

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
- You can also call your contacts or new believers who are not yet part of your CG

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?

- 15-30 minutes for voice or video calls
- 60 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 at least one call a week**
- 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

- Understand the real issues of the heart**
- Look out for their needs and clarify your understanding**

3. Provide LEADERSHIP

- Engage in a dialogue**
- Use scripture when necessary**

4. OFFER help

- Be helpful**
- End with a prayer when possible**

5. FOLLOW UP

- If you say you will do something, DO it**
- Check the progress of what was discussed during your next call**