

CONNECT CALLS

LEADERS' RESOURCE



PRINCIPLES OF CONNECT CALLS

WHAT IS A CONNECT CALL?

- It is a lifestyle and an expression of what being a church is
- It involves connecting through voice or video calls
- You can also visit or meet your member

WHO SHOULD I CALL?

- You should call all your CG members, especially those who do not come regularly

WHAT SHOULD I TALK ABOUT?

Ask them:

- About their family's wellbeing
- If they need help from the church
- For any prayer requests (pray for them at the end of the call)
- If they have any difficulty with technology (i.e online services, video calls)
- Encourage them to stay connected. The best way is to be a part of a Connect group

HOW LONG SHOULD EACH CALL BE?

- 5-10 minutes for voice or video calls
- 15-20 minutes for visits

PREPARATION FOR CONNECT CALLS

1. PLAN the schedule of your calls

- Where possible, confirm a suitable date and time with your member
- Ensure that all your members receive a call or a visit from you between 1st-7th April

2. PRAY before each call

3. PREPARE what you are going to say

- Know the aim of every call or meeting

DURING THE CALL

1. LISTEN attentively

- Refrain from jumping in and giving advice or defending others/yourself
- Do not be judgemental or critical, seek to understand the concerns of your member

2. ASK questions

- Look out for their needs and clarify your understanding

3. Provide LEADERSHIP

- Engage in a dialogue
- Make the conversation edifying

4. OFFER help

- Be helpful
- End with a prayer when possible

5. FOLLOW UP

- If you say you will do something, DO it