



Workshop 2: Introductory Call Do's and Don'ts

Objective: is to introduce your church to representative; learn about what they consider to be the needs of your community; current resources to address the needs; and secure the name, title, and contact information of an agency representative to contact in the future.

Tone: Friendly inquiry and to begin the process of relationship building with community partners (e.g., government officials, elected officials, social, educational entities, individuals)

Do's

1. Prepare an overview of your church to be able to articulate what your church is doing now to help the community (see sample church overview template and example)
2. Prepare questions based upon the information you gathered about entity or individual that you included in the description section for the entity or individual on the Kingdom Plug information gathering sheet
3. Use resource persons in your church to help you to connect with the appropriate entity contact
4. Include in your prepared questions these two questions: "What are the needs of the community from their perspective? And "What are the community resources available from their perspective?"
5. Confirm if it is good time to have a conversation, if not ask for a specific time for a call
6. Record the responses on the "Community Resource Information Sheet" or "Government Official Information Sheet"
7. Be courteous, professional, and kind say, "Thank you"

Don'ts

1. Don't assume negative characteristics of the population served by agency
2. Don't ask your question and then interrupt the person when they are answering the question
3. Don't multi-task while on the call
4. Don't make call in a distracting environment (i.e., don't have loud music playing, don't have people having competing conversations in the background)





Workshop 2: Template for Phone Call or Email Text for Information Gathering

Hello,

My name is Jane Doe or John Doe. I am a member of <insert the name of your church>> AME Church, located at <<insert the physical address of your church>>. For more information, you can visit our church's website at www.aachurch.org. Our pastor is Rev. So and So.

Our church is interested in becoming a community hub where we partner with other community partners to meet the needs of <insert your community/county/city name>> residents. To begin the process, <insert the name of your church>> members are contacting representatives of community resources to gather information about community needs, resources addressing community needs, and gaps in resources. As a representative of a community resource, I would appreciate it greatly if I could speak with you to discuss these three topics.

I would be glad to speak by phone, Zoom, Teams, or in person. I can be reached at 410-222- 3333 and member@gmail.com.

Thank you and I look forward to hearing from you.

Jane Doe or John Doe

