

# When Volunteers Say **NO!**



Your Guide to Creating  
Opportunities in the Face of  
Rejection - Each and Every Time

## LEADER'S GUIDE

By Nelson Searcy

[www.RenegadePastors.com](http://www.RenegadePastors.com) | [www.ChurchLeaderInsights.com](http://www.ChurchLeaderInsights.com)

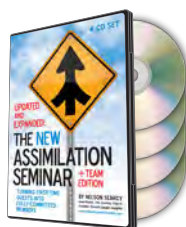


# MEET DR. NELSON SEARCY

Nelson Searcy is an experienced church growth strategist, pastor, church planter and coach, serving in ministry for more than 25 years and consulting with churches around the world. As founder of Church Leader Insights and the Renegade Pastors Network, he has personally trained more than 50,000 church leaders in over 45 denominations through live events, seminars and monthly coaching, helping them break common

growth barriers like 125, 250, 500, 1000 and beyond, all while maintaining personal life and ministry balance. For more accelerated growth, pastors also participate in Nelson's Senior Pastor, Evangelism, Stewardship, Assimilation and Advanced Coaching networks. Nelson is also the Founding and Lead Pastor of The Journey Church, with locations across New York City and in Boca Raton, FL. Nelson and his church routinely appear on lists such as "The 50 Most Influential Churches" and "The 25 Most Innovative Leaders." He is the author of over 85 church growth resources and 15+ books, including *The Renegade Pastor: Abandoning Average in Your Life and Ministry* and *The Difference Maker: Using Your Everyday Life for Eternal Impact*. Nelson is the recipient of the prestigious Donald A. McGavran Award for Outstanding Leadership in Great Commission Research. His continued mission is to help church leaders around the world cooperate with God in creating healthy, thriving churches. He divides his time between NYC and South Florida. He and his wife, Kelley, have one son, Alexander.

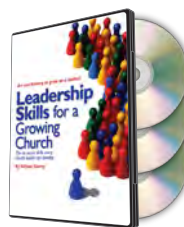
## THE EIGHT SYSTEMS OF THE CHURCH:



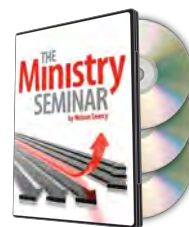
Assimilation



Evangelism



Leadership



Ministry



Small Groups



Stewardship



Strategy



Worship Planning

## Books by Dr. Nelson Searcy:



## **Introduction:**

People don't always say yes to things that are good for them. They will sometimes say "no" to things that will mature them, help them, or grow them. We have to learn to deal with this rejection, see it for what it is and learn.

Most "no's" are not dead-ends – they are forks in the road.

There are different types of "no's".

We have to learn to persuade people because we care about them – we motivate and clarify. We try everything because no one grows unless someone says "yes."

## JUST WHAT KIND OF “NO” IS IT?

### 1. “No?”

Sometimes this “no” is a request for more information. They need clarification.

People will say “no” to what’s confusing.

Try to figure out what questions someone might have and address those before you ever make a request for them to do something.

## 2. “Nah”

This type of “no” usually means “it’s not my preference”.

Are there other options that would be of equal or better interest to them?

A “no” to this could mean a “yes” to something else.

### **3. The “No, Not Now”**

The Law of Excluded Alternatives.

It’s not a yes or a no, it’s a this or a that.

#### **4. The “No, Not Here”**

Willing to participate, but can’t do it the way you want.

This type of “no” is commonly heard in response to baptisms.

## 5. The Shy “No”

Wants to say “yes” but just needs a little more persuasion.

Wants to know that you care about what they have to offer. Will need to be wooed a little.

Examples of when you may hear the shy “no”: inviting someone to membership or moving someone up the leadership ladder.

## 6. The “Noooooooooooooooooooooooooooo”

Saying “no” to the length of commitment being asked. Asking for too much, too long.

Sometimes people say “no” to Groups for this reason. Short-term commitments are best.

You can turn a “forever no” into a “sometimes yes.”

Make the barrier to entry shorter.

## 7. The Spiritual “No”

This is the kind of “no” that raises bigger spiritual issues.

- Are they being disobedient to God?
- Are they a follower of Jesus?

Is this a pastoral situation?

Look for opportunities to pastor people who use this kind of “no.”

## **8. “NO!!!!”**

(a.k.a. - the “NASCAR Heck No”)

This is the “no” where they are not ready and you accept it.

Before you assume every “no” is like this, evaluate the “no” based on numbers 1 – 7.

## **THOUGHTS TO CONSIDER:**

Remember this powerful Yoda phrase: Give it a try.

Always walk out of a meeting or conversation moving the ball forward spiritually. It's never a failure if you do this.

Sometimes the “no” is my fault. I did not ask properly.

## **BEFORE YOU ASK, CONSIDER THIS:**

### **1. Is the “ask” clear in my mind?**

Am I going into the meeting clear on what I’m trying to accomplish?

Take the time to filter your question from your mind down through your fingertips and into written form.

## **2. Do you have “pre-ask” plan?**

Strategize and prepare for the meeting or phone call.

We often fail because we have not prepared.

Showing that you are prepared builds confidence in your message.

**3. Have you established authority or rapport before you make “the ask”?**

Improve your potential for commitment by establishing authority.

Different people require different approaches.

#### **4. Are you asking in the right way?**

There are only two ways to make “the ask”: personal conversation or over the phone.

It’s easy to say “no” to someone via text, email, or social media.

Before making the ask, make sure you have their attention.

**5. Are you asking in such a way that you expect a “yes”?**

Don't preface your ask with their excuses.

There is a transfer of feelings when you are conversing with someone. Be sure you are transferring hope and faith when you are making your ask.

**6. Have you clarified how their saying “Yes” will help them grow spiritually?**

Layer on top of that how their saying yes is part of God’s “chain of salvation.”

Help them see what link they are in this chain of helping people come to Christ.

## **7. Are you the right person to make the ask?**

Who is the person most likely to get the “yes”?

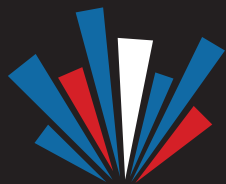
You may be the back-up person – come in afterwards.

## **8. Are you ready for them to say “yes”?**

Make sure you are prepared for when they say “yes”!

Maybe God hasn’t given you a “yes” because you aren’t ready.

**“No’s” are not dead ends, they’re simply forks in the road!**



# RELATED RESOURCES FOR ADDITIONAL STUDY

## THE MINISTRY SEMINAR

**Develop an effective volunteer ministry!**

**Three-hour seminar + sample files and documents**

What would you do differently if you had the maximum number of volunteers serving in ministry? In this three-hour seminar, Nelson Searcy will teach you **how to get the maximum number of people involved in service**. Learn how to create a culture that attracts and grows volunteers.

Discover a simple way to **double the number of volunteers in one day**. Learn how to keep your volunteers trained, motivated and happy. Use this resource to change the ministry system of your church!

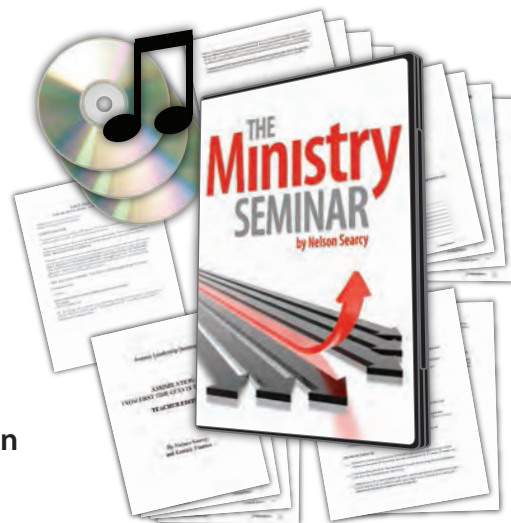
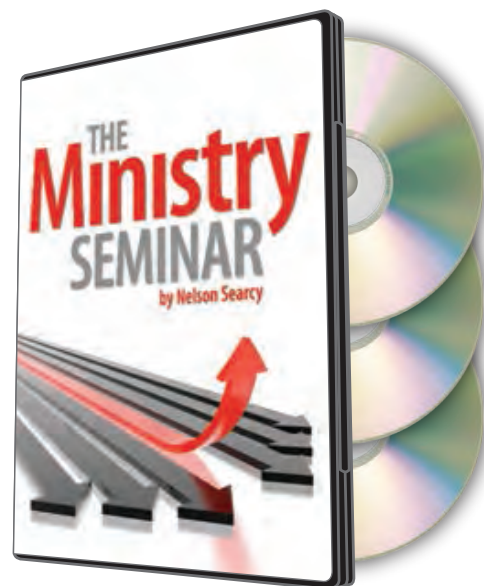
**Includes:** Three hours of audio training, fill-in-the-blank listener's guide, sample volunteer organization documents, emails, promotional items and more.

Nelson will teach you how to **get the maximum number of people involved in service**. Learn how to create a culture that attracts and grows volunteers. Discover a simple way to double the number of volunteers in one day.

Learn how to keep your volunteers trained, motivated and happy. Use this resource to change the ministry system of your church!

**In this powerful, easy-to-implement resource you will learn:**

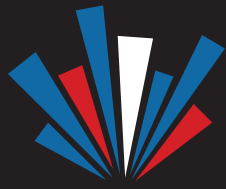
- How to create a culture that attracts volunteers
- How to have an abundance of volunteers, and not just the minimum needed
- How to recruit new volunteers
- How to double your volunteers in a day
- How to grow your volunteers
- How to (really) delegate
- How to treat volunteers (it's not the way you think)
- How to "fire" a volunteer
- How to train volunteers (and how not to over-train them)
- How to keep volunteers motivated
- How to recruit volunteers in areas "where no one wants to serve"
- How to appropriately celebrate volunteers so they can't wait to do it again
- ...and much more!



**Available: Fully downloadable \$99.95 | Three-CD set \$129.95**

**To Learn More or Secure Your Resource Visit:**

**[www.ChurchLeaderInsights.com/MinistrySeminar](http://www.ChurchLeaderInsights.com/MinistrySeminar)**

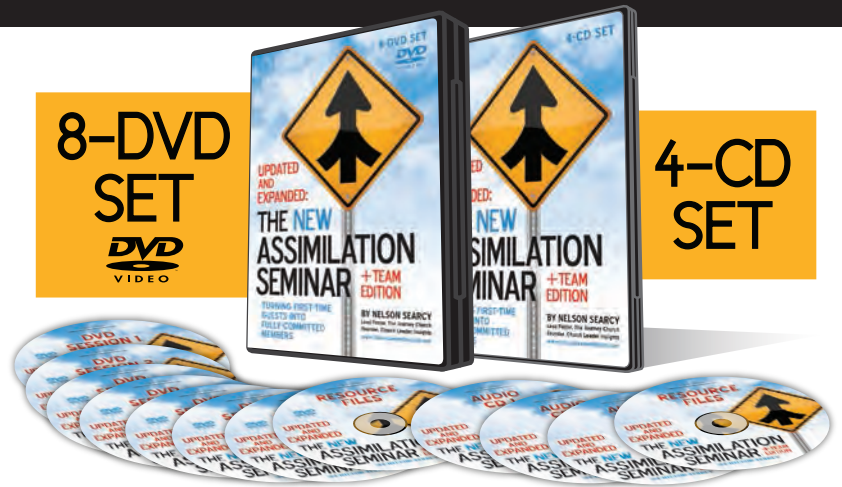


# RELATED RESOURCES FOR ADDITIONAL STUDY

## Updated & Expanded: The NEW Assimilation Seminar + Team Edition Turning First-Time Guests Into Fully-Committed Members

Super-Low Investment Options to  
Fit Your Budget —

Choose from Download, CD or DVD — Save Over 67%!



10 Years in the Making – Nelson Searcy presents his most powerful resource to date – Completely UPDATED and EXPANDED! This **Proven, Step-by-Step, “Done-for-You” Resource** contains everything you need to implement the Assimilation System in YOUR church!

Nothing impacts the growth of your church FASTER than Assimilation — the process of welcoming first-time guests, keeping them coming back and eventually moving them to membership.

- ✓ **Updated with the latest learnings and strategies** that have worked in Nelson’s church and over 3,000 other churches across all sizes and denominations — it’s 30% longer with 50% new content!
- ✓ **Designed for easy implementation with your team.** Everything is laid out for you in a logical step-by-step fashion to make it easy to get up and running quickly!
- ✓ **AND FOR THE FIRST TIME – you have a Team Training DVD Option!** Train your staff and key leaders — Nelson will be right there on screen walking you through each of the seven sessions of training.

Organized for team training with seven powerful 30-minute sessions that you can go through at your own pace. Each of these seven sessions will have specific action steps for you from Nelson:

**SESSION 1: The Power of Assimilation**

**SESSION 2: Four Keys for a Great First-Time Guest Experience**

**SESSION 3: The ONE Thing You Want First-Time Guests to Do**

**SESSION 4: An Effective Follow-up Process in 4 Easy Steps**

**SESSION 5: Connecting Second-Time Guests**

**SESSION 6: From Regular Attender to Fully-Engaged Member**

**SESSION 7: Where to Start: The Keystone in the Entire Assimilation System**

**Includes:** Seven sessions of audio training, option for DVD video of the seven sessions, fill-in-the-blank listener’s guide, leader’s guide, step-by-step checklist, complete transcript, sample emails, surveys, connection cards and other templates, plus the 91-page Assimilation Strategy used at The Journey Church.

Available: Fully downloadable ~~\$599~~ - **Just \$199 - New Release Discount - You Save Over 67%!**

Four-CD set ~~\$699~~ - **Just \$229 - New Release Discount - You Save Over 67%!**

Eight-DVD set (CD included plus FREE download!) ~~\$899~~ - **Just \$299 - New Release Discount - You Save Over 67%!**

**To Learn More or Secure Your Resource Visit:**  
**[www.ChurchLeaderInsights.com/New](http://www.ChurchLeaderInsights.com/New)**

# NELSON SEARCY COACHING LADDER

Your Path to ABANDONING AVERAGE and Maximizing Growth in Your Church!

**Every Level Includes Renegade Pastor Member Benefits!**

## ADVANCED COACHING NETWORK

- ▶ Invitation-only, private network
- ▶ Meet in person with Nelson and a group of coaching alumni five times a year at Walt Disney World, Orlando
- ▶ Be the first to hear Nelson's latest teachings and resources
- ▶ Includes guest speakers, private events and exclusive content
- ▶ FREE access to all CLI resources
- ▶ Over \$6,511.00 value!

## CHURCH SYSTEMS COACHING

- ▶ Choose from these coaching focuses: Assimilation, Stewardship, Worship Leader, Small Groups and Executive Pastor
- ▶ Exclusive private documents and strategies

## SENIOR PASTOR COACHING

- ▶ Online, on-demand modules available anytime, anywhere
- ▶ In-depth training on all 8 Systems of a Healthy Church
- ▶ Direct access to Nelson and the CLI team to answer all your questions by phone and email
- ▶ Average participant sees 25% increase in attendance within 12 months!
- ▶ Over \$1,679.00 in FREE CLI resources

## RENEGADE PASTORS NETWORK

- ▶ Monthly LIVE calls with Nelson
- ▶ Members-only Online Hub
- ▶ Over \$813.20 in FREE CLI resources

## CHURCH LEADER INSIGHTS FAMILY

Take the Next Step and Test Drive the Renegade Pastors Network  
for Only \$1 for the first Two Months! Go to:

**[www.RenegadePastors.com](http://www.RenegadePastors.com)**

*Welcome to  
the family!  
You're here -*

# SENIOR PASTORS ONLY: ARE YOU READY TO GO **RENEGADE?**

Get a copy of Nelson Searcy's NEW book, *The Renegade Pastor* – FOR ONLY \$1.00!

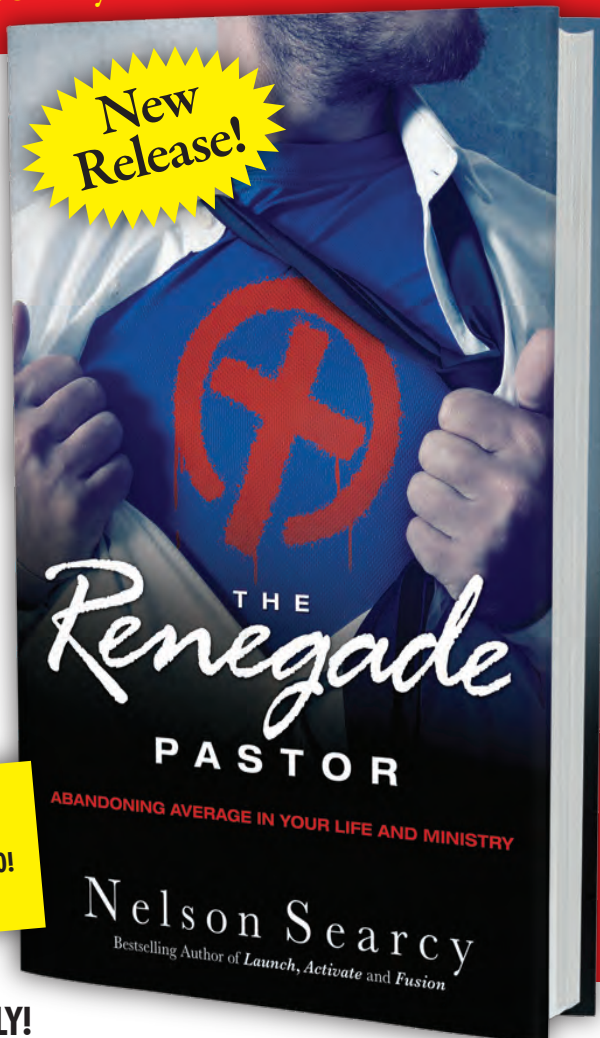
Being a Renegade Pastor is about abandoning average, to pursue God's best for your ministry!

The average church in America is declining by 9% every year, behind on budget and unable to move forward with the kingdom plans God has in store. The average pastor is stressed out and struggling to maintain healthy relationships and life balance. But while the cycle of average is strong, there is a way to overcome its pull and step into a life of impact and excellence.

Drawing from Nelson Searcy's decades of ministry experience, *The Renegade Pastor* is a relevant, step-by-step resource for church leaders who are ready to break out of the trap of average and step up in surrender to the pursuit of God's best for his or her life and work.

**\$1** Get your own hardcover edition today for just \$1.00! No shipping costs!

**HURRY – NEXT 50 SENIOR PASTORS ONLY!**



"*The Renegade Pastor* shows church leaders how to move their life and ministry from average to awesome! In this book, Nelson Searcy will inspire church leaders to dream bigger than ever. It provides valuable advice and tools for overcoming mediocrity and truly becoming a renegade pastor."

Steve Reynolds, Lead Pastor, Capital Baptist Church, Annandale, VA  
Author of *Bad4God* and *Get Off the Coach*

"Want to be more than just average? Then embed into your life the Seven Commitments of a Renegade Pastor that Nelson shares in this book. It could change your life."

Bill Easum, President and Senior Consultant, 21st Century Strategies

"Nelson Searcy is the ultimate renegade pastor: he has a great passion to lead at his highest level and to be different when that's called for. He never settles for average. He's the perfect person to lead you out of the rut of mediocrity. Read this book and abandon average!"

Jimmy Britt, Lead Pastor, Rocky River Church, Charlotte, NC

Regal Books, 2013 \$19.95 retail

**Grab your copy here: [www.RenegadePastors.com/onedollar](http://www.RenegadePastors.com/onedollar)**

You'll receive *The Renegade Pastor* for just \$1.00, plus FREE shipping and handling, and a two-month FREE trial to the Renegade Pastors Network.



**NELSON SEARCY** is the Founding and Lead Pastor of The Journey Church. Started in 2002 in New York City, this ground-breaking church sees the majority of its growth coming from new believers and currently meets in Manhattan, Queens, San Francisco and Boca Raton, FL. He is the author of over seventy-five church-growth resources and ten books. Nelson is also an experienced church planter, coach and church-growth strategist. He is also the founder of ChurchLeaderInsights.com, the Church Leader Training Ministry of Nelson Searcy and The Journey Church.

## BONUS: TWO FREE MONTHS OF THE RENEGADE PASTORS NETWORK!

*Renegade*  
PASTORS NETWORK  
with NELSON SEARCY

Get two months of coaching with Nelson! He will help you achieve personal growth, find ministry-life balance, lead your church to growth and health, and accomplish great things for God's Kingdom! Upon joining, you will also immediately receive over \$813.20 in FREE BONUS resources – available to you within hours after joining!

Get your NEW book today: [www.RenegadePastors.com/onedollar](http://www.RenegadePastors.com/onedollar)



# WHEN AVERAGE ISN'T GOOD ENOUGH ANYMORE...

Get **TWO FREE MONTHS** in the **Renegade Pastors Network** with your **\$1 Renegade Pastor** book – and reclaim a life of impact and excellence!

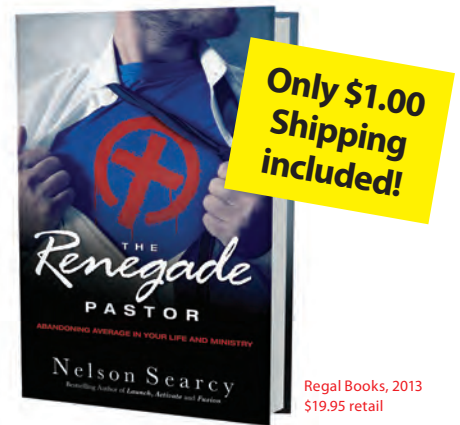
In addition to your **Renegade Pastor Book** (\$19.95 value), you'll immediately receive **\$813.20 in FREE BONUS resources** (hand-picked by Nelson), including:

- *Improve the Financial Fitness of Your Church* (\$99.95 value)
- *The Strategy Seminar* (\$99.95 value)
- *From Stress to Rest* sermon series (\$99.95 value)
- *Forgiveness: The Real F Word* sermon series (\$99.95 value)
- *Relationship Rescue* sermon series (\$99.95 value)
- *Fasting For Spiritual Breakthrough* (\$29.95 value)
- *Managing the Stress of Ministry* (\$29.95 value)
- *Debt-Free Pastor* (\$29.95 value)
- *The Thursday Midnight Rule* (\$19.95 value)
- *What Gets Measured* (\$19.95 value)
- *Personal Growth Tips* (\$19.95 value)
- *The Power of a Combined Service* (\$19.95 value)
- *The Decision Dilemma* (\$19.95 value)
- *Maximizing Summer* e-book (\$23.95 value)
- *Introduction to Church Systems* webinar (\$49.95 value)
- *Improve the Financial Fitness of Your Church* webinar (\$49.95 value)

**Do the math: that's \$813.20 in bonuses!**

Just a few of the benefits you'll receive:

- A **monthly Leadership and Strategy Briefing LIVE conference call** with me where you'll be challenged and guided to maximize your ministry each month. Each call is packed with content and gives you the opportunity to engage directly with me during a "pastor to pastor" Q-and-A section. You'll learn a "fatal flaw" in your church systems and several practical tips to better fulfill your calling. **PLUS, if you can't make the live call, you'll receive MP3 and CD recordings of the complete conference call.**
- A **monthly Equipping Interview Call** where I'll interview a leading author on their newest book. Past interviews include Gary McIntosh, Tim Stevens, Steve Stroope, Patrick Lencioni, Bill Easum and Larry Osborne.
- **MP3 and CD recordings of both the briefing and interview calls.** Don't worry if you can't make the live calls – you won't miss a thing.
- **FREE Church Growth Champions newsletter**, featuring pioneers of church growth and evangelism to inspire you and your ministry.
- **30 FREE book summaries per year**, provided through a partnership with the premiere executive book summary service available to pastors.
- **FREE Growth Points Newsletter**, written by church growth expert Dr. Gary McIntosh, Professor of Christian Ministry and Leadership at Talbot School of Theology. You'll be able to keep up with the latest research and learnings on church growth and church health.
- **Members-only online hub**, where you can access your files, resources and recordings at all times.
- **Continually updated Renegade Pastors documents and directory.**
- **And much more!**



Regal Books, 2013  
\$19.95 retail



Also, as a member of the Renegade Pastors Network, you always have access to the best discounts on any new event or resources opportunity:

- You're the first to know about my new resources, and can grab them at an exclusive discount.
- My LIVE events always have special pricing just for Renegade Pastors, and we host regular Renegade Pastors Conferences – always in a travel destination like Orlando or LA – that are FREE for you to attend!
- You get a members-only 30% discount on all Church Leader Insights resources.

**Are you ready to go Renegade? Get your NEW Renegade Pastor book, PLUS TWO FREE MONTHS of the Renegade Pastors Network – for just ONE DOLLAR!**  
**Grab your copy here: [www.RenegadePastors.com/onedollar](http://www.RenegadePastors.com/onedollar)**

**ACCELERATE  
YOUR  
GROWTH!**

# A SPECIAL INVITATION FROM NELSON SEARCY



Dear fellow Senior Pastor,

I want to give you the best opportunity to make this the most impactful year yet for your ministry, so today I'm inviting you to take the next step in your church growth by joining my **Senior Pastor Coaching Network**. The window is closing to get into the network at this special rate - there are only a few spots left. Once it's filled, that will be it.

Senior Pastor Coaching helps you go in-depth with me on the **Eight Systems of a Healthy Church** through online, on-demand coaching modules that you can access anytime!

The results? **An average 25% increase in your attendance and a 20% increase in giving!**

There's never been a better time to join: You'll lock in a **VIP RATE** and save up to **\$1,800.00** a year!

Thank you for considering this invitation!

Your coach,

*Filling up -  
act now before this  
network closes!*

**Here are just a few examples of the typical results that pastors see as part of my Senior Pastor Coaching Network:**



"Joining the Senior Pastor Coaching Network will be a personal and ministry- impacting experience. It brings real clarity to what's required to lead a growing church. It will be an investment into yourself and your ministry."

*Jesse Giddens, Destiny Christian Center, Apple Valley, CA*



"Being a part of this network has helped me to lead our church more effectively, reverse what had been a slow decline, mobilize greater numbers of our people in outreach and service, reach and retain more new people, and significantly raise the level of generosity in our church."

*Robert Haynes, New Life Community, Olive Branch, MS*



"Second only to my relationship with God is my family. In a growing church this can be a challenge. I am thankful for Nelson's coaching to keep my priorities God honoring. I have seen so many pastors struggle in their marriage and their kids end up resenting the church. The principles I have learned have helped me make my marriage better than ever and both my boys love the church. All the while having 6 years of steady growth the church is now 5 times larger than we started. It is possible."

*Michael Shreve, Mountain West Church, Stone Mountain, GA*

**NELSON SEARCY  
COACHING LADDER  
FOR CHURCH HEALTH  
AND GROWTH**

**SENIOR PASTOR  
COACHING  
NETWORK**

- Online, on-demand modules
- In-depth training on all 8 systems
- Direct access to Nelson and the CLI team
- Over **\$1,679.00** in **FREE CLI** resources

**RENEGADE  
PASTORS  
NETWORK**

Foundational  
network

**Yes Nelson, I want  
to join NOW!**

**I'm ready to join the NEW online Senior Pastor Coaching Network!  
Visit [www.ChurchLeaderInsights.com/Coaching](http://www.ChurchLeaderInsights.com/Coaching)**

You can also call Scott Whitaker at 561.921.8488 ext. 5



## NETWORK OVERVIEW

- Systems Overview
- Assimilation
- Stewardship Part 1
- Evangelism Part 1
- Evangelism Part 2
- Small Groups
- Worship Planning
- Stewardship Part 2
- Ministry
- Leadership and Staffing
- Personal Leadership
- Strategy



PLUS, you'll receive a "Coaching Blueprint" that gives you specific next steps!

### As you prepare to join, please consider that:

- One new tither will pay for this network.
- The average increase in attendance is 25%.
- The average increase in giving is 20% of your overall budget.
- I'll be there step by step to help you implement.
- There's no other network like this!

### In just the first year of the Senior Pastor Coaching Network, you'll receive:

- Monthly online sessions: Hands-on coaching from Nelson on all eight systems.
- Over \$1,679.00 in FREE resources from Church Leader Insights (including all eight systems seminars) in your first year, PLUS special discounts on any new resources.
- Regular group Q-and-A calls to ask your specific questions.
- Unlimited email access to me and my entire CLI team.
- FREE attendance at CLI (live or web) training events during your network (up to \$1,249.00 value).

Add the online Senior Pastor Coaching Network to your membership now, and get immediate access to the Systems Overview as soon as you join!

### ON-DEMAND:

Available now via a new **on-demand, online module format**, where you can participate at your convenience each month. Your experience will be identical, no matter when you log in.

### IN-DEPTH:

Led by me, this network is based on the **8 Systems of a Healthy Church** that I've identified and taught to thousands of churches, through books, resources and live events. You'll receive **online coaching sessions** over the course of this network that you can fully participate in anytime. And unlike other networks, **you'll receive both the audio and video.**

*I want to grow in 2016!*

### AFFORDABLE:

Lock in the lowest monthly rate available now, saving up to \$1,800 in the first year! Get FREE access to the Renegade Pastors Network, PLUS over \$1,679.00 in new bonus resources, including all eight Systems Seminars!

**Yes Nelson, I want to join NOW!**

**I'm ready to join the NEW online Senior Pastor Coaching Network!  
Visit [www.ChurchLeaderInsights.com/Coaching](http://www.ChurchLeaderInsights.com/Coaching)**

You can also call Scott Whitaker at 561.921.8488 ext. 5