

DISCIPLE GROUP RESOURCES

STEPS FOR REACHING OUT TO “PENDING” AND IRREGULARLY ATTENDING GROUP MEMBERS

Here are some steps a disciple group leader can use to reach out to someone who signed up for their group but has yet to show up, and slightly different steps a leader can take with someone who attended but then stopped attending group.

REACHING OUT TO SOMEONE WHO IS “PENDING” TO JOIN YOUR GROUP:

1) We recommend texting the person with something like this...

Thank you for signing up to join our disciple group. We're so glad you're taking this important step! Do you have time today for a quick phone call so I can tell you a little about our group?

We find that after a short, friendly phone call, the new member feels more comfortable about coming to your home for the first time.

2) If the new member doesn't show, we recommend sending a text like this:

Hey John,

We missed you at group last night. I'm just checking to see if there's anything I can pray about for you.

Are you still interested in joining our group?

Hope to talk with you soon.

If the new member doesn't show a second time since signing up: Reach out with a phone call to check on them. Get curious about them and initiate the conversation so they know you care and hope to see them join the group.

- They might have forgotten the groups day and time for meeting
- Maybe they fell ill
- Perhaps something unexpected came up

Who knows? Don't try and read their minds or tell yourself a story. Call them. Remember the goal is to get them in A group, it doesn't have to be YOUR group.

3) If the new member doesn't show for a third time, we recommend following up with an email/text like this:

Hey John,

I'm sorry we've been unable to connect with you at our disciple group. I hope you know you are always welcome. Please let me know if you are able to join us in the future.

In the meantime, we're going to set you as "inactive" so we're able to make room for others to join.

I don't want to leave you hanging, as I'm sure you still hope to find community here at Eleven22. Please feel free to check out our other online Disciple Groups at coe22.com/findagroup.

(Salutation – include name, phone & email)

****If there has been any personal connection please refer to that here. Affirm, encourage, and thank them for their presence, time, or communication with you. Let them know they are loved and appreciated.**

REACHING OUT TO SOMEONE WHO WAS ATTENDING AND HAS NOW STOPPED ATTENDING:

Use your best judgement on how long to wait before reaching out. We wouldn't recommend doing this every time someone doesn't make group. Instead, consider the person's normal rhythms for attending, as well as length of time in your disciple group, as your guide.

1) Make this personal since you know them. We recommend calling/texting the person with something like this...

Hey John,

We've missed you at Disciple Group! How are you doing? We want you to know we love and appreciate you. What can I be praying about for you?

Based on their response, encourage them to come to group next week or help them with whatever they might be going through. (Remember the resources we have: Care team and Christian counseling referrals - email care@coe22.com and someone from the Care team will respond within 24 hours with a copy of the counseling list.)

If they tell you they want to be removed from your group, see if you can help them find a different group that might be a better fit for them. (We don't want to be pushy, though.)

2) Allow a couple of days for the member to respond. If you don't get a response, send a follow up text:

Hey John,

I've been praying for you and hope you're doing well.

Please don't hesitate to reach out if you want to connect.

3) If the member still doesn't respond, we recommend reaching out with a phone call to check on them.

4) If the member still does not respond, we recommend following up with an email like this: (Personalize this template since you know the group member and have spent time with them.)

Hey John,

I wanted to thank you again for being a part of our disciple group.

Since we have not been able to connect, I wanted to let you know I will be updating you to "inactive" status, in order to create a spot for #onemore person to join our group.

Please feel free to check out our other online Disciple Groups at coe22.com/findagroup and don't hesitate to reach out if you simply want to connect, pray, or share a need.

You're always welcome to come back to our group. Just let me know.

(Salutation – include name, phone & email)

(If there has been any personal connection, please refer to that here. Affirm, encourage, and thank them for their presence, time, or communication with you. Let them know they are loved and appreciated.)