

[Sharon Newborn](#)

Sent: Friday, October 22, 2010 7:21 PM

Subject: #1 Training exercise/Response Tips

Hi Missionaries,

[This Response Tip is one of the best tools you'll receive during training.](#) You can learn to write a response that is almost guaranteed to receive a reply.

God bless, Sharon

RESPONSE TIPS ~ Try to find the PERSON in the initial email

Below is a typical email and suggestions in how to respond (generally and specific to this contact).

No capacity: GMO.Training

Domain: marriageandgod.mobi

Name: Lucy

City: Lagos

State: Lagos

Residence: Nigeria

Age: 26-35

Gender: Female

Indicated Spiritual Decision: I just prayed to receive Christ as my Savior for the first time

Summary: ag_26-35 ge_female sj_professing rcnga marriageandgod.mobi

Language: English, SIL: ENG, ISO: eng

Comment/Question: **help me in prayer**

1. **Try to gather clues about your contact, and try get a “feel” for who they are as a REAL PERSON** (vs. a simple, ordinary email – a quick one to clear out of our Inbox). Have you ever played detective games ~ Clue, Sherlock Holmes, etc.? **Take time to digest the info, look for clues. You have only one try to reach this PERSON.**
2. We cannot assume that a contact TRULY comprehends salvation until we talk with them. So, try to get a conversation going with them. Make your email warm and inviting so they'll feel comfortable writing to you with questions or problems.
3. **The DOMAIN IS ALWAYS a great way to start a conversation with your contact.** Go to the domain (website) that they came to us via, read/listen to what the contact just read/heard. Make a personal comment about something from this website to try to get them into discussion.
4. Let's look at this specific contact, Lucy:

Lucy is a young woman from Nigeria. So, what do we know about Nigeria? Some parts of Nigeria are Christian (southern), some are strongly not Christian (northern, central). (I use an evangelical Christianity map from www.worldmap.org) Lagos (where Lucy is from), according to Yahoo, is on the coast (another conversation piece) in the southwestern part of Nigeria... which is Christian. So, what church does she go to (another conversation piece... not all churches are Christian).

Check out the domain. Lucy is coming to us via marriageandgod.com. Is she married and seeking help with a problem or something to strengthen her marriage? Is she considering marriage (important... because scripture says not to be “unequally yoked”). Is there something from marriageandgod website that you can personally relate to in your own walk with God? Or mention something general, like “I’ve been married for 20 years; we’ve have learned that when God is at the center of each individual life, and then also in the center of our marriage, ...etc.” Mention other resources to help her (www.gotquestions.org has excellent info on marriage, husband, wife, unequally yoked, dating, etc.)

Lucy is specifically asking for help with prayer. Another clue that maybe there’s relationship concerns. Actually **say a prayer for her in your email**, and also ask if there’s something specific you can pray for her or her family.

5. Always be looking for ways to teach them something spiritual. Try to remember to speak saying WE, vs. YOU (sounds less harsh and finger-pointing). In this email to Lucy, for example, we could respond about PRAYER in many different ways:
 - God knows what our needs are, but He likes us to come to Him in prayer with all things that are in our heart. Sometimes when I pray, I must remember to listen as much as I talk. When I do, I really feel his presence .
 - Sometimes we don’t feel God answers prayer, because we expect Him to answer immediately, we expect Him to answer according to our will (not His), and we may look for Him to answer in a particular way. God always answers prayer, but sometimes He says... Yes, no, I have a better idea, or not yet. Also, we must watch for God to answer in ways that we might not expect.
 - When I pray, I try to remember the word ACTS as a guide to effective praying:
 - A = Offer praise and adoration
 - C = Confess our sins and humble ourselves
 - T = Thanksgiving
 - S = Supplication (others’ needs first, ours last)Remember to pray in Jesus’ holy name.
6. In your initial response, consider saying a prayer before closing. I learned this from an OM who is a retired pastor. He prayed for their physical and spiritual needs. Here’s an example

of mine (although it doesn't have to be this long). The XXX's are for their name, careful of gender, and I often pray for their country:

Dear Father, please give **XXX** the DESIRE to SEEK You; wisdom to HEAR Your voice; and WILLINGNESS TO OBEY. Lord, You know what's in his/her heart, and what his/her needs are – both physical and spiritual. Please provide according to YOUR will. Please bless **XXX**, his/her family, and the people of **country** abundantly! In Jesus' Holy name I pray, Amen.

7. **Always answer their Comments and Questions.** Contacts that include Comment and Questions are high potentials for responding back to you. They've "invited" you into conversation.

Always... make reference to the contacts' COMMENTS. It gives it a very personal touch, and makes them feel like someone's listening. Often, we can use their own words to begin a spiritual discussion or mini-lesson. Example: if they say "I love God" – it's a great opportunity to talk about God's love is unconditional, Jesus taught us to love one another as he taught us (which is unconditional love, so we must practice to love others this way), God loved us so much, etc. You can also praise and encourage them for outwardly sharing their faith and love of God.

Always... Answer the contacts' QUESTIONS or reassign them to your community leader. (He/she may then give you direction in how to respond.) Contacts that include Comment and Questions are high potentials for getting a response back from them.

8. **Mobi's needs to contain less words....don't write a novel.** Check out the information I sent you about .mobi contacts. Use small paragraphs (easier, quicker to read); and use simple words/simple sentence structure (English is a second language for many contacts).

If your response needs to be long, consider sending a second email to answer their question vs. rushing through and giving them a short-cut answer. We want to fully answer their question. If I send a second email, I'll tell them in the first response that I'll answer their question in a separate email.

How To initiate an email to an existing client:

In your ARC-Mail Inbox Preview screen, click on Sent. If you just sent the email, you may have to wait for it to show up. Click onto their name, hit reply, and you may finish your email.