*Introduction*

The Parish Funding Programme comprises a number of steps, all of which need to be completed effectively for its potential to be met.

Your contact role is vital to the programme’s success. This briefing aims to ensure that you are clear about your roles and responsibilities.

Thank you for

volunteering for this

important task.

*The “Collection” Contact*

The clear objective is to encourage collection of as many complete Confidential Response Forms as possible from your list of contacts.

You are not asked to persuade but to ensure that those who have the intention to do so complete the task.

**In following this objective, you should also be ready to:**

* To provide assistance to complete the forms: if requested, to do so.
* To thank those who attended the event

- hoping that they found it informative and worthwhile.

* To thank those

completing their

commitment forms

and for their

(continuing) financial

commitment to our

church.

* To hear about other issues

and feedback . . . within reason!

*Planning the Contact*

Before making your contact, take a little time to:

* Plan a time when you can expect to find people in and receptive.
* Plan a time when you can give your commitment to the task and to the people you will speak to.
* Pray for each person

you will contact,

for yourself and that

your conversations

will be fruitful.

* Familiarise yourself with the presentation and the commitment form.
* Be clear about your own personal response.

**the role:**

**Your principal role comprises:**

1. To encourage people to attend the Parish Funding Programme event
2. To encourage completion of commitment forms afterwards.

Most invitations should be issued through personal contact. Leading up to the event, you are asked to follow up those who have not yet responded, by making personal contact, most probably by telephone.



*Making the Collection Call*

This can either be made via telephone or by visiting the individual in person.

**Telephone:**

1. Pray as you dial the number
2. Introduce yourself
3. Explain why you are calling (succinctly)
4. Offer assistance with filling in the form
5. Offer to collect it (make a date to do so)
6. Assure them of confidentiality
7. Advise that the response will be offered at the Gift Service
8. Thank them for their response.

**in person:**

1. Pray as you approach the door
2. Introduce yourself
3. Explain why you are calling (succinctly)
4. Offer assistance with filling in the form (carry spare response forms with you)
5. Offer to collect it (make a date to do so)
6. Assure them of confidentiality
7. Advise that the response will be offered at the Gift Service
8. Thank them for their response.

*After the Contact*

After making contact with the individual, record the outcome as either:

☐ Response form promised

☐ Completion declined

☐ Completion deferred—follow-up

☐ Other response (specify)

☐ Other feedback

**remember:**

* Your fellow collectors are praying for you.
* You are contacting people who are expecting to be contacted and who are sympathetic to your cause.
* You are engaged in the mission

of our church.

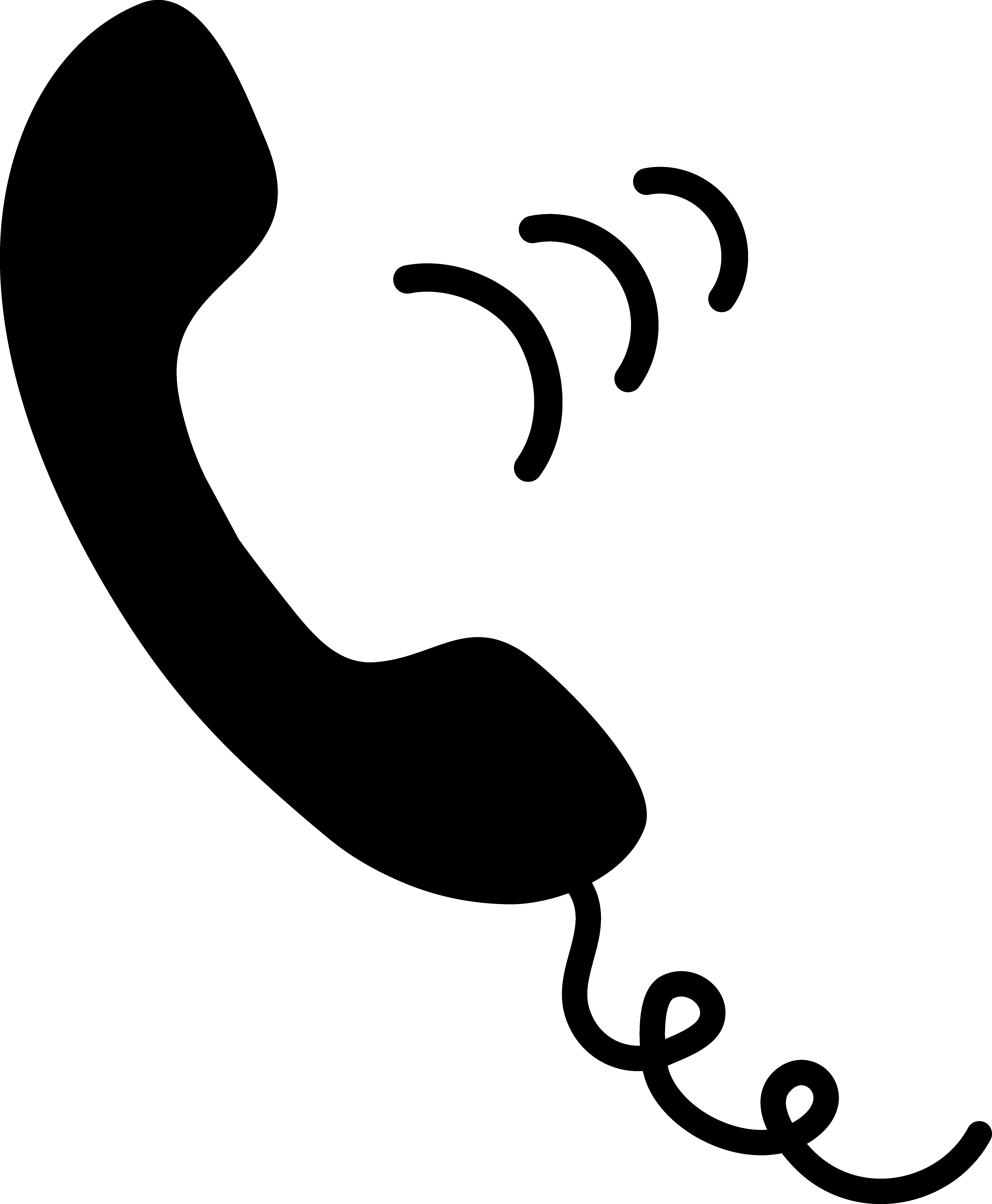
*Contact Briefing*

*Leaflet*

*Guidance for the*

*Contact Team*

*Parish Funding Programme*



**Try to Avoid:** Enteringinto a debate about response levels or making any judgements.

