

## Steps for reaching out to “pending” and irregularly attending group members

Here are some steps you can use to reach out to a pending member, what do if they fail to show up to group, and slightly different steps you can take with someone who attended your group but then stopped attending.

### Reaching out to someone who is “pending” to join your group:

You will be notified every time someone registers for your disciple group. They are automatically added to your group in “pending” status. As the leader, we ask you to take the following actions:

- Text, call and email to welcome each new person within 48 hours. (Please try all three ways to communicate if you are having trouble connecting.)
- **As soon as you’ve reached out – whether you made contact or not - update their status within your group from “pending” to “active.”**
  - o Pending = Person has recently joined and has not been reached out to by the leader
  - o Active = Leader has reached out to the pending member

Please DO NOT leave anyone in a “pending” status after you have reached out to them. This is the only way we can track this in Rock and help make sure everyone trying to join a group is reached out to promptly.

If you don’t change their status to “active,” we will think you haven’t reached out to them.

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

*“Thank you for signing up to join our life group. We’re so glad you’re taking this next step of faith! 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 our group gathering 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 Life 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 a phone call. If you don't connect, send an email/text like this:

*"Hey John,*

*I'm sorry we've been unable to connect with you at our life 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 New Vision.*

*Please feel free to check out our other online Life Groups at [nvf.life/life-groups](http://nvf.life/life-groups).*

*(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.**

4) If you reach out to the new member three times without any response, you can then change their status from "active" to "inactive."

### **Reaching out to someone who was attending your group 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 it to 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 our Life 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 your coach and church leaders are here to help with any care needs that may arise)

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 after a couple of days, we recommend reaching out with a phone call to check on them.

4) If the member still does not respond after a couple of days, 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 Life 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 other people to join our group.*

*Please feel free to check out our other online Life Groups at [nvf.life/life-groups](http://nvf.life/life-groups) 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.)

5) Move the member to “inactive” status.