

## Making Phone Calls

1. Caller Attitude – Ask yourself
  - a. Why did I become a Knight?
  - b. What do I get from being a Knight
  - c. What have been able to give as A Knight
  - d. Speak from your own experiences as a Knight
  - e. Speak sincerely brother to brother.
2. Preparation
  - a. Calendar of events
  - b. List of charities and service to the community and church
  - c. Review and understand the benefits as a member
  - d. Review and understand the items in the Retention Guide
3. Excuses
  - a. No time
    - i. Interprets to “You aren’t doing any programs I am interested in”.
    - ii. Ask him what type of activity would interest him.
    - iii. Explain that the council is always looking for new activities to provide to our members, our Church and our community.
    - iv. Most members only participate in 1-2 activities a year
  - b. Hardship
    - i. No member is suspended for financial reasons
    - ii. Don’t tell him the council will cover his dues. Tell him he can pay what he can once he gets back on his feet. Meanwhile suggest that he get more active tin the council activities. Potentially work off his dues.
  - c. No Building
    - i. The council is in transition.
    - ii. We no longer have the burden of a building.
    - iii. Most councils that move from a building to a church have a surge in activities and membership
    - iv. Give us (1` ) year.
  - d. Moved/relocated
    - i. Pay your dues to keep your years of service and transfer to a council in your new area once you get settled.
  - e. No longer want to be a member
    - i. Ask him why he no longer wants to be a Knight. Let him do the talking. Find out what his concerns are and answer those concerns.

- ii. Tell the member about your experience as a Knight, why you became a Knight, what you have gotten by being a Knight, what you have been able to give as a Knight.
- iii. Review the benefits of membership
- iv. Review the council activities.
- v. Ask if he believes in the principles of the Knights of Columbus
- vi. Suggest he consider it a charitable donation with the idea that he will still get all the benefits as a knight (Columbian magazine, social events, family events)

4. Messages (voicemail)

- a. Tell him you are calling about his K of C membership
- b. Ask if he has received his dues notice.
- c. Keep it light
  - i. Calling about the new happenings at the council.
- d. Come up with a sincere and honest message that you feel comfortable with.

DON'T ACCEPT "NO" - Ask him to pray on it and get back with you by "" Date