



# TOUCHING LIVES OVER A DISTANCE

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## PHONE COACHING

The phone coaching appointment is essential to what I do. I've learned a lot through my mistakes and it's my hope that you can avoid some of my mistakes.

It starts with preparation. I try to take at least 15 minutes before a call to review the previous appointment's notes, assess and update the campus coaching plan, prepare materials for the current conversation, and pray. Our time is so limited so we need to take appropriate steps to ensure that we use our time strategically. I look at my phone appointment as the primary way to enhance the life of the leader and to advance the life of the movement.

## ENHANCING THE LIFE OF THE LEADER

want to give attention to the leader as a whole person. As we offer ourselves to local leaders as ministry specialists, we do well to remember that people don't care how much you know until they know how much you care. I ask about their well-being, family life, interests, and prayer requests. I often think in terms of developing independent, life-long learners who can "accurately handle the Word of Truth." As we help a leader develop in their walk with the Lord, their leadership development and ministry skills will follow.

## ADVANCING THE LIFE OF THE MOVEMENT

I also give attention to people and programs. We need to continually capture a picture of what is happening on campus. Where are they growing? How are they hurting? What are they excited about? Where is evangelism occurring? When is prayer happening? How are lives changing? The local leader critical path frames my questions as I assess program

effectiveness. Each phone call contains a gracious inspection component. As I have heard Gilbert Kingsley say, "People don't do what you expect, they do what you inspect."

## DISCUSS MINISTRY TOOLS AND STRATEGIES

This may well be the segment of your phone call when you need to be most intentional. We have a tendency to provide a variety of tools, resources, and opportunities. Try to determine your most pressing priority for the movement. I am increasingly careful to guard against overwhelming leaders with a long "to do" list. Keep it simple, baby! I would rather leaders succeed in doing one thing well, than be so stressed they do nothing at all.

Here are a couple of practical tips. Microsoft Outlook's journal feature in Contacts is an excellent technology tool. I type in notes for each phone conversation, and label them by date and subject. I follow up each phone call with an email reviewing action points from our conversation and copy it to other appropriate campus leaders. And I insert this email into the contact address card notes section for future reference. Finally, I try to schedule time during the week to pray for each campus, and particularly the local leader(s). Occasionally, I drop them a note telling them I am praying for them.

Effective phone coaching necessitates that we approach every appointment with a clear sense of purpose and a clear idea of what we want to accomplish. Our commitment to turning lost students into Christ-centered laborers demands no less. As Solomon said in Proverbs 14:15, "A prudent man gives thought to his steps."



Use the following worksheet to guide your phone coaching appointment.

## PHONE COACHING APPOINTMENT WORKSHEET

### Preparation

Review from last week

Assessment and update with coaching plan Ministry priorities for

- Prayer
- Evangelism
- Discipleship
- Sending

Materials and resources for this week

- Discipleship
- Ministry

Prayer

### Phone conversation

Personal: family, health, studies, relationships

Spiritual life: walk with the Lord, time in the Word, what are they learning?

### Discipleship

Questions from last week

Discussion and assignment for this week Ministry priorities

### Vision

Current assessment

Next steps:

Critical Mass

What tools can I offer?

Next steps:

Prayer

Current tactics:

Next steps:

Evangelism

Current tactics:

Next steps:

CRU PRESS

GREEN



Discipleship

Current tactics:

Next steps:

Sending

Current tactics:

Next steps:

**Prayer Requests**

**Follow up-staff action points:**

**Success Criteria:**

Exposures \_\_\_\_\_ Decisions \_\_\_\_\_ Involved New Believers \_\_\_\_\_

Total involved \_\_\_\_\_ Volunteers \_\_\_\_\_ # at last retreat/conference \_\_\_\_\_ Applied for project \_\_\_\_\_