than those who did not attend" (Sorenson, 2014).



DISCIPLESHIP

Fact Showing Current Reality

INTERNATIONAL STUDENT MINISTRY (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 AND FIRST RESPONDERS (M1R)

"Over the past two decades, the military veteran suicide rate has increased every year, [resulting in] nearly one suicide per hour" (CDC, 2018).

D4L - 1:58

According to the ABA (American Bar Association) Human Rights Journal, "In half of the 100 largest cities in America, most African American and Latino students attend schools where at least 75% 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."

TRAIN DEVELOP CARE (TDC)

"With pastors' well-being on the line and many on the brink of burnout, 38% 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' in all six of the six well-being categories. Currently only 35% of America's pastors fall into the 'healthy' category" (Barna Group, 2021).



DISCIPLESHIP

Personal Story

Connects the big-picture problem and fact to an actual person. This is what the potential ministry partner will remember.

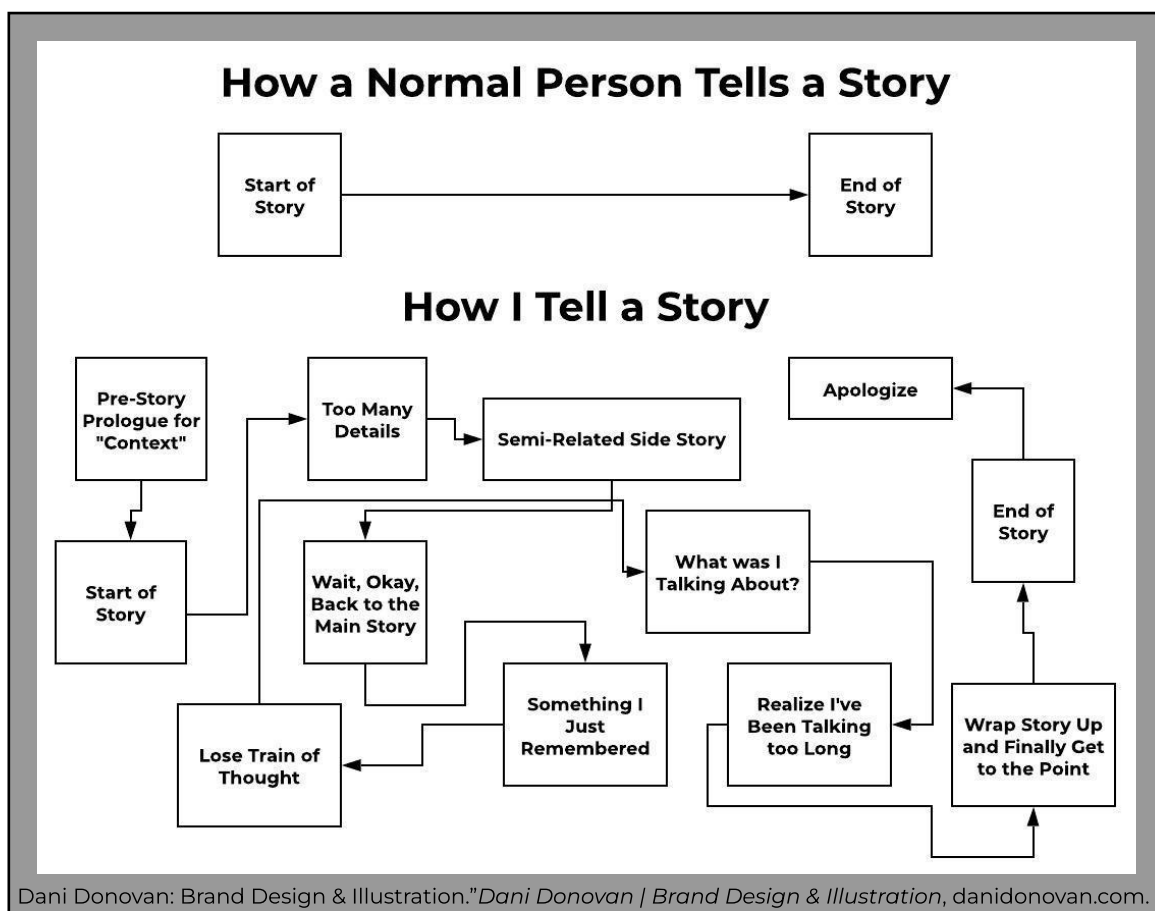
Why do we tell stories?

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 changes lives.

Your Story

The story you share should connect the listener to your ministry audience. Whom is your story about?





DISCIPLESHIP

ELEMENTS OF A GOOD STORY

Before: Illustrates what life was like before everything changed

CRITICAL ELEMENT 1: THEY HAVE A PROBLEM

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 blocking them from getting what they want? (E.g., *stuck in addiction, making destructive choices, failing a class, difficulty in relationships, etc.*)

What is their internal problem? What deeper emotions underscore the external problem? (E.g., *fear, rejection, loneliness, unhappy, lack of purpose, finding identity, etc.*)



DISCIPLESHIP

Change: What happened to cause a change in their life?

CRITICAL ELEMENT 2: YOU PROVIDE A SOLUTION

YOU ARE A QUALIFIED GUIDE...

You are the guide who helps the main character overcome their problem. How are you qualified to help (disciple) the main character?

WHO PROVIDES A SOLUTION.

What is the *simple* solution you provide that helps the main character overcome their problem (internal and external)?



After: What life looks like after the change

CRITICAL ELEMENT 3: THEY EXPERIENCE LIFE CHANGE

THEIR PROBLEM IS SOLVED, AND THEIR LIFE CHANGES FOR THE BETTER.

How does the plan positively change the character's life? How is their initial problem solved? What does their life look like with their problem solved and their desires met?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



DISCIPLESHIP

Review Carolyn's Story

A MAIN CHARACTER...

WITH A TWO-LAYERED PROBLEM.

A QUALIFIED GUIDE...

PROVIDES A SOLUTION.

THEIR PROBLEM IS RESOLVED, AND
THEIR LIFE CHANGES FOR THE BETTER.

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



DISCIPLESHIP

Review Your Story

What are "Nav lingo" or "Christianese" phrases?

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

What is a compelling opening line for your story?



My Story

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

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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

Eliminate Nav lingo and insider language that could confuse the ministry partner. Instead, change it to plain, everyday language that everyone understands.

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, etc. But ask yourself, do those details advance 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.



DISCIPLESHIP

Story Close and Transition

ENDING STORY

Is there anything from my story that stands out to you?

Pause and let them respond.

TRANSITIONING TO PARTNERSHIP

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

Allow time for additional or follow-up questions. Answer questions and then move on to the next section with a phrase such as:

"As I said earlier, I'd like to explain a few ways you can partner with me. First..."



Financial Ask

Ask the potential ministry partner to *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 two things 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 the 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 ranging from \$75-\$300 per month.

I'm specifically praying for (number of partners) partners to 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

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 to three days to see how God has led?

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

Is _____ (phone number) the best phone number to reach 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

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/_____\(your NavID\)____](http://navigators.org/staff/_____(your NavID)____).

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

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 as important.

I am confident that God has called me to this ministry, but I don't know enough people to become 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 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.

Who are 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



GETTING CONNECTED

It is best if the potential ministry partner lets the person they're recommending know you will be calling. Usually they do this by 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 contact you this week.

TRANSITION

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



PARTNERSHIP

LOGISTICS

Record information on 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.



Prayer

Part of your job is to minister to your ministry partners. Praying for them is a significant way to bless and 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 you're intentional and that you 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.



Recommendations Hesitations

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.

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 who would be encouraged to hear my story?

2. "You already know everyone 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 with outside of the group you already have in common.

Response: You're right. We do know a lot of the same people. But 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 who 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 contacted 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 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

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



DISCIPLESHIP

VISION STATEMENT

FACT SHOWING CURRENT REALITY

PERSONAL STORY

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Face-to-Face Appointment | MY SCRIPT

TRANSITION SENTENCE

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

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

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



PARTNERSHIP

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

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

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

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

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/_____\(cost center\)_____](http://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 become 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.

Who are 3-5 people _____ (specific audience) who would be encouraged to hear my story?

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 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?

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 contact you 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 pray 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 who 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. But 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 who 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 contacted 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 a 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 send 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

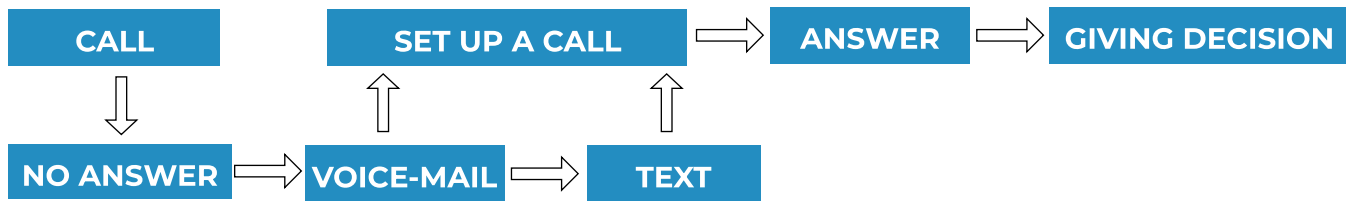
May I give you a call in a few days? How does (date) at (time) work?

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

THANK YOU NOTE EXAMPLES

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.

THANK YOU NOTE SCRIPT EXAMPLES

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 updating 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, (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 send 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 you'd like me to pray for?

Follow-Up Calls

MY 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!

RESOURCES

SET-UP CALL

7 TIPS TO SET UP THE F2F

1. DO NOT TEXT

It's easy to set up a F2F via text. It's also just as easy for them to cancel that appointment. **If you want to meet with someone, pick up the phone and DIAL!** Use texting to set up a time for the phone call. For example, you could text, "Hey, when could I give you a call today?" or "Hey, do you have 5 minutes to talk on the phone?" Do NOT use texting to explain what you are doing or why you want to meet.

2. SMILE

Smile when you dial! Smiling changes your tone of voice and inflections making **you sound friendlier!**

3. ALWAYS USE A SCRIPT

It's easy to forget key info if you're nervous when making calls and someone actually answers. **Use a script to ensure you will not forget something important**, like your name or that you are going on staff with The Navigators and are raising support!

4. HAVE YOUR CALENDAR OPEN AND READY

Having your calendar open and ready displays confidence and competence so that **when they agree to meeting, you are prepared to set a time.**

5. GIVE A CHOICE OF TWO TIMES TO MEET

"Keep the ball in your court." While you might think you are being gracious by asking them to pick a time, they do not see it that way. **ALWAYS give a choice of two times.** If neither works, offer another TWO times on the same day or on the day after. By doing so, you sound professional and also reduce the chance of a cancellation.

6. WRITE IT DOWN

When a potential ministry partner agrees to meet, **repeat the date, time, and location of the F2F. Then, ask them to write it in their schedule! (Make sure you do, too.)**

"2:00 p.m. on Friday? Perfect! I'm just going to write that down in my schedule so I don't forget... 2:00 p.m., Friday the 14th... Awesome, I have it written down. Do you have a schedule you can jot it down in as well? That way we both have it."

7. DO NOT CONFIRM

Trust that the F2F is set. Do NOT say, "I will text you the morning of to make sure we are still on." **They already agreed to the F2F, so there is no need for a reminder!** By "confirming" the F2F is still on, you give them the opportunity to cancel more easily.

CALLING RECOS

4 STEPS TO CALLING A RECOMMENDATION

1. GREETING

"Hi **(their name)**, this is **(your name)**, I'm friends with **(mutual friend's name)**. How are you? I was talking with **(mutual friend's name)** the other day, and your name came up. Did **(he/she)** let you know I'd be contacting you?"

a. IF NO

"Oh, no worries! I guess I just beat them to it! Do you have a minute so I can fill you in on why **(mutual friend's name)** wanted us to connect?"

b. IF NOT A GOOD TIME TO TALK

"Is there another time that would work for me to call you back?"

2. TRANSITION

"The reason I am calling is that I am on staff with The Navigators ministry at/in **(campus/location/Mission)**. I'm excited about what the Lord is doing and the ministry God has called me to be a part of here."

3. ASK FOR APPOINTMENT

"A significant part of my ministry with The Navigators is to build a team of prayer and financial ministry partners. **(Name of mutual friend)** thought you would be encouraged to hear about what God is doing, and I'd love to share more with you in person. Are you available to meet **(day)** at **(time)**, or would **(time)** work better for you?"

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

a. IF NO APPOINTMENT

"In the meantime, may I send you our email updates? **(Pause.)** Great, may I get your email?"

4. CONFIRM APPOINTMENT

"Great! Let me write that down in my schedule for **(day)** at **(time)**. Do you mind jotting that down in your schedule as well? That way we both have it. **(Pause.)** I'd love to meet with you **(and your spouse)** where you are most comfortable. Would it be OK if I came to your house? **(Pause.)** 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 spouse's name)**! I'll see you **(day)** at **(time)**!"

Closing the Giving Loop | WEEK 8 WORKSHOP

When is a gift officially counted towards your percentage?

When it is officially processed in Staff Financial Center.

How to close the giving loop:

1. Look through your funding tracking report.
2. Identify anyone who has agreed to give but the gift has not come through.
3. Call or text them using the script below.
4. Always provide the giving link so they have the link on hand.

CALL SCRIPT

Hi, _____ (their name) _____, I wanted to touch base and see if you had a chance to give online yet.

If they have given

Wonderful. I'll watch my account for your gift. Thank you again for joining my support team. I'm so grateful for you!

If they have not given

Do you mind if I text you the giving link so you have it on hand?

May I follow up with you in a few days if I don't see the gift come through just to confirm you aren't running into any issues?

TEXT SCRIPT

Hi _____ (their name) _____, I wanted to touch base and see if you had a chance to give online yet. Here is the giving link: navigators.org/staff/NavID. Let me know if you have any issues! Thanks!

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 consider 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.

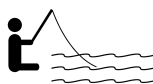
Think "FORT-ifying" a new relationship



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



OCCUPATION: What is their work?



RECREATION: What do they do for fun?
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?
Hint: If they are not believers, 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 is their 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 empathetic listening.

Levels of Listening

IGNORING: Making no effort to listen.

PRETEND LISTENING: Giving the appearance of listening.

SELECTIVE LISTENING: Hearing only 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 says, but listen and acknowledge their opinions, even if they differ from yours.
- 2. Give undivided attention.** Remove distractions (especially your phone!) so you can fully focus 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 find meaning in relationships apart from Christ. 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 arrives, I realize 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.

50 Ways to Say Thank 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.
28. You are a vital part of our lives and work.
29. Each time we review our monthly financial statement 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.

Weekly Rhythms

DAILY HUDDLE

Daily Huddles take place every day. To prepare for your Daily Huddle, participants enter their information in Align before the Daily Huddle call on Teams. The goal of the Daily Huddle is to create a sense of alignment across the entire team, motivate, transfer any important information, alert leadership of any problems people are running into, hold one another accountable, and celebrate how God has provided. Huddles include the entire team and should last no more than 15 minutes. Huddles take place daily at the same time via Teams no matter who can or cannot attend.

WEEKLY HUDDLE

Weekly Huddles happen once a week and replace the Daily Huddle for that specific day. The objective of this meeting is to connect relationally, focus on God, review progress, problem solve, and workshop a skill. Weekly Huddles take place on Teams, last 90-120 minutes, and include the entire team.

WEEKLY CONNECT

Weekly Connects takes place once a week with the coach and the coachee on Teams or the phone. This is a one-to-one meeting. The objective of this meeting is to connect relationally, review individual priorities, process any changes, and reinforce any training. Weekly Connects last 30-60 minutes.

Daily Huddle

GROUND RULES

UPDATE YOUR KPI PRIORITIES: Your KPI priorities must be updated every day before the Daily Huddle.

BE PREPARED: Fill out your Daily Huddle in Align before the Teams call.

THE SHOW GOES ON: This meeting happens no matter who can or cannot attend. If someone cannot attend, the meeting leader is responsible for reading off the information from the missing person's Align.

MISSING A MEETING: The Daily Huddle can be missed due to a F2F or vacation. Coaches are expected to be on three out of four Daily Huddles per week (unless approved by the cohort leader) but are encouraged to attend all, if at all possible.

NO EXPLANATION: This is a time to transfer information, not explain. No explaining why something has or has not been accomplished.

TALK OFF-LINE: If a discussion or problem does not involve the entire team, discuss it privately.

1

WHAT'S UP

- What do you have going on today?
- What major tasks do you need to complete?
- What did you learn yesterday in your MPD?

2

GOAL UPDATE

- How many calls did you make yesterday?
- How many F2F do you have today?
- How many F2F do you have scheduled for the entire week?

3

TOP PRIORITY/TOP TASK

- What is the MOST IMPORTANT thing you can do today to move your MPD forward? (*This isn't "make calls," this is one specific task. For example, "Follow-up with John Smith."*)
- Did you complete yesterday's top task?

Weekly Huddle

GROUND RULES

UPDATE YOUR KPI PRIORITIES: Your KPI priorities must be updated before the Weekly Huddle.

BE PREPARED: Fill out your Weekly Huddle in Align before the Teams call.

DO NOT MISS: The Weekly Huddle should not be missed. All participants are asked to attend (even if on vacation!) if possible.

15
MINUTES

PERSONAL UPDATES

- Each team member shares one personal update and one MPD update
- Celebrate and encourage one another

25
MINUTES

TIME IN THE WORD

- Refer to Workshop/Devo Calendar

10
MINUTES

REVIEW INDIVIDUAL AND TEAM PROGRESS

- Share each team member's progress toward their individual MPD activity
- Share the team's progress toward the team goal
- Give praise where appropriate
- Provide direction toward the team goal, if appropriate

15
MINUTES

STUCKS

- Allow team members to share an MPD-related activity they need help on
- Invite other team members to empathize and offer insights or solutions

45
MINUTES

WORKSHOP

- Refer to the Workshop/Devo Calendar

10
MINUTES

PRAY TOGETHER

Weekly Connect

20
MINUTES

PERSONAL CONNECT

- Personal and MPD highs/lows - Development/Feedback.
- How have you developed personally/professionally?
- How is your MPD going?
- Are you moving forward on your goals?
- How can I help?
- Provide feedback/observations from supervisor's perspective.

Support/Feedback

- What is one thing I can improve on or help you with?
- How is our communication going?
- How are you doing guarding against comparison?

15
MINUTES

REVIEW PRIORITIES/GOALS

- How are you progressing (red, yellow, green)?
- How do you feel about it?
- What needs to be changed/adjusted?
- If behind/struggling, how do we get back on track?
- How can I (or someone else) help you with this?

10
MINUTES

TOP TASK PLANNING

- Did you get last week's Top Tasks done? Did you learn anything?
- What are your Top Tasks to focus on in the next week to keep your MPD moving forward?
- Questions to help discover and clarify Top Tasks:
 - What's working well right now?
 - What's not? (Ask to prime the conversation if needed)
 - What resources will you need? (Ask to draw out detail/info)
 - Where do you need to focus your time this week? (Ask to bring more direction)
- Review any action items for the week that come out of this conversation (You can add them to the coachee's task list)

5
MINUTES

PRAY TOGETHER

Expectations

COMMUNICATE

You MUST communicate with your coach. If your coach calls you, you are expected to contact them back within a day (even a text back). If an issue arises, you are responsible for communicating with your coach.

DAILY HUDDLE

We expect you to attend 3 out of 4 Daily Huddles per week. The only reason you should miss a Daily Huddle is if you have a F2F planned during that time, you are on your Sabbath, or you do not have internet connection. If you are going to miss your Daily Huddle, you are responsible for filling out your information in Align beforehand and communicating with your coach.

WEEKLY HUDDLE

You may not miss a Weekly Huddle during the summer. Even if you are on vacation that has been approved by your supervisor, you are still expected to be at the Weekly Huddle.

UPDATE ALIGN

You are responsible for updating your KPI priorities Monday-Friday and filling out your team Daily and Weekly Huddles before the meetings begin. If these actions are not completed consistently, we will contact your field supervisors immediately.

Cash or Check Gifts

Cash Gifts

While fundraising, someone may give you cash. If you receive cash, you need to get a money order from the bank for the amount of cash you were given (this also goes for checks made out to you personally, Venmo, or similar money transfers).

Once you have the money order, fill out the money order on behalf of the person who gave you cash and mail in the money order with a commitment card to the processing center (below). Never send cash in the mail!

Check Gifts

Someone may say they would prefer to give via check instead of cash. Give them a commitment card and a gift processing envelope. They should make the check payable to **The Navigators** and include a note that lists your **Cost Center Number**. Once they fill out the check, they should also fill out a commitment card and mail both to the gift processing center (below). If they plan to give monthly, they should indicate on the commitment card that it will be a monthly gift. A new envelope and giving card will be sent to them each month.

Gift Processing Address

The Navigators
P.O. Box 50740
Colorado Springs, CO 80949-0740

MPD Programs for You

MPD Made Simple

- MPD Made Simple provides a comprehensive annual MPD plan that's broken down into bite-sized, do-able, monthly actions, so you nurture relationships with ministry partners and funding thrives.
- If you do not being receiving weekly MPD Made Simple emails, subscribe by emailing mpd@navigators.org.
- Record your challenge at navs.me/MPDMadeSimple.

MPD Sprints (5K or 10K)

- Receive personalized fundraising coaching from an MPD coach to reach your goals in a specific time period.
- Programs begin in January, March, June, and September, and registration opens a year in advance.
- This program is right for you if you are current staff needing to raise \$500+ in new monthly support and can dedicate 20 hours per week for 5 weeks to raising support.
- Register at navs.me/mpdsprints.

MPD 5K

- A 9-week program (2 weeks of preparation, 5 weeks of focused MPD, and 2 weeks of wrap-up) for current staff who commit 20 hours per week to raising support

MPD 10K

- A 13-week program (2 weeks of preparation, 10 weeks of focused MPD, and 1 week of wrap-up) for current staff who commit 10 hours per week to raising support