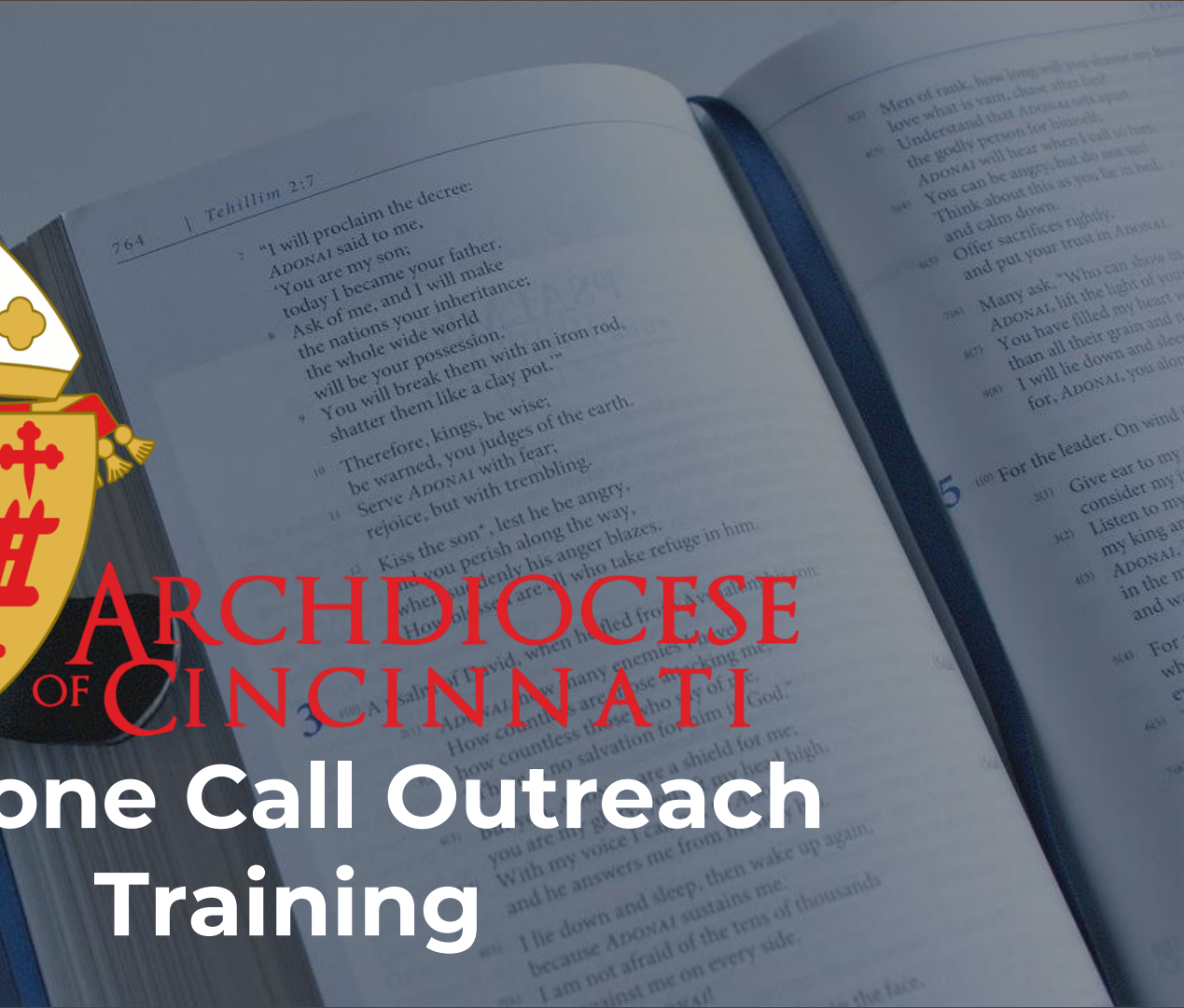




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Phone Call Outreach Training





Opening Prayer

Phone Call Outreach

“So that there may be no division in the body, but that the members may have the same care for one another. And if one member suffers, all the members suffer with it; if one member is honored, all the members rejoice with it.” 1 Corinthians 12:25-26

Who is this training for?

- Diocesan / chancery staff who want to equip their local parishes to offer phone ministry.
- Parish staff and volunteers who want to mobilize teams to reach out to every parishioner by phone.
- Anyone who is interested in learning more about ministering to people by phone.

Phone Call Outreach

Maintaining inner peace in a time of fear:

- With the current pandemic: Stay informed, but do not oversaturate yourself with media. Lots of information being shared on social media is incorrect - we learn more each day.
- Instead, set up a daily schedule. Spend more time in prayer, reading your Bible, praying the Rosary, exercise, and doing things that give you peace. It's spring - it's time to start gardening!
- When and where possible, go to Confession, but know that God desires our salvation even when the Sacrament isn't available. He is fiercely jealous for you. God loves you.
- Take advantage of the [plenary indulgence](#).

Phone Call Outreach

Goals in phone ministry:

- To connect to each family so each feels seen, heard, and loved.
- That each family has the opportunity to share spiritual needs or concerns.
- To pray with and give each person a spirit of hope and peace rooted in the truth of God instead of a spirit of fear and anxiety rooted in the lies of the devil.
- That each person knows that God cares about them and Jesus desires a personal relationship with them unto salvation.
- To move people towards a new or deeper conversion and spiritual life.
- That we can continue to foster community with those we call.

Phone Call Outreach

Opportunities and Blessings:

- Phone outreach gives us the opportunity to make human connections, be charitable to our neighbor, and develop deeper friendships.
- It gives us the chance to identify needs in our parish and community and help keep our pastor and his staff informed without laying the entire burden on them alone.
- It helps us share the Gospel and become evangelizers. It helps people encounter Jesus Christ through prayer.
- You can do this! Prayer outreach by phone is possible. It takes a little practice. Don't be afraid of a bump or two in the road.

Preparation

Let the peace of Christ rule in your hearts, to which indeed you were called in one body; and be thankful.

Colossians 3:15

- Work with your parish to identify a team of volunteers to help make phone calls.
- Understand how many families are in your parish, how to access the parish directory, and how many volunteers you need so that each volunteer calls between 20-30 people.
- A lead volunteer or staff person should create a list of volunteers, their email addresses, and their phone numbers.
- These volunteers should have a measure of peace in this time of crisis (it's okay to have some anxiousness, but we don't want to spread fear and panic to others.)
- The leader should hold a training session with the volunteers. Use and modify this powerpoint if you would like to.

Preparation

- Think about who your potential volunteers could be and remember to check on them by asking simple questions about their health, stress level, challenges, and faith.
- Be aware that someone you contact to be a volunteer might instead need help or prayer.
- Once you have a core of volunteers, split up the parish directory, and assign each volunteer a block of names and phone numbers.
- Again, a good sample size is 20-30 families per volunteer.
- Give volunteers a set time to finish their list (such as 3-5 days).
- Share a sample script for calling including what to say if they reach voicemail.

Preparation

- Have some basic answers to questions people might ask.
 - “Do you know when this will be over?”
 - “Is Father hearing confessions?”
 - “Is the Church open?”
 - “Can I go to adoration?”
 - “When can we go to Mass again?”
- It’s okay for volunteers to say “I don’t know”. Volunteers shouldn’t make guesses about the pandemic or share opinions that might scare people. (for example- don’t say -“I heard that 20% of the elderly who catch this will die.”)
- Volunteers should spread encouragement and hope. (“God has control and he desires to heal and bless us.”)

The Phone Conversation

“Be anxious for nothing, but in everything by prayer and supplication, with thanksgiving, let your requests be made known to God.”

Philippians 4:6

Phone Conversation Guidelines

- Communicate from your heart; be yourself.
- LISTEN - it is the most powerful communication tool!
- If the parishioner asks a question that you are unsure of, don't just make something up, or answer off the top of your head. Tell them you will find out the answer and get back to them.
- ***Do not counsel.*** This could lead to serious problems, and is more than we are asking you to do.
- Be aware of “church-bashing.” Do not take part in negative conversation. This is not one of our goals and, furthermore, would prove to be counterproductive.

The Phone Conversation

“Be anxious for nothing, but in everything by prayer and supplication, with thanksgiving, let your requests be made known to God.”

Philippians 4:6

Phone Conversation Guidelines Continued

- Be sure to spend time in prayer before making your calls. Expect to be a blessing and to be blessed.
- Document all calls before beginning a new one.
- Do not read the scripts. They are only structural outlines of what we foresee happening.
- Be led by the Holy Spirit.

The Phone Conversation

“Be anxious for nothing, but in everything by prayer and supplication, with thanksgiving, let your requests be made known to God.”

Philippians 4:6

First Steps & Introductions:

- Use provide call log or create your own.
- Before calling each person, say a short prayer for that family. (Hail Mary)
- Dial the number and announce yourself when they pick up the phone: “Hello, this is Brian Lee from St. Mary Church. We’re taking the time to call and check up on every parish family this week. Is this *Name*?”
- “Great, do you have a few minutes to talk?”
- Be prepared to have flexibility in your conversations.
- The conversation should be natural. It shouldn’t sound like you are following a script.

The Phone Conversation

- Practice active listening in order to understand their needs in a time of crisis.
- *“Fr. (name of pastor) wants to let you know know that he is praying for you and wants to know how you are doing given the current circumstances?”* Stop. Listen. Ask more questions.
- Spend a few minutes with small talk.
- Take notes for anything you find important.
 - Running out of food, medication, or other essentials.
 - Lost a job or is worried about paying bills.
 - Someone who has a loved one in the hospital. Any illnesses that might be new or ongoing.

Offering Prayer

Moving forward:

- Do your best to make sure each person feels heard. If you feel that something is serious enough to warrant passing it on to the pastor or his staff, make a note of that (maybe a star to remind you for later).
- The next step is to offer to pray with the person on the phone and offer words of hope and encouragement.
- When you are ready to move the conversation on, say “Would it be ok if I prayed with you right now?” You can mention a specific prayer intention based on what they told you.
- This language is important. If you say “can we pray” you might put too much pressure on the other person.

Offering Prayer

Moving forward:

- Let the person know that you are going to pray out loud for them, and that you want them to receive the graces from that prayer. You don't want them to do the praying. Just receive.
- Offer a few words of encouragement: "I know that God loves you and wants to heal/bless you." Read or recite a Bible passage that offers hope and encouragement, or one that is close to your own heart.
- Keep your prayers brief. There's usually no need to pray out loud for more than 1-2 minutes. Sometimes less.
- Follow the Holy Spirit's lead.

Basic Prayer Ministry

Let nothing disturb you, Let
nothing frighten you, All
things are passing away:
God never changes.

Patience obtains all things
Whoever has God lacks
nothing; God alone suffices.

St. Teresa of Avila

Praying out loud:

- Don't be afraid to pray out loud. Anyone can learn how to do it and it is very simple.
- There's no "wrong way" and it's okay to fumble as you practice.
- Start by calling on the Holy Spirit: "Come Holy Spirit." Then breathe. Relax. He will inspire you.
- One method is to use the Hail Mary:
 - "Hail Mary, full of grace, the Lord is with you. Blessed are thou among women and blessed is the fruit of thy womb, Jesus. Holy Mary, Mother of God, pray for ***Person's Name, and for name their prayer intention*** now and at the hour of their death. Amen."

Basic Prayer Ministry

A.C.T.S. Prayer Method

- **Adoration:** “Almighty God and Father, we give you glory, praise, and thanksgiving. All of our worship belongs to you. Please hear us in our time of prayer.”
- **Contrition:** “We are sorry for any way that we have fallen short of your will for us.”
- **Thanksgiving:** “Thank you for the gift of our friend and family member, *Person’s name*. Thank you for always being present in our lives.”
- **Supplication:** “We pray for a swift end to this pandemic and we pray that *Person’s name* will be able to find a job soon to care for their family and pay their bills. Amen.”

Basic Prayer Ministry

Praying for healing for a particular intention

- You can use a prayer of intercession to pray for healing: “God we ask you for your healing presence over *Person’s name* right now. Please heal and bless them. Especially heal them of *name the ailment* and protect them from the coronavirus.”
- Another simple way to pray for someone would be according to this formula:

“Come, Holy Spirit.

Lord, thank you for (Name of person you’re praying for).

I ask that you please (state your intention).

I know you always hear our prayers, which we pray
in Jesus’ Name.

Amen.”

Basic Prayer Ministry

After prayer ministry:

- If you have a sense that you can share more of the Gospel, do so by sharing what God is doing in your own life. Your testimony is powerful reminder to people that they don't need to be afraid, but that they can trust in God.
 - You can also do this **before** you pray!
- Just as important, each prayer minister should know how to invite parishioners to remain connected with the parish during this time.
- Have a list of resources ready to share with them, and even consider if your parish wants to email those as a follow-up.
- Finally, ask them if they have any other questions for you.

Basic Prayer Ministry

- You can end the phone call by thanking them for their time, that they are welcome to call or email you, and that you will continue to pray for their family every day. You are now their prayer warrior.
- Finally, if the parish so desires, double check and make sure all of their contact information is correct.
- After you end the phone call, record any other notes.

Closing

Questions and Answers



Closing Prayer