

SAMPLE FOLLOW-UP PHONE SCRIPT

2023 National Staff Gathering



This script will guide you in making follow-up phone calls to ministry partners to see what their giving decision is.

GREETING

Hi, **(ministry partner)**, this is **(your name)**. Is this a good time to talk?

If no...

OK. What would be a more convenient time? Great. I'll give you a call then.

If yes...

Great! I'm calling to see whether you've made a decision about giving a special gift to send me to The Navigators National Staff Gathering this fall.

Be prepared for:

Yes

No

Haven't decided yet

DECISION

If yes...

Super. And have you determined how much God is leading you to give? *(Partner states amount.)* Thank you so much! I really appreciate your generosity and investment in me and my ministry this way.

You may already have my Navigator online giving link. Can you get back to that link, and is that way of giving convenient for you? *(You may need to tell them what the link is again and walk them through process of giving online. If they prefer to give via check, explain how to use the commitment card included with your letter.)*

Thanks again for this generous gift. I'll definitely let you know how the conference goes, and I'll keep you updated on what's happening in my ministry as well.

How can I pray for you in the next couple of days?

If no...

That's fine. I really appreciate your willingness to think this over, and I completely respect your decision. Please know I'm grateful for how you already invest so much in my ministry. As always, I'll keep you updated on my ministry, and I'll look forward to being in touch another time. Is there something I can pray about for you this week?

Haven't decided yet...

That's OK. I know we all have lots of demands on our time. Your decision either way is important to me, because it will help me know how to plan concerning my funding for conference. When would be a good time to get back to you? Great. I'll call you again on **(agreed-upon date)**.

VOICEMAIL

If you've called a number of times and have not reached your ministry partner, leave a voice mail.

How to leave voicemails

1. Leave an upbeat message. *(Smile as you speak into the phone.) "Hi, (ministry partner.) This is (your name). I hope to talk to you soon about the giving invitation I made regarding The Navigators National Staff Gathering. Sorry I missed you today, but I'll try you again soon.*
2. Leave another upbeat message. *(Smile as you speak into the phone.)*
3. Leave a message and your number in case they'd like to call you, but say you will call again, too.
4. Leave a message saying their decision *(yes or no)* will help you know where you stand in your funding and how to plan for the conference. Kindly remind them of your funding deadline.
5. Email, text, or Facebook Message to ask when they'd be available to talk.