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SEVEN DOS AND DON'TS

After several years of "hitting our heads against stone walls" and finding that in many cases the same stone walls bruise our heads in the same way, we have searched for ways of avoiding the collision. Following is a list of some practical do's and don'ts that contribute to the success of our lay evangelism program.

Don't carry a large Bible on your visit! A New Testament in your pocket or purse will furnish all the Scripture you will need. A large Bible in your lap can have the same effect as a .45 revolver. Your prospect will wonder, "What's he going to do with that?" Never show your "weapon" until you are ready to use it. At the right time you can "draw and shoot him alive!"

Don't give the reference when you quote Scripture. You need to know the reference, but giving the location of each verse that you use can interrupt your prospect's train of thought.

Do quote just the relevant portion of the verse. For example, we use 1 John 5:13 when we affirm that the Bible was written that men might know they have eternal life. We quote only: "These things are written that ye . . . may know that ye have eternal life." The rest of the verse would introduce matters not germane to the discussion at that point. People do not get all the meaning in a long verse. They can be easily lost. Concentrate on the portion of the verse that bears on the discussion at the moment.

Do anticipate objections and preclude them, if possible. When an objection arises, deal with it in a manner that indicates that you are not threatened by it. Handle objections in a straightforward, matter-of-fact manner and return to the main course of the discussion.

Do stress the positive benefits of the gospel. Some indicate by their manner of presentation that coming to Christ is one of the greatest disasters of life. Certainly this is not the case.

Don't use leading questions. If you know just a little psychology you can get your prospect to say yes to anything. However, you cannot manipulate a person into the kingdom of God.

Don't use misleading questions. For example, "Tell me, Mr. Jones, what do you

think you have to do to earn your way to heaven?" Such a question misleads your prospect. He may be trusting in Christ but you come with a voice of authority implying that he can do something to save himself. You have misled him. He may give you information that he does not truly believe, and the rest of your conversation would be in vain.

Do start where the person is. Do not assume that mid-twentieth century people know very much about the contents of the Bible.

Do dangle your bait in front of the prospect. Do not shove the hook down his throat.

Do ask permission to ask questions. It is wise also, occasionally, to ask your prospect's permission to continue discussing the matters at hand, particularly if you sense some reticence on his part to continue. His simple "Yes" to "Would you like me to share with you what I learned about how to get to heaven?" will preclude his seething with rage as you proceed.

Do ask your prospect's opinion. He will feel more kindly to you if you indicate that you are an intelligent man who values his opinion.

Do listen to your prospect talk so that you can intelligently refer to statements he has made as you make your presentation.

Do be conservative in your estimation of what happens on your visit. You may see a profession of faith. Only time will tell if your prospect was born again, accepted the Lord, and was converted.

Don't feel you have to secure a profession regardless of what you might have to do to get it. High-pressure tactics are to be abhorred.

Do be overly modest as you talk about your church. Do not convey the idea that yours is the only church that presents the gospel.

Do avoid critical comments about other congregations, ministers, and denominations. It is true that many are unfaithful to the Lord. But you will lose your prospect's confidence if he feels you try to build your flock by tearing down others.

Do smile, especially as you ask the two commitment questions. If you are too intense, your prospect may feel he is being pinned down, and resent it.

Do make your exit sweet—even if the gospel is rejected. Remember: it is the gospel—not you—that has been rejected. The harvest is not until the end of the world—the prospect may yet be drawn to Christ.

Do watch your grooming and manner of dress. Sloppy shoes and unpressed suits do not speak well of the King you represent. Skirts that are too short can be distracting. Neatness is most important. A good rule: Dress in a way that will not draw attention away from your message.

Do ask a friend if you have bad breath, and encourage an honest answer. If you have it, do something to get rid of it or your prospect will be thinking of ways to get rid of you!

Don't sit in the car at the prospect's house and pray before you go to the prospect's door. Pray before you get to your prospect's residence.

Evangelism Scriptures

Bible verses come from the New International Version (NIV)

Isaiah 53:6

We all, like sheep, have gone astray,
each of us has turned to his own way;
and the LORD has laid on him
the iniquity of us all.

Matthew 9:37-38

Then he said to his disciples, "The harvest is plentiful but the workers are few. Ask the Lord of the harvest, therefore, to send out workers into his harvest field."

Matthew 16:15-16

"But what about you?" he asked. "Who do you say I am?" Simon Peter answered, "You are the Christ, the Son of the living God."

Matthew 28:18-20

Then Jesus came to them and said, "All authority in heaven and on earth has been given to me. Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the age."

Luke 9:23

Then he said to them all: "If anyone would come after me, he must deny himself and take up his cross daily and follow me."

Luke 19:10

For the Son of Man came to seek and to save what was lost.

John 1:1,14

In the beginning was the Word, and the Word was with God, and the Word was God. The Word became flesh and made his dwelling among us. We have seen his glory, the glory of the One and Only, who came from the Father, full of grace and truth.

John 3:3

In reply Jesus declared, "I tell you the truth, no one can see the kingdom of God unless he is born again."

John 3:16

For God so loved the world that he gave his One and Only Son, that whoever believes in him shall not perish but have eternal life.

John 3:18

Whoever believes in him is not condemned, but whoever does not believe stands condemned already because he has not believed in the name of God's one and only Son.

John 10:10

The thief comes only to steal and kill and destroy; I have come that they may have life, and have it to the full.

John 14:6

Jesus answered, "I am the way and the truth and the life. No one comes to the Father except through me."

Acts 1:8

But you will receive power when the Holy Spirit comes on you; and you will be my witnesses in Jerusalem, and in all Judea and Samaria, and to the ends of the earth.

Acts 2:38

Peter replied, "Repent and be baptized, every one of you, in the name of Jesus Christ for the forgiveness of your sins. And you will receive the gift of the Holy Spirit."

Acts 3:19

Repent, then, and turn to God, so that your sins may be wiped out, that times of refreshing may come from the Lord.

Acts 4:12

Salvation is found in no one else, for there is no other name under heaven given to men by which we must be saved.

Acts 16:31

They replied, "Believe in the Lord Jesus, and you will be saved--you and your household."

Romans 3:10

As it is written: "There is no one righteous, not even one."

Romans 3:23

For all have sinned and fall short of the glory of God.

Romans 5:8

But God demonstrates his own love for us in this: While we were still sinners, Christ died for us.

Romans 6:23

For the wages of sin is death, but the gift of God is eternal life in Christ Jesus our Lord.

Romans 10:9-10

That if you confess with your mouth, "Jesus is Lord," and believe in your heart that God raised him from the dead, you will be saved. For it is with your heart that you believe and are justified, and it is with your mouth that you confess and are saved.

Romans 10:13

For, "Everyone who calls on the name of the Lord will be saved."

Romans 10:17

Consequently, faith comes from hearing the message, and the message is heard through the word of Christ.

2 Corinthians 6:2

For he says, "In the time of my favor I heard you, and in the day of salvation I helped you." I tell you, now is the time of God's favor, now is the day of salvation.

Ephesians 2:8-9

For it is by grace you have been saved, through faith--and this not from yourselves, it is the gift of God--not by works, so that no one can boast.

James 2:19

You believe that there is one God. Good! Even the demons believe that--and shudder.

Philippians 2:9-11

Therefore God exalted him to the highest place
and gave him the name that is above every name,
that at the name of Jesus every knee should bow,
in heaven and on earth and under the earth,
and every tongue confess that Jesus Christ is Lord,
to the glory of God the Father.

Hebrews 2:3

How shall we escape if we ignore such a great salvation? This salvation, which was first announced by the Lord, was confirmed to us by those who heard him.

Hebrews 9:22

In fact, the law requires that nearly everything be cleansed with blood, and without the shedding of blood there is no forgiveness.

Hebrews 9:27

Just as man is destined to die once, and after that to face judgment.

Hebrews 10:25

Let us not give up meeting together, as some are in the habit of doing, but let us encourage one another--and all the more as you see the Day approaching.

1 John 5:13

I write these things to you who believe in the name of the Son of God so that you may know that you have eternal life.

HANDLING OBJECTIONS

When you present the Gospel, the arch foe will have his workmen doing their best to block your presentation. Fears and doubts will arise in your own heart and your prospect will raise objections. Earlier we have discussed how we handle our fears. In this chapter we will discuss what we do when an objection is raised. Our natural tendency is to meet an objection head-on and beat it down. This must be overcome for the sake of your prospect's eternal welfare. Negatively we say: **never argue.**

Often it has been said that the only way to win an argument is to avoid it, and the best way to avoid it is to preclude it. That is, anticipate it and lead your prospect to agree with the Scriptures before he can raise the objection. Any skillful debater can easily win a point in an argument, but by doing so you can arouse hostilities in the prospect that will cause you to lose your "fish."

Avoid argument

A. How to Avoid Arguments

On the positive side you may meet every objection with: I'm glad you said that! You ought to be glad that your prospect has enough freedom to express his inner feelings to you. As you deal with his objections, you clear away the props which have deluded him into a presumptuous sense of security. You are glad when he shows he is listening and assimilating what you are presenting. Every

Agree with adversary

objection can be met with, "I'm glad you said that!"

Of course, you must deal in some manner with the substance of the objection. If he raises a question which you will answer later in your presentation you may say, "I'm glad you asked that. It's encouraging to see your interest and I'm coming to that in just a minute. I think you will see it more clearly in the light of our present discussion on . . . " (whatever it is you are dealing with at the moment).

**Outline: servant,
not master**

However, you need not be a slave to the Outline. You may show wisdom if you take up the matter "out of place." Often what is out of place in the printed presentation can be "in place" in the living situation.

Most often, however, your prospect will introduce matters on which you have not planned to talk. Suppose you are in the middle of the story of John Wesley's conversion and your prospect says, "I don't see why there have to be so many divisions in the church. Wesley started the Methodist Church which broke off from the Anglicans. And you're not a Methodist. Why can't you all get together?"

Don't panic

First, don't panic! Obviously this matter is extraneous; neither a discussion of church history and denominational origins, nor a discourse on the modern ecumenical movement would be of any value at this point. It is also obvious that you have lost your prospect's interest. Now you need to do two things. First, you need to get back on the track, and then you need to recapitulate so that your prospect may pick up your train of thought which he had lost. One approach might be:

Avoidance

"I'm glad you asked that for I can see it is something that would hinder your understanding of just what saving faith really is. I don't want to

mislead you as to what the key is that opens heaven's door. Now we've seen that neither intellectual assent nor temporal faith will open that door. You must trust the living Lord to do something for you. Just as Wesley had a certain kind of faith, he recognized that it was not saving faith. He wrote in his journal . . ."

In this manner you turn the conversation away from the extraneous matter and refresh his memory of what you were talking about before his mind wandered from your point.

Another approach would be to deal quickly with the matter and return the conversation to the presentation at the point where you left it. "I suppose just because we're human we will always have differences of opinion. It's interesting, though, that I can quote the founders of other denominations in presenting the Gospel to you. The mainstream of the Christian Church has been united for 2,000 years on the matters we've been discussing, such as man's sinfulness, God's holiness, and Christ's deity. The divisions have arisen on other matters, but we don't want them to cause you to go to heaven's door without the right key to open it, do we? For years Wesley thought he had the key to heaven. But it wasn't until after he worshiped in Aldersgate Street Chapel that he could write . . ."

Handle quickly

B. Answers to Common Objections

Another extraneous matter that is commonly introduced is the heathen. If your prospect becomes uncomfortable as you talk about "the heathen" in his living room, he will likely try to start you talking about the heathen in India or New Guinea. Needless to say, such a tactic should never divert the evangelist from his objective. The woman at the well tried to change the subject when Jesus got close to her personal needs. He brought her back quickly by saying in effect, "What we are doing here now is of much greater urgency than settling

The heathen

a theological debate." This is "Pandora's Box." We dare not open it or we will never be able to share the Gospel.

In handling this matter you need to focus your concern on the individual you are witnessing to. "Bob," you might say, "that's a good question and I'm certain you have some interesting thoughts on it. However, my real concern right now is not some pagan who has never heard of Christ. Tonight I want you to know for certain that you have eternal life. The Bible says you can know that you have eternal life, and you have told me that you aren't sure what would happen if you died tonight. Let's confine our discussion to what God has said about you and your eternal welfare. Perhaps on another evening we can see all He has said about those who never hear the Gospel."

C. Precluding Objections

What are some of the common objections that arise? What are some ways in which we handle them?

The most common objection

Quite often we will get to the point of explaining what saving faith truly is and the prospect will say something like, "That's what I've always believed." Or, "That's what I said I was trusting in when you asked me." Obviously, you can't grab him by the lapels and cry, "Liar!" This comes up so often that we must take special care to get an answer to the question: "Suppose that you were to die tonight and stand before God and He were to say to you, 'Why should I let you into My heaven?' what would you say?" Not only must we get an answer, we must also understand the answer and get our prospect to agree that we understand what he is saying. There is no harm, after getting the answer to the question, in saying, "Now let me see if I understand you. You're saying . . ." Then rephrase what he has just said. He will either acknowledge or deny that your understanding is correct.

If you have sufficiently clarified the answer to "the question," your prospect is unlikely to reverse himself at the end and say, "Oh, I've always trusted in Christ for salvation!" Should he say this, one way to handle the situation is:

"Oh, I'm glad you said that. Apparently I misunderstood you when you said that you would tell God that He should let you into heaven because you keep the Commandments and live according to the Golden Rule."

You may have to pursue the matter so that he becomes aware that he said he was trusting his good works and this is not compatible with trusting only in Christ. By God's grace he must arrive at the point of trusting Christ ALONE. As the hymn puts it: "Nothing in my hands I bring,/Simply to Thy cross I cling."

Stress the difference

Another frequent objection is raised at the point of God's holiness and justice. "God isn't like that! He would never punish anyone." We need to realize that the biblical teaching of the just God "who will by no means clear the guilty" is unpopular even in many so-called Christian circles today. To deal effectively with this or any other open denial of biblical truth, you must appeal to authority. No help comes from saying, "I think you're wrong!" The matters under discussion are beyond what you think or what your prospect thinks. Assuming that he is a rational being of sound intelligence, what he thinks could be as valid as what you think. An external authority must be called upon to settle the matter.

You could proceed by saying, "How can we come to know about God? Well, there are two ways. One has come out several times in what you said. By thinking about God we can come to some conclusions about Him. We can say, 'I think God is all love and will send no one to hell.' Or, 'I think God is a demon and will send everyone to hell.'" Someone else may sit and think about God and

Rationalism

conclude, 'I believe God is the sum total of human experience.' All this would be reasoning with no data in an effort to learn about God. This is the approach to knowledge which is known as rationalism.

"We could in a similar way reason about the color of eyes that any people of Mars may have. You think they're all red eyed. I might conclude they have polka-dot eyes. Your opinion is as good as mine because we have no data on which to base our conclusions. However, if somebody goes to Mars and returns and tells us that they have red, white and blue-striped eyes, then we have good reason for placing our confidence in this person who has been there. His conclusion is based upon data.

Revelation

"This is the other way in which we can come to the knowledge of God. He has come from where He is to where we are, and He has condescended to give us knowledge of Himself, His purposes and His will for us. This method is known as 'revelation.' For reasons I'll not go into now, the Christian Church has held that God did reveal Himself through the Scriptures and preeminently in His Son. So now the question is not what either of us thinks; rather, the question is, 'What has God said in the Bible and through His Son Jesus Christ?' "

"I don't believe the Bible"

Often as you begin presenting the Gospel, your prospect will say, "I don't believe the Bible. You'll have to convince me some other way than referring to the Scriptures." Many evangelists, ministers, as well as laymen, are devastated by this objection, and their attempt at presenting the Gospel fizzles. This need not be the case. Such an objection can be the springboard into the Gospel itself. The Apostle Paul, as he preached in the Greek cities, appealed to the Scriptures even though the people listening to him did not believe in the Scriptures. He did not try to convince his audience of the veracity and the authority of the

Scriptures. Rather, he proclaimed them, and the Holy Spirit worked and used the proclamation to save some who then believed the Bible to be true. **In witnessing, our primary function is proclamation, not defense.**

This is actually a rather easy objection to deal with. When it comes at the beginning of a presentation of the Gospel I would suggest that a person not use the approach of a boxer who would meet the blow head-on and try to overwhelm his opponent with counter punches, but rather that he use the technique of the judo expert wherein the force of his opponent's blow is used to throw him.

Use judo technique

The individual who uses this objection is usually a person who has had at least some college education and exposure to some course on the Bible, Biblical criticism or something of this sort. And there is usually an accompanying intellectual pride which says something like this: "I used to believe those fairy tales when I was in kindergarten but now I am an educated man and am far above believing such things." It is this intellectual pride which can be used to turn this objection into an opportunity for presenting the Gospel, somewhat as in the following illustration:

"You don't believe the Bible, Mr. Jones? That's very interesting and it certainly is your privilege not to believe it, and I would fight for that right on your part. However, if the Bible is true then obviously you must accept the consequences. But I would like to ask you a question. The main message of the Bible, which has been unquestionably the most important literary work in human history, is how a person may have eternal life. So what I would like to know is, 'Do you understand what the Bible teaches about this matter?' " He may reply that he does not believe in eternal life, to which you may respond, "I'm not asking you what you believe but I am asking you what you understand. It would be a rather unintellectual approach

"Do you understand the Bible message?"

to reject the world's most important book without understanding even its main message, would it not? Therefore, all I'm asking is, 'Do you understand the main message of the Bible which is how a person may have eternal life? What is your understanding about what the Bible teaches on this subject?' " In about 98 percent of the cases he will respond by saying that it is by keeping the Ten Commandments or following the Golden Rule or imitating the example of Christ, etc. You may then respond, "That is just what I was afraid of, Mr. Jones. You have rejected the Bible without even understanding its main message, for your answer is not only incorrect but it is diametrically opposite to what the Bible teaches. Now, don't you think that the more intellectual approach would be to let me share with you what the Scriptures teach on this matter and then you can make an intelligent decision whether to reject or accept it?"

Now the tables have been completely turned. Instead of being so superior to the Scriptures and above even listening to them, he now finds himself ignorant of even their basic message and must decide whether to listen to the message of the Scripture or be found to be not only ignorant but also an obscurantist who desires to remain in his ignorance. This is the last thing in the world that his intellectual pride will allow him to be; therefore, he will almost invariably give you permission to tell him the Gospel. At this point you pray mightily that the Holy Spirit will take the Gospel which is the power of God unto salvation and will use it to quicken him from the deadness of his sin.

Apologetic method

If this objection is raised toward the end of the presentation, then your answer will have to be quite different. We have found that the apologetic method of presenting the classical evidences of Christianity can be helpful at this point. For instance, you may read from the tract, "A Study in Prophecy," and then ask, "What have I just described?"

"The death of Christ," would be the obvious reply.

If you reveal that everything you read was from the Old Testament and was written hundreds of years before Christ was born, your prospect may be sobered to the point that you can deal with him about eternal life.

If a person does not believe in God's justice and hell, you may proceed to show that the prophets Isaiah (57:21) and Ezekiel (33:11), the apostles Peter (II Peter 2:4, 6, 9) and Paul (Romans 2:4, 5), and the Lord Jesus Himself (Mark 16:16; Luke 13:3; John 3:18, 36) taught that God will assuredly punish sin.

In dealing with the denial of the reality of hell, sometimes we find it helpful to say, "You know, it is a fact of psychology that we deny most passionately those things we fear most desperately. I wonder if the reason you don't believe in hell is that deep in your soul you fear that if there is such a place you may go there?" Often the reply is, "I guess you're right!"

"Hell isn't real"

You must go on then and assure our prospect, "I don't want you to believe in hell so that you can live your life in mortal terror of going there. You can know that you're not going to hell. That's what the Gospel is all about. I believe in hell but I know that I'm not going there because of God's promise. This is much better than saying, 'I know I'm not going to hell because I don't think there is such a place.' "

Occasionally you will meet a universalist who will object, "Everyone will be saved." This is the same objection we have been dealing with, only with a little different dress. Some Scripture that is useful in putting the lie to universalism is, "Then shall He say also unto them on the left hand, Depart from Me, ye cursed, into everlasting fire, prepared for the devil and his angels . . . these shall go away into everlasting punishment: but the

Universalism

righteous into life eternal." (Matthew 25:41, 46)

"The hour is coming, in the which all that are in the grave shall hear His voice, and shall come forth: they that have done good, unto the resurrection of life; and they that have done evil, unto the resurrection of damnation." (John 5:28, 29)

Stress the urgency

Often one will hear the Gospel and agree to its truthfulness but will not want to receive Christ at the moment. Of course, such an attitude is presumptive. The prospect assumes that he will have another opportunity to respond to God's gracious invitation. Probably he will; possibly he will not. The evangelist has a responsibility to press the urgency of the matter and persuade the prospect. Jesus warned of the fool who said, "Soul, thou hast much goods laid up for many years; take thine ease, eat, drink, and be merry," only to hear the frightful words, "Thou fool, this night thy soul shall be required of thee." Paul echoed the same thought: "In the day of salvation have I succoured thee: behold, now is the accepted time; behold, now is the day of salvation." (II Corinthians 6:2)

Regardless of the form of the objection, recognize it as a device of Satan to prevent your proclaiming the Gospel. Recognize, further, that you are not calling on your prospect in order to defeat him in a debate. By precluding objections and by dealing with those that arise in a matter-of-fact manner, you can succeed in presenting your prospect with enough information to make a decision.

MOST FREQUENT DISTRACTIONS AND HOW TO OVERCOME THEM

When we are presenting the Gospel, distractions are inevitable. Dogs bark, sirens sound, children cry, phones ring, or the doorbell rings. And, if you have shared your faith often enough, you know that the distraction comes as you are heading to the place of encouraging the listener to put their trust in Jesus Christ. All distractions cannot be avoided. Many can be made less intrusive if you are trained and prepared to deal with them. Here are some that you will surely encounter....

DISTRACTIONS YOU CAN PRECLUDE....

1. One of the greatest distractions is our personal fear. Several things we need to do to overcome fear in presenting the Gospel.
 - a. Pray and ask the LORD to use you and to bring people into your path that you can talk to about spiritual things. Seize the opportunity when it arises.
 - b. Study the outline until it is "yours". You feel comfortable with every part of the presentation so that when given the chance, you will not falter from poor preparation.
 - c. Try to share often. The more you are in gospel-sharing situation, the more comfortable you feel in that setting. Even when the person is not open or does not respond, your confidence is still strong.
 - d. Remember that you can be certain that Christ is with you when you are sharing the Gospel. If the hearer does not respond to you, it is not you that they have rejected. It is Jesus.
 - e. We are not called to be successful in witnessing. We are called to be witnesses. The work of reaching a heart is God's. We are not called to convict them, break them, convert or save them. We are called to tell them!
2. A great distraction can be fear of forgetting the Gospel in "mid-presentation". That is why it is good to have a tract always with you so that if you falter, state, "Let me just share from this little booklet. It is much clearer than I am". Then begin to read the Gospel to them.
3. You do not want a cell phone to ring in the middle of your presentation. So, at the outset, once you are moving toward sharing the Gospel, reach for your phone as you are asking the other person to get theirs and say, "Could I ask that we turn off our phones for a few moments so that we can focus on this part of the conversation?"
4. If you are in a public place that is really loud and you find it hard to hear, ask the person if you can step "right over there" so that you can hear better. Do not make the "move" to a different place a great distance or say something like "would you like to sit in my car", or "meet me somewhere" or "go to my place", etc. lest you confuse the purpose of your desire for moving to a new location.
5. The person has a small child that is really "distracted" and causing a great distraction. State that you realize this is not a good time because of the child's restlessness.

However, give them a tract with the Gospel and give them your church's phone number and invite them to call for more information.

DISTRACTIONS THAT ARE NOT AVOIDABLE...

1. You are visiting in a public place and a person appears that is a friend of the person you are talking with. The new arrival just stands there. What do you do? Acknowledge them with, "You must be a friend of _____. We started talking here and have just moved into talking about God. May I share with you what I have shared with _____ so that you can join us in this conversation? It will only take a moment."
2. Persistent barking, crying, "noise" of any kind is not only distracting....it is annoying. Ask the person to move a short distance with you so that you can both hear more easily. If the person, does not want to move, continue to visit. Do your best to get through the basic truths of the Gospel.
3. You may have a person who always has a comment or a question as you share. Listen and politely state, "if you will allow me to address that in a moment, I will answer your question". However, state that right now you were talking about (whatever you were saying about the Gospel) and it may be that once I have completed this thought, I may answer your question anyway.
4. Depending on the distraction, sometimes it is best to address it and ask what the person would like to do. For example, a child continues to cry in the mother's arms and she is visually looking away and seeking to keep her sanity while the baby is mauling her. State, "It appears that I have upset your baby and this is not the best time to talk. Please forgive me. May I give you this tract to read and if you would like more information or get questions answered, here is our church's phone number. If you call them, one of our pastors could help or they can get my number to you should you prefer that we talk when you are ready to do so. Thank you for being willing to listen to me, and I do hope you will read the tract. I think you will find it helpful."
5. Any distraction that moves you from the Gospel presentation means you go back to the first point and briefly restate the major points of the Gospel so that they are "back" with you quickly.
6. You have to be extremely well versed in the Gospel outline so that you are not lost if the distraction pulls you away from the presentation. Do you know how to pick up where you were and get back quickly?

DISTRACTION IN A HOSPITAL OR "EMERGENCY SITUATION"

1. Always defer to the entry of a doctor or health care provider. At that moment, the need to see the professional is great for the person or family. So, simply say to the person, "Let me step out in the hall and if you would like, we can pray together after you have had the chance to visit with _____ (the health care worker, nurse, doctor, etc.)."

2. If you are in an office or “a work setting” where the person is working on cell phone, computer, or ipad....if a call comes in that is obviously “business”, take out a tract or calling card, leave your name and number, and tell them to feel free to call you if they would like to continue the conversation. That gives them the option to ask you to wait or be relieved that they have privacy to talk without appearing to be rude and asking you to leave.
3. If you are in their home, and there is any need that is pressing....dinner is ready, children are hyper-active, dog is barking endlessly, phone keeps on ringing with calls, leave a tract, thank them for their willingness to listen, tell them you would be delighted to visit with them should they desire to do so. Tell them you left your name and the church’s phone number on the tract so that if they call the church, the church will get in touch with you to call them back.
4. If you are with a student or child, remember that they are very “peer” sensitive. So, if possible, try to get them to visit with you “face to face” with the student’s back to the group of students or children. In that way, they are not fully aware of what is going on behind them and you will have greater possibility to communicate effectively.

REMEMBER – You are a witness. The goal of what you are doing is to provide a way for the person to hear the Gospel. If you are not the one to get to share, you want to leave the door open for another person to do so. If, as a witness, we do anything to offend, irritate, appear to be insensitive, rude, or uncaring, we will have eliminated our opportunity or anyone else’s to tell that person the Gospel.

One would imagine that peace with God, forgiveness of sin, abundant and eternal life—all offered as a free gift—would find widespread acceptance. Instead there is resistance. Why?

- 1) Because "the natural man receives not the things of the Spirit of God; for they are foolishness unto him; neither can he know them, because they are spiritually discerned" (1 Cor. 2:14).
- 2) Men love darkness rather than light, because their deeds are evil (John 3:19). They do not like to retain God in their knowledge (Rom. 1:28).
- 3) Many do not love the truth (2 Thess. 2:10), and they refuse to hear God's words (John 8:47).
- 4) Some are more interested in honor from men than honor from God (John 5:44).
- 5) Many are deceived and so follow a way that seems right but leads to death (Prov. 14:12).
- 6) Because of persistent rejection of God, some have even been spiritually blinded by God (John 12:40; Rom. 11:8, 25).

Because such resistance to the Gospel exists, we should expect that we will meet with all kinds of resistance as we witness for Jesus Christ. For this reason, we are commanded "... do not fear their intimidation, and do not be troubled, but sanctify Christ as Lord in your hearts, always being ready to make a defense to everyone who asks you to give an account for the hope that is in you, yet with gentleness and reverence" (1 Pet. 3:14-15 NASB). This defense is possible because, unlike other religions, the Christian faith has the advantage of absolute truth in every respect. It is a reasonable faith based upon historic facts and documents and backed by the power of God and the attraction of the risen Savior.

We must remember that believers have an important responsibility and role in God's strategy for soul-winning. From God's standpoint, men come to Christ by the will of God (John 1:13) in the time and manner of the Holy Spirit's choosing (John 3:8). From the sinner's standpoint, the issue is whether or not he wills to do God's will (John 7:17). From our perspective as witnesses, we must effectively communicate the way of salvation and contend with objections by the power of the Holy Spirit. Therefore, it is not sufficient that we merely know *what* we believe as Christians. We must also be able and ready to defend *why* we believe.

Types of Objectors

An objector is one who presents or raises a question that constitutes a hindrance to believing the Gospel and accepting Christ's claims on his life. In the course of a spiritual discussion, his objection may arise in a variety of ways. For example, he may present opinions about religious matters such as creation or heaven and hell that are clearly contrary to the Scripture. He may resist information about the Bible. He may employ an objection to gain time to think. Each form of delay is a type of resisting the Gospel presently. Each objection he/she presents has the potential of sidetracking a significant spiritual exchange.

One who offers any type of resistance usually falls into one of two categories:

1. **Genuine.** The seeker of God may have a question, which if answered would lead the way for further exchange. This person is sincerely open for a reply. We want to provide a convincing answer.
2. **Pretended.** This person's objection invites an answer which would make no real difference to him. The objection may be a cover for unwillingness to change. It may be a guise for

argument, ridicule, or attack. Each answer leads to another question. The real problem is not the questions but the questioner's attitude. Such a problem should be recognized, and we should not address the objection but expose the attitude. Jesus did not answer every question put to Him, nor should we.

Types of Objections used to give Resistance to the Gospel.....

1. **Practical Objections** basically ask, "Does Christianity work?"

Question: What about the conduct of professing Christians whose lives do not back up their claims to be changed by Christ?

Answer: It is true that many people say they are Christians but fail to show changed lives. Yet why should a counterfeit Christian disprove the existence of a true one? Did not Jesus condemn the hypocrites (Matt. 6:2, 5, 16; 24:51)? Are we morally right to excuse our negligence by another's misconduct?

2. **Moral Objections** question the justice or righteousness of God.

Question: What about the heathen who never heard of Christ?

Answer: The Judge of all the earth will do right (Gen. 18:25). The heathen have three witnesses, creation (Rom. 1:19-20) and conscience (Rom. 2:14-15) and Christ. The Bible tells us that the heathen will be judged according to their response to God based on these witnesses.

Question: Why do the innocent suffer?

Answer: God created a universe without suffering (Gen. 1:31). He also gave man the freedom to disobey Him. This right of choice opened the way for sin, suffering, and death (Rom. 5:12). Thus, all suffering in the world including that which touches innocent people, is the consequence of man's disobedience to God.

3. **Intellectual Objections** are based on theoretical or speculative issues.

Question: How do we know that God exists?

Answer: The Bible makes no effort to prove God exists but says only that "the fool" denies it (Psa. 14:1; 53:1). Creation witnesses to the Creator (Psa. 19:1-4). The order, laws, and complexity of the universe more likely display the work of a creator than the work of chance. Does a wristwatch suggest a maker? Is there ever an effect without a cause?

Question: How can miracles happen?

Answer: Can an all-powerful God not do supernatural things including miracles? If God is all-powerful, then miracles are possible. "All things are possible with God." (Matt. 19:26).

Question: Is not the Bible full of errors?

Answer: "Well, name two or three that really bother you." Most objectors will be unable to do this. They have not read through the Bible one time or read one good book dealing with the defense of the Christian faith. The marvel is that so many discoveries over the past 100 years have confirmed the truth of Scripture. For example, Nelson Glueck, one

4. **Emotional Objections** might be called "non-rational" objections.

Objection: Religion was pushed upon me as a child. I don't want it any more.

Answer: Does your childhood experience nullify the truth of Christ's claims on your life?

Objection: So many religions in the world claim to be true. How can anyone tell which is right?

Answer: Have you tried to find the truth in sincerity? Have you prayed and sought God's guidance? Have you thoughtfully read the Holy Scriptures?

Objection: Religion is a result of childhood training or fear of the unknown.

Answer: Some beliefs come during childhood. This can be helpful if the input is good. However, many come to Christ as adults who are thinking about eternal questions. Also, faith in Christ does not come simply to people who are afraid. However, if people are afraid of health problems, do you condemn them for seeking a doctor? Why not seek God because of spiritual problems?

Objection: My life is good enough to get me to heaven.

Answer: God's perfect righteousness excludes all who are imperfect! Only His righteousness that He gives by faith in Christ (Rom. 3:22; 4:5), not good deeds (Eph. 2:8-9; Tit. 3:5), can qualify a person for heaven.

5. **Religious Objections.** Groups outside of orthodox Biblical Christianity have deviant views on the nature of God, the deity of Christ, and the way of salvation.

Question: Is Christ the only way to God?

Answer: Jesus said He was (John 14:6). Did He lie? His life confirmed Him as a man of truth. He fulfilled the prophetic word. Examine His claims against the many vows of lesser men. All cannot be equally right. We cannot change the law of gravity by vote or agreement—nor the way to God.

Question: How can salvation be as simple as you say it is?

Answer: The good news of salvation must be simple enough for a child or a person of low intelligence to understand, or it would favor certain groups of people.

Tips for a Successful Call

Too many people look at the telephone as an anchor--that's how they feel about lifting it when they have to make outgoing calls to prospects. People who have visited our church in most cases want more information about us. Phone calls are that first link.

For some staff and laity, you'd think the phone was covered with spiders or that it might electrocute them if they touch it. That reaction revolves around the fear of rejection. Granted, not too many people are brave enough to willingly put themselves in a position to be rejected. However, those who do will find all sorts of long-term rewards for the temporary pain they'll experience.

With the right attitude and by paying close attention to what happens, each rejection you deal with will be a learning experience. You'll learn what not to say and when not to call. The key here is to turn that around so you can master what *to* say and when *to* call. With every rejection, you'll want to take a quick moment to analyze the situation in order to benefit from it. Rather than letting it ruin your attitude for the next call, you should find yourself saying, "Well, that didn't work. What's a better way to say it?"

With proper fine-tuning, you'll soon find your calls being well received and you'll experience fewer rejections. To save you some time on this learning curve, here are eight points you need to consider before making any business calls.

- 1. Develop a professional greeting.** Don't just say hello and jump into your telephone presentation without taking a breath or allowing the other party to participate. Your greeting should err on the side of formality. Begin with Mr., Mrs. or Ms, as in *"Good morning, Mr. Smith."* Or *"Good evening, Mrs. Jones."* Everyone else says, "Hello." Be different. Be professional.
- 2. Introduce yourself and that you are calling from FBCBA.** *"My name is Sally Smith with First Baptist Church in Broken Arrow"*
- 3. Express gratitude.** Always thank the prospect for allowing you a few moments in his busy day. Tell him that you won't waste a second of his time. *"I want to thank you for taking my call. This will only involve a moment of your time so you can get back to your busy schedule."* Don't say that you'll *"just take a moment."* The feeling evoked by them hearing that you'll take anything from them will put them off.
- 4. State the purpose of your call.** "We are so glad that you visited First Baptist last Sunday. I do hope that your visit was meaningful and enjoyable. Do you have any questions about the church that I might could answer? May I ask....are you a Baptist by background? Have you been an active church member where you recently lived? If they are openly visiting with you and the conversation is moving along well, share something like this.....

“I don’t know you and so please forgive me for asking so many questions but I don’t know a better way to get to know you a little bit. May I ask you, “How and when did you come to know Christ as your Savior?” (or “Have you come to know Christ as your Savior?) If the door opens, share the Gospel or ask if you could meet them one day this week at your office to share with them how they could make that decision).

As you come to the close of the conversation, say....

Thank you so much for visiting with me. I would like to close our visit with prayer. May I pray for you quickly? Is there something that you would like for me to pray about specifically?” Pray with thanksgiving for them, for their kindness to visit with you, for their visit to FBC. Ask the Lord to bless them. Pray for a specific request is they gave you one. Close the prayer.

Tell them you hope to meet them when they visit on Sunday. Tell them where you are normally seated or where you are after the services and how they might could recognize you so you could at least put a name and a face together. Close the conversation.

While you are planning to make phone calls, remember these things to include.....

1. Give Valuable Information

Everyone wants to receive a call that has some valuable information for him. Therefore it is better to make a list of the persons to be called and try to know their needs. For example: if a family lists that they have 3 children, be sure you have info about Children’s ministries and locations. In this way you can make your call valuable for him or her. In case you are unable to know about the prospects learn the needs of a particular segment of folks who were our guests.

2. A Good News Bulletin

Your call must be like a good news bulletin that lifts the spirit of a person. Frame your sentences in a way so that they sound like good news.

Never call whenever you are in an aggressive or bad mood. At that time you are more likely to convey bad news or good news in a negative way. Cheer yourself up before speaking. Smile while you talk.

3. Appreciate Them

Never leave an opportunity to appreciate the listener. It is human nature to enjoy appreciation. If you are unable to insert praising words in the beginning or in the middle of your talk, do insert them while ending a call. People will definitely like to hear from you again.

4. Convey Good Wishes

Make a listener feel that he or she is someone special and do wish him/her good things. For example....seasonal greetings of “merry Christmas”; or new arrival to town...”Surely do hope that you will come to love Broken Arrow as much as we do.” All people everywhere love good wishes.

5. Fix a Call Quota

You need to fix a call quota. If you are making three or four calls in a day – raise it to 10 calls. If you are making ten calls a day, double it to 20. Such a habit helps you to make more calls. But be

careful all the calls are constructive and carefully planned calls. Unnecessary calls are a waste of time. Make a list of the persons in the morning that you plan to call.

6. Don't be a Nuisance

Speak in a very polite manner. If they sound disturbed by your call, ask them, "Did I call at a bad time?" If you can hear children crying or older children yelling in the back ground, tell them, "Perhaps I have called you at a bad time. Would you prefer if I called you back later? Is there a better time of day for me to call?" If they have just gotten home from work or are headed out, keep it very simple. "Since you are just getting home, let me just say we are so very glad that you visited FBCBA. My name is _____ and I am on staff there. You can call the church at 918-258-4575 at your convenience. Ask for me and the receptionist will connect us. I would love to tell you a bit about the church. Feel free to call when you can. I hope you have a great evening."

....this material was taken from 6 TIPS FOR MAKING A SUCCESSFUL SALES CALL.

<http://improveenglishonline.com/english-speaking/business/6-tips-make-successful-sales-call>

8 TIPS FOR MAKING A SALES CALL.

<http://www.entrepreneur.com/article/78540>