

Phone Harvester's

Manual

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Phone Harvesting – What is it?

Phone harvesting is a “**relationship**” based outreach concept. It began by taking the Quest Survey and editing it down to seven questions asked over the phone that lead to requests from the survey participant for a Correspondence Topical Bible study or **C.B.S.** Phone Harvesting is a unique approach at soul winning, that focuses on establishing a continual relationship, i.e. multiple contacts, rather than a “take it or leave it” approach.

In a nutshell the concept is illustrated thusly;

1. A phone call is made
2. A survey is given
3. CBS is asked for
4. CBS is sent
5. CBS is received and read
6. Follow up call is made
7. Response is favorable (wants more CBS or fellowship) or unfavorable (no longer interested)
8. Contacts progress toward Home Bible Study or church visit
9. Contact becomes convert

This is a passion based and commitment driven ministry. Often the people most involved are those to whom “door knocking” and “person to person” evangelism are often hard to do. However, once involved in this ministry there has been a marked increase in other forms of evangelism. Generally this method of outreach will generate 2-6 CBS contacts a session. That is a significant number of beginning relationships.

As there is “**Nothing**” more important than souls *entering and becoming* all they can be in the kingdom of God, neither is there any form of evangelism that is insignificant. There are three basic aims behind the concept of Phone Harvesting;

1. Involving saints in a new avenue of ministry
2. Developing a “**relationship**” mentality in all that participate
3. Gaining new souls for the kingdom

Why is number 3 **not** number 1? Soul winning or harvesting is a by-product of relationship and relationship is what revival and thereby harvesting is what “**it**” is all about!

Setting Up

Phones – The number of lines does not matter. The more phones do equal the number of potential contacts. Cell phones are okay, however with the use of *Caller I.D.* There is less chance of return phone calls when a message is left and the origination of the call is unidentified.

A message should always be left when a machine answers the call. For example: “Hello! My name is....and I am with.....We are calling to invite you to our services or to see if we might pray with you concerning any need you might have. Please call us at...God bless you.”

Phone numbers can be found in the phone book or if your budget allows you can buy a block of numbers from local advertising companies, etc. If using the phone book it is best to photocopy a page and work through until all the numbers have been called.

Area – Tables, chairs, all phone survey material should be in place prior to starting. It is recommended that a table with *some (not a buffet)* refreshments (fruit, chips, drinks) be available. Most of the callers come straight from work and appreciate the consideration of some snacks for their sacrifice.

Time - The best times to call are Mondays/Thursdays between 6pm-8pm. Countless surveys and telemarketing studies have been done to confirm these times. These are the most likely times that adults will be home and have time to participate in the survey. Many times the question has been asked concerning “*calling from home*”. **This is not recommended!** Everyone can attest to the fact that work at home is often very difficult if not impossible to do without interruption or distraction. For this reason it is **strongly recommended** to keep phone ministry at the church. This identifies real volunteers and gives structure to the ministry.

As the phone team grows it will be necessary to take approx. 15 min. before calling, to encourage, give direction and even have a testimony or two concerning exciting prospects.

This is also a very effective “**drafting tool**” when done periodically in church services.

Follow-up

The following outline is based upon a group of 4 callers, calling on Monday night having two phone lines.

One line is dedicated to call backs in this order:

1. Church visitors
2. Correspondence Bible Studies Follow up
3. Survey calls

One line is dedicated to survey calls

It is best to have two people per line so the line is always used and one can have a break, pray or help with gathering materials to send out.

The studies, letters and envelopes should be available in a central location. The contactor should sign the letter and a postscript is okay to add (makes it more personable). About 15 min. prior to 8pm the callers should be getting all the envelopes finished so they can be sent out the next day. Be sure to have correct addresses and names. When everyone is finished the entire group should ***pray over all the contacts***.

1. Retain the hard copy of the Survey Sheet
2. If possible maintain a computer database
3. Suggested level of contacts
 - **Working** – those who are receiving CBS and have shown positive interest in a HBS or visit either to their home or to church.
 - **Warm** – those contacts that are within the 3 call back stage, there has been some contact but no direct interest since the first CBS was sent
 - **Cold** – After 3 callbacks with no response or voicing disinterest these contacts are no longer called but are kept for seasonal mailings contacts.

Once a HBS is desired, be sure to set a time and date that ***accommodates their schedule*** and turn it to the Home Bible study director or teach it yourself, etc.

These are proven methods. All are adaptable to your church size and degree of interest in participation.

Phone Harvester's Guidelines

- 1. Start with prayer**
- 2. Have FUN! Be EXCITED!!!**
- 3. No debating! It wastes time...don't go there**
- 4. Be courteous...remember who you represent**
- 5. When you take a prayer request write down their contact information also**
- 6. Think "relationship" when doing they survey**
- 7. Double check the *CONTACT INFORMATION***
- 8. Keep snacking "grazing" to a minimum**
- 9. Maintain a convivial yet restrained composure in respect to fellow harvester's conversations.**

Phone Harvester's Survey

Interviewer:.....

Date:.....

Hello! My name is....., I am with (name of church). We are conducting a public opinion survey concerning religious beliefs and their influence in the community. May I ask you a few questions? It will only take a few minutes. Great!

1. Do you believe in God?.....
2. Do you feel that religious beliefs and practices have a positive effect in your community?.....
3. Do you feel that the Bible gives us principles concerning our relationships with God and communities?.....
4. With what religious "faith" are you the most familiar?.....
5. Do you know of anyone who has had a biblical supernatural experience (i.e. healing, salvation, deliverance, etc.).....
6. On a scale of 1-5 (5 being the best), how would you rate your understanding of the Bible?.....
7. Have you ever felt a desire to know more of God's word and his will for your life?.....

Thank you for your participation in our survey! Have a wonderful evening!

If they answer "yes" to #7 use the following

We here at (church name) are committed to helping people know more about the Bible. Right now we are offering *free* Correspondence Bible study Courses. You choose the topic and there is NO PRESSURE to join and organization or assembly. Now, what topics (s) are of special interest to you?

- Acts
- Baptism
- Gifts of the Spirit
- The Holy Ghost
- Defeating Fear
- Praise and Worship
- About the Bible
- Questions & Answers

Name:.....

Address:

Phone:.....

Available Times and Dates:.....

C.B.S. Follow-Up Questioner

Hello! My name is I am with (name of church) and calling in regards to the Correspondence Bible Study that was sent to you in the mail. May I ask you a few questions?

- 1. What did you think of the Bible Study?**
- 2. Would you be interested in another topic or our monthly newsletter?**
- 3. Is there anything that we could pray with you about?**

Tips for call backs

- 1. Be yourself**
- 2. Take time to develop a relationship with them but remember there are other calls to make**
- 3. Let them hear you smile!!!**
- 4. Look for an opportunity to set a time to connect with them via a Bible study, meal or services.**