

Tips for a successful calling experience

- 1) Use a small portion of your group check-in time each week to discuss the value of connecting during our weekly phone calls;
- 2) Have a set time to call each other (i.e. give it the priority you would a doctor's appointment);
- 3) Call each other in the morning (start the day off with encouragement, perspective, and investing in the life of another);
- 4) Realize that calling will get easier as you get better at it, and that you'll get better at it by doing it with more consistency;
- 5) Avoid putting people in an awkward situation: ask at the beginning of your phone call if it is an okay time to call, and if they would prefer you call them back later; Answerer: give them a time to call back if you are busy.
- 6) Start your conversation with encouragement and then ask the hard questions. (did you leave anything out?)
- 7) Show genuine interest in the person at the other end of the line (by asking questions and encouraging the other person to talk about their struggles and their strengths). This will form a bond that makes calling more enjoyable. Listen and ask personal questions that really lets you get to know them;
- 8) When you receive a call, return it quickly;
- 9) Keep a journal of how God spoke to you and encouraged you by the conversations you've had with people; periodically dig into your journal and share how the person has blessed you in the past through your phone conversations. Mention any particular info that you may have picked up from another group member that needs help (networking);
- 10) Share your vulnerabilities to help the other person feel more comfortable and pray together and for each others needs; have a post-it and take a note or two.
- 11) Have an agenda in front of you each time you call someone (example):
 - A. victories
 - B. failures (so you can pray for each other about them)
 - C. insights
 - D. prayer
 - E. miscellaneous...
 - F. 1 to 10 scaling on how close you are to acting out; even leave it on voice mail if you have to.

12) Be prepared to listen for key feelings and tone of voice that gives indicators; Ask for feelings for that day – what are your emotions?

13) Encourage about issues that were on the call this week (i.e. Step work);

14) Tell each other stories about self/struggle – setup a extended call with a new member. Ask: what was the best thing today/ What was the worst?

15) Keep calling until get someone, don't give up with one attempt.

16) Be real.