

Phone Conversations with Parents

Opening conversations

- Introduce yourself and if possible, begin by recalling something positive about the parent's child and a practical way you see them growing in the future.
- If a child hasn't been present for a while, mention that you miss them and tell the parent why.

Deeper Conversations

- As part of the church community we not only care about (name of child) but also about you as a parent.
- Are there things the church community might provide that would be helpful for you (Name) or (Name of child)?
-Or-
- If you were caring for children and families what would it look like?
- What has been most positive about being a part of (name of church or ministry)?
- How can we pray for you? (Sometimes this question results in some significant challenges a parent or family are going through)

Possible Responses or you can go right to closing prayer

- You must be feeling some: concern, grief, anxiety, excitement etc.
- How might we help?
- Let me get back to you
- Consider resource and network options together
- ***Invitation to something the church community offers to them or children***
- Summarize what's been said

Close in prayer and thank them for their time and mention you will be connecting periodically. Give them your contact information.

Be sure to keep a record or journal of the conversation so you will know where to begin your next call