**Phone Calls to Members that have Received a Letter Sample**

1. Pray for the person and the conversation before you call. This will help you be in the right frame of mind as you talk with each person and help you care for her or him.
2. Identify yourself as calling from the Session of {Church Name} – “Hi, this is …, and I’m calling as a member of the Session of {Church Name}. How are you doing this evening?
3. Ask if they received a letter from the Session about their membership.
4. Ask if they have any questions about the letter.
   1. They may say – “Yes, I don’t understand why we got a letter. We are in worship every month… (Or we worshipped this year…). If they say this, let them know that we keep the best records that we can, and that we want them as members at {Church Name}, and that you are glad to have a conversation with them about our congregation.
   2. They may say – “Yes, I haven’t worshipped there in years, and I don’t want to be a member.” In that case, ask them why, if there is anything we can do, and if they would like to be on our inactive roll or simply removed from the rolls.
5. Ask if there is anything that we, as a congregation, could do for them or if there is anything we should know. – “Are there any concerns that you have about {Church Name} that are preventing you from being active in your worship and common life?”
6. Ask them if they wish to continue as an active member at {Church Name} – “Do you want to continue to be on our roll of active members?”
7. Be prepared that you may hear about past concerns or issues that may seem either old or very small to you. Don’t be defensive. (Don’t say, “It didn’t happen that way.” Or “You’re wrong about that.”) A better thing to say would be, “Wow, that sounds like it must have been very difficult for you. Is there anything that we should do to help you through that? We want you to be active in this congregation. I’m really encouraged about what is happening in our congregation right now, and I hope that you would find this a good place for you (and your family) to be.”
8. Try and end the conversation with clarity about their membership and on a positive note:
   1. “So you wish to be taken off our membership roll? That’s fine. You can expect a letter from us soon to confirm that. Please call me with any questions. Thanks for your time and God bless you.
   2. “So you wish to remain on our membership rolls? That’s great. Being on the active roll means that you are committing yourself to regular worship attendance and/or some sort of contribution to the life of our congregation. I look forward to seeing you. Thanks for your time.”
   3. “Thanks for your time. The main purpose of this call is to let you know that we care about you and we really want to encourage you to have a vital relationship with God – either here at {Church Name} or with another congregation. I hope that this happens for you, and I wish you God’s blessings. Again, thanks for your time.
9. You will know best what to say in any given conversation – so go with your gut. Be positive and encouraging. If you can be non-anxious (which comes with trusting God to guide you), it will help you to listen and the other person to sense God’s love through you. And please let me know if there is anything else that should be on this list!