

Parent Call Guide

In our ministry, whenever a leader has had the opportunity to be with a child as they accept Jesus as their Lord and Savior, we ask for the leader to contact the child's parent either in person after class or by telephone within in five days. We realize that each telephone call will be different, so we have prepared this guide to assist you in preparing for the calls.

- When the parent answers, identify yourself as their child's small group leader. Be sure to say the child's name when speaking with the parents. Many families have multiple children attending church.
- Explain to the parent that during the program, the Gospel story of Jesus had been shared with their child, including an explanation of how we can become friends of Jesus. Explain that their child decided to become a friend of Jesus this weekend.
- Ask if their child had already shared their decision with the parents.
- Explain what exactly their child's decision consisted of: their child admitted that they have sinned and are not perfect, that their child understood that because of sin, we are all separated from God. Their child heard the story of Jesus and believed that Jesus is the Son of God and that He came to forgive them. Their child chose to pray and accept Jesus and ask Him to become their forever friend.

- Share how happy you are to have played a role in helping their child to know more about Jesus.
- Ask the parent if they have any questions about their child's decision. Suggest for the parent to discuss the decision with their child.
- Be sure to thank them for their time.

If the parents have questions that you cannot answer or if they would like to speak to someone to gain additional information, assure them that you will have a staff person call them. Contact your division leader or staff coach as soon as possible.

Possible Responses From Parents

- **Parent may be joy-filled, excited, and affirming.** Please be sure to explain how their child's decision was reached. Share as many details as possible with these joy-filled parents. They will want to know as much as possible.
- **Parents may seem confused about what you are talking about.** Tell these parents how happy you are to be in their child's life and that you want to help them as their child grows into a relationship with Jesus. Ask them if you can share the details of how the child reached the decision. Tell them the decision their child made is the most important decision anyone can ever make. These parents may have additional questions. Try to answer any questions they may have, but if you are approached with a difficult question, tell them you can have a staff member call them. Be patient with these parents. Pray as you are speaking to them. Chances are high that they are also seekers and will be learning from you as you share their child's decision and the Gospel story. Thank them for bringing their child to church. Assure them that we are here to serve them and their child.
- **Parents may appear annoyed or upset.** This is the minority of the calls. You can usually pick this up in the first several minutes of the call. If they appear busy, short, or not interested, ask them it would be better for you

to call back at another time. If they want you to go ahead and talk, share with them the decision their child reached. Be very concise and limit the number of details you choose to share. These parents may not appear excited even after you share the news. Do not let this discourage you. Thank them for time and let them know you are available if any questions arise.

On all calls, when you hang up, pray for the family of the child you just called. Ask for God to intervene in their lives in a mighty way. Ask for His blessing upon the child. Thank Him for the opportunity to be an instrument of His love for this child.