

A Help for Telephone Witnessing

(km 1/10 p. 4)

While we properly give priority to the house-to-house method of preaching, telephone witnessing is an effective way to spread the good news in a congregation's assigned territory, especially where there are many homes to which we cannot gain access.—[Luke 10:5-7; Acts 5:42; 20:20](#).

This feature of the ministry can be encouraging to brothers and sisters who are limited in mobility and spend much of their time at home. Publishers will enjoy an interchange of encouragement when they arrange to share in this form of witnessing with these faithful ones. ([Rom. 1:11, 12](#)) Also, during inclement weather, publishers may choose to participate in telephone witnessing. Generally speaking, groups should be kept small so that all make the best use of time.

A helpful work sheet is provided on pages 5-6 for use when witnessing by telephone. Space is provided to add presentations that are effective in your territory or that you feel more comfortable using. Feel free to photocopy the work sheet and write on the copy rather than on the original. You may find it helpful to sit at a table and have the work sheet in front of you.

What else will you need when witnessing by telephone? Review this check list as you prepare.

- ♦ Personal Bible
- ♦ *Reasoning From the Scriptures*
- ♦ *Good News for People of All Nations*
- ♦ *What Does the Bible Really Teach?*
- ♦ Current magazines and *Our Kingdom Ministry*
- ♦ Variety of tracts and brochures
- ♦ Handbills
- ♦ House-to-house records and pencil or pen

TELEPHONE WITNESSING WORK SHEET

KEEP THESE POINTS IN MIND:

- ♦ Relax. Be yourself. Demonstrate courteousness, patience, and friendliness.
- ♦ Speak slowly, deliberately, and with sufficient volume.
- ♦ Smile and gesture as if the person can see you.
- ♦ Avoid unnecessary pauses.
- ♦ Allow the householder to share in the conversation, and thank him for his expressions.
- ♦ If you are asked a question, repeat it out loud so that your partner can help you find the answer in the Bible, Reasoning book, or another publication. (It is usually better not to put the caller on a speakerphone.)
- ♦ Do not mention the donation arrangement, as this could be misinterpreted as a form of telephone solicitation. At an appropriate time after you have met the householder face-to-face, you may inform him that our work is supported entirely by voluntary donations.

INTRODUCTIONS

☐ “Hello. My name is . . . I am calling because I am not able to come and see you personally. I live here in the community. [You might give the name of your street or neighborhood.] I’m interested in your opinion regarding . . .”

☐ “Hello. My name is . . . I’m helping people in the community with their Bible questions as a public service. Have you ever wondered . . . ?”

☐ “Hello. My name is . . . I’m not a telemarketer; I am one of your neighbors from . . . Street. Many in the community are concerned about . . .” [Mention a current news item of local concern.]

☐ [Insert your own.]

[Then continue with your presentation. You may read a suggestion from the *Reasoning* book, *Our Kingdom Ministry*, or prepare your own.]

☐ [Insert your own.]

To offer a Bible study on the initial call:

☐ “Hello. My name is . . . I am one of your neighbors from . . . Street. I’m calling because I give Bible lessons free of charge and I have openings in my schedule. Here are some of the subjects that will be discussed from your Bible. [Read two or three of the chapter titles from the *Bible Teach* book.] Which of those interests you the most? [Allow for response.] What I read to you are chapter titles from a book entitled *What Does the Bible Really Teach*? I would be happy to come by and drop off a copy. There is no charge for the book.”

If the householder hesitates, you might say:

☐ “Then perhaps I could call you again to discuss briefly what the Bible really teaches on the subject you are interested in. Are you usually home at this time?”

☐ [Insert your own.]

If the householder says . . .

“WHOM DO YOU REPRESENT?”

☐ “I am one of Jehovah’s Witnesses,” *and continue with your presentation.*

“HOW DID YOU GET MY NUMBER?”

☐ “From the directory,” *and continue with your presentation.*

“I’M ON A DO-NOT-CALL LIST.”

☐ “Since I’m not selling anything, I don’t have that list,” *and continue with your presentation.*

If the householder requests that Jehovah's Witnesses not call him again . . .

☐ "I'll make a note of that, and we will endeavor to honor your wishes," *and discontinue your presentation.* [A dated note with the name of the person should then be placed in the territory envelope.]

If you get an answering machine . . .

☐ "I'm sorry that I didn't find you at home. My name is . . . I was calling to invite you to a Bible-based discourse on the subject"

[Day and time:]

[Address:]

No collections are ever taken."

☐ "My name is . . . , and I am calling as a public service to help people get answers to their Bible questions. I will call you again."

☐ [Insert your own.]

CONCLUSIONS:

☐ "I have a publication that I'd like to share with you that gives more information on the subject. I would be glad to come by and drop it off. There is no charge."

☐ "I enjoyed talking with you. Would it be possible for me (and my husband/wife) to visit your home to discuss the subject further? We could discuss the answer to this question:
.."

☐ "I enjoyed our conversation. The next time I call, I'd like to discuss the Bible's answer to this question: Is this a good time to call?"

☐ [Insert your own.]

If the person is reluctant for you to visit, you might say:

☐ "If you prefer, I would be happy to send the publication to you."

☐ "Then perhaps I could call you again to continue our discussion. Are you usually home at this time?"

☐ "I enjoyed our conversation. I'd like to invite you to a Bible-based discourse on the subject"