

**When  
Volunteers  
Say**



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

**TRANSCRIPT**

**By Nelson Searcy**

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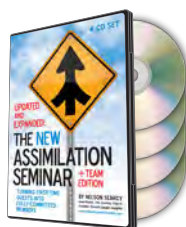


# MEET DR. NELSON SEARCY

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.

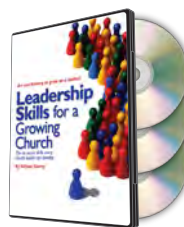
## THE EIGHT SYSTEMS OF THE CHURCH:



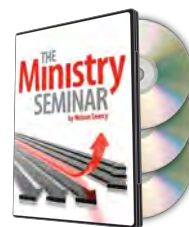
Assimilation



Evangelism



Leadership



Ministry



Small Groups



Stewardship



Strategy



Worship Planning

## Books by Dr. Nelson Searcy:



**Nelson:** We'll talk about when volunteers say No and how at that moment you can keep things moving forward. I personally am so persuasive and so influential that when I ask someone to do something, before I can finish the question they immediately say Yes. But for those of you that may be struggling and have had from time to time a volunteer say No. this talk will be for you. Of course I am totally kidding because I constantly I ask people to do things and they turn me down. I have a pretty high threshold for rejection. I've been rejected since I was a teenager so I'm used to it. That was not meant to be funny.

Not a commentary on my daily life although when I was younger I would call and call and ask a girl out and she would say no and I would say "Is your sister home?"

I learned very early in life how to deal with rejection and so I am used to rejection. I've also been a pastor long enough to know that sometimes I ask someone to do something and they say No even though what I'm asking them to do is in their best interest. How many of you would agree that people don't always say "Yes" to what's good for them. That is true. People sometimes say "No" to things that will mature them, things that will help them, things that will grow them. We have to learn to deal with this rejection, see it for what it is and learn. Here is my big thesis for this talk, most no's are not dead ends, they are simply forks in the road. I'm going to teach you the difference between a No that is a stop-sign versus a no that is a yield sign, or fork in the road or whatever it might be. One of the things that we have to understand about what God has called us to do is that we are in the asking business.

We must learn to ask. We ask people to do things. In fact, a long time ago, when I first started teaching to church planters, I tried to teach them the power of asking. What I read one time in a book called the *The Aladdin Factor* that those who are best at asking are those that are going to have most success. Like many people, I have a fear of asking because I'm afraid they will say "No." I've learned biblically that my job is to ask, ask, ask and ask. Part of the reason that I've had such problem in asking because if you remember the speech impediment that I had as a kid was "kuh" sounds and so sometimes when I'm trying to say the word ask. It doesn't always come out. Many times I've tried to make a big Ask. I come across as a big ask.

Hopefully those who sounded like ask — if not we're going to have some problems with the rest of this talk. I've had to learn the power of asking. We ask, we ask, we ask, and when they say "Yes." We equip, we equip, equip and that's really our job description. Here's what I noticed. The average pastor will stop when a volunteer says No. That becomes the end of the conversation. The Renegade Pastor, the above average pastor works to discern what that No really means. What kind of No is it?

With apologies to the theme behind the song, there was a famous country music song called "What Part of No Don't You Understand". Most of you know I love Country music, particularly country music that was written prior to 1985. It was a famous song and I believe it was by Lorrie Morgan, not to attempt to sing but it's something like what part of no don't you understand. The problem with me quoting that song is the very next line of the song is, "To put it plain and simple, I am not into one night stands." I could not be

a proponent of that. I too, am not into one night stands. The story in the country song is that apparently she finds herself in a bar which we all know is the perfect place to meet someone who you're going to fall in love with and be committed to for the rest of your life.

She's at a bar and she is being hit on by somebody at the bar. She keeps saying No but I supposed he is persistent and he keeps asking. So she asks him rather abruptly "What part of No don't you understand?" While everything else in that song is wrong, theologically, psychologically, emotionally, she did get one thing right grammatically. A No has parts. There is a No. There is a No? And there is a No! A No does have a certain part to it. We have to discern what that No really means. Not that we are picking people in bars. That's not my point but when we're asking people to do something that is good for them. A No in our world, and I'm very specific, in our world of asking a volunteer to serve. In our world of asking people to follow Christ, in our world of asking them to step up. In our world of asking them to be more generous. In our world of asking them to do spiritual things.

People will often say No to what's good for them. We have to work to understand what that No means and then we have to realize that nobody grows until they say Yes to the invitation to grow. If we're going to help them grow, we're gonna have to Ask them to grow. We persuade, we learn this skill, we develop this finely tuned radar toward what a No really is because we care, because we care. If you were standing at the edge of a cliff and a car is coming towards you and about to drive off the edge of that cliff, how many times would you wave your arms as a warning that there's danger up ahead? Would you do it once and say well I tried. Or would you do everything you possibly could to keep them from driving off the cliff. When we see that there's an opportunity for someone to grow, for someone to fulfill God's purpose for their life for them to be all that God created and saved them to be we have to learn how to persuade.

We persuade not because of our own purposes or because of our own self-interest, we persuade because we care about them. We persuade, we motivate, we circle back around, we go back to it, we clarify, we rephrase, we try again later. We do all of this stuff because no one grows until someone says Yes. In the English language, with all apologies again with this country music song, in the English language, our language is limited. There really is only one word for No. The language of Greek in the Bible there are actually a couple of different words that are translated No. The transitional No, No-dead end. No which is the word that Paul used when he said, As the rhetorical question "shall I sin more so that grace shall abound." The No right there is the strongest possible No if I'm remembering correctly from Greek.

That was a strong No. What they might say like people would from NASCAR say, Heck No! That was a strong No. But then at other times, am I going to do this? No, I'm going to do that. There's transitional No's, there's potential No's. There's No-not yet. But in the English language, our language is fairly limited. I remember in the 3rd or 4th grade, the cute little girl who sat down the table for me I sent her a little note and said, Do you like me? And there were three options; Yes, No, or Maybe. Nowhere in that was the rip it up in front of all of my friends, throw it down and stomp it on the ground at the

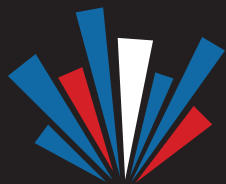
playground. It was supposed to be Yes, No or Maybe. But that's really our problem that we've only got this one thing of No but I think that from our perspective and from our standpoint that there's some different versions of No. What I want to try to teach you is 4-5 different ways that people might say No that are not dead ends but are instead forks in the road. Let's set it up as if you were trying to ask someone to do something that is in their best interest that will help them grow spiritually. That will help them fulfill God's potential and they offer you a No. Let's try to discern what kind of No is it? The first one I will propose and the way I wrote this down in my notes is No-question mark. No? Because if you're going to do it a question you put a rise and the end of the sentence. It's like the Anchor Man. Remember that guy, that movie? The Anchor Man? What was the guy's name in the movie played by Will Ferrell?

I'm Ron Burgundy? There's a question mark at the end of the teleprompter and director chides him in the movie because he said who put the question mark at the end of his name. We all know that Ryan's going to read the teleprompter the way that you wrote it. He signs off I'm Ron Burgundy??

Sometimes when people say No they mean No? No? It's really a No with a question mark because here's the thing, sometimes people say No because they are confused. Sometimes a No is not a No it is a request for more information. A lot of times we ask people to take a big spiritual step like to be baptized. They say No to it, what their No really means is, you haven't given me enough information. At that moment, the pastor, the renegade pastor if you will, the above average pastor says, "Okay what do you need to know in order to say Yes to this?" Or maybe what they're really saying is that I'm not convinced that I need to do it. I was baptized as a child and I'm now concerned do I need to redo this as an adult.

I need to learn a little bit more about the where, the whens, the hows, and the whys. Sometimes you can overcome a No by giving them more information. I can tell you that Science has proven over and over that when the mind is confused, the safest option is to say No. People say No to what's confusing. This is not about sermons per say but I can't help but go down that direction. Sometimes in the middle of the sermon there's such a fog in the pool pit that people say No to what you're presenting because it's confusing. The issue is confused and you're not being clear about what you're asking people to do. A big point is to figure out what questions someone might have to figure out what answers someone might need and address those before you ever make the request for them to do something. If you immediately jump to the request, if you immediately jump to the asking they may not know all that they need to know in order to say Yes.

This happens all the time. I actually see it happen a lot even in direct mail. When someone sends a direct mail then people don't show up for you Easter service or don't show up for your Mother's day service or your Christmas Eve service. We assume they said No to what you mailed to them but actually your direct mail piece is lacking the necessary information for them to say Yes. It's amazing how many people send out direct mails and never actually put their service times on it. Have you ever done that? Many time you send direct mail then forget to put the address of your church. Particularly if their mailing address like a P.O. box or something different. It creates this



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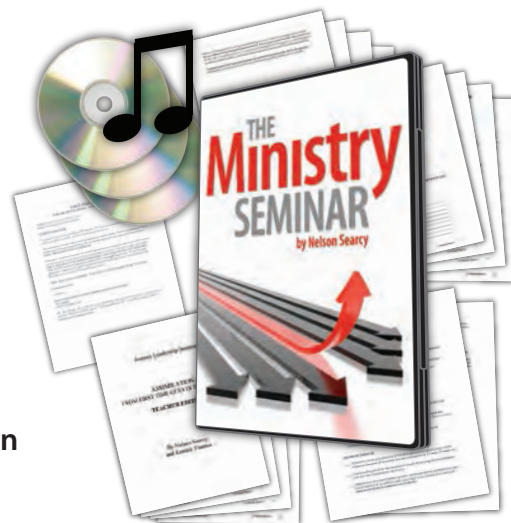
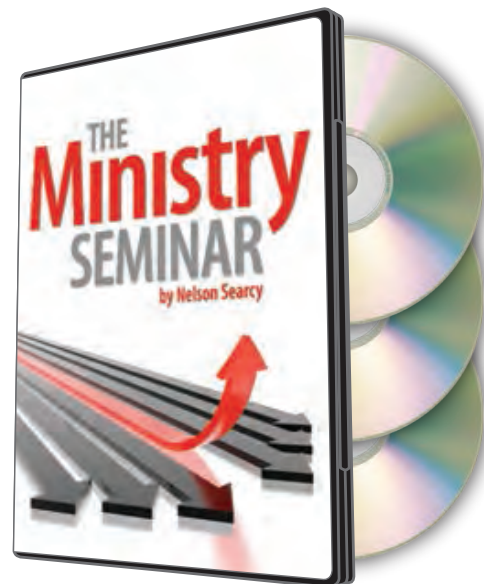
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confusion in their mind and we're saying they're saying No to Easter but they're really saying No is to the confusion. I don't know what this is. We are talking in an earlier session about your website. People go to your website wanting to say Yes, but they have to dig around and find out where are you meeting and what time you meet. So they came wanting to say Yes, but now they walk away so confused that they say "No?" And they never show up. Sometimes it's that way you present the gospels. Sometimes it's that way you're asking people to take spiritual steps. Sometimes it's that way when you ask people to be part of a growth group.

One form of No, is No? It's an indication to them that they need more information. At that point you can start to backtrack and maybe ask them very gently what would you need to know or what information can I provide to help you say Yes? A lot of times it will be something very simple. A lot of times it can be something you're very capable of answering but you had no idea that that was the issue for preventing them from saying Yes. So there's No with a question mark.

Another No that I have here in my notes is what I call the "Nah", the N-A-H. I had to translate so for those who don't have English as their first language but this is the kind of "Hey you want to go out and grab some burgers after lunch? Nah, I don't think I really want to do that."

It's not really a strong No, it's just kind of "it's not my preference." I think N-A-H means, I'll say No to that but I am willing to say Yes to something else. So this is the No that is No to this but if you convince me a little bit more I'll say Yes to something else. You want to go out to grab some burgers after the church. Nah. Why don't we go get some Chick Fil A. Nah they're not open on Sunday. But the point is they may say No to burgers but they're willing to say Yes to chicken. They may say No to lunch but they'd be willing to say Yes to Starbucks. They're not saying No necessarily to the thing that you're doing but they will be willing to say Yes if you phrase it in the way of something else. The way I see this often play out most often in church is somebody ask a question like, "Would you be willing to serve in our children's ministry?" Naah.

At that point they're not saying No to you as a pastor, although that's how you take it, oh they hate me. They have rejected me, they did not care about their spiritual growth. they don't like me. But it's a Nah they might be wanting to say Yes to something else. What they may be really saying is Naah I don't think children's ministry is my thing but if you can keep giving me enough options there's probably something else that I'd be willing to do. But most of the time you get this Naah, I don't think so we just immediately move away. We start backing off sort of creating this cafeteria approach of other things that would be of equal interest to them or greater interest to them, we just stop. It's a No to this and maybe they would be willing to say a Yes to something else. This happens specially as a church grows and a church becomes compartmentalize.

Most of us on the back of our connection cards for example we have opportunities for people to sign up to serve. At the Journey any given Sunday you can gain information about how to serve in a worship arts ministry which is big and includes from audio tech, to dance, singing on stage, to the band, to even working backstage with the computers

and lights and things like that. They can check it for worship arts, they can check it as serving as a volunteer which is very vague and it's not volunteering Sunday not volunteering at the church, volunteering during the week, volunteering at the homeless shelter just says send me more information on volunteering. We have a third one that is sending more information about volunteering and our age-graded ministries. I am very convinced that unless God's working in somebody's life they wouldn't check any of those.

Sometimes people check the one that they find interesting and then the well-meaning age-graded leader calls that person and then in the midst of talking to them even though they checked they were interested in serving in some age-graded ministry when you call them they get the Nah. Naah. Now that I've learned a little thing about that I don't think I like it as much as I thought. Nah. What an age-graded volunteer will do is they will okay keep this in mind, we have more opportunities coming up and not hang up versus at that point thinking that they check they were interesting in volunteering where into sort of volunteer world. Why don't I at least invite them to something else that would be volunteering. We have this volunteering night at the office can I give your name to pastor so and so because he or she runs volunteers in this area. Maybe you didn't mean to check kids because it's right next to worship arts which you are interested in that.

Or tell me more about what lead you to check that then you could help them find the thing that they could say Yes to. Do you understand in the difference of that? It's not a solid No, it's a No not to this thing that could be turned into a Yes to something else. This is why sometimes again you have to Ask. What was behind your thinking when you asked about it anyway? What was behind your request for information when you checked this next step or you consider this. Other than that this is in your church but a lot of people are checking next steps ever follow through with them. Why would you do that? Yes there is an occasional weirdo that comes in your church that checks just everything to see. They were testing you to see if you do it. Normally those are interested in something or else they wouldn't check it.

The very person who says No to the special Bible study you're doing on Wednesday night might say Yes to being in a growth group or small group over the next semester. The person who says No to serving on the worship arts team might say Yes to serving as an usher or greeter. The person who says No to serving as an usher or greeter might say Yes to coming by to volunteer at the office. You want to discern the Nah. No to this, Yes to something else. Here's another No, this one is easy to write down. I write it down as No-not now. This is the person who says No but again it's not a dead end. It doesn't mean that they're saying No forever. No for all eternity. No until the proverbial place of torment freezes over. This is the No-not now.

This is very common in our world. Would you like to be baptized next Sunday because you made the decision last week to follow Jesus. Naaah, naah, naah. I bet that person isn't going to be saved I'm going to mark him lost, still. The thing is it's a No to this Sunday. You should never give people one option when it comes to dates. Do you know the law of excluded alternatives which means that when you ask someone if they want to be baptized. The question is not do you want to be baptized next Sunday? The question is as a new believer, would you prefer to be baptized next Sunday or when we do one

in six weeks? Give them the alternatives. The expectation number one is that they will be baptized but now they're making a choice between one or the other between one or more dates. Not a Yes or a No but a This or a That.

So someone says would you like to be in a small group this semester. They say No, I got a lot going on at work. We just decided to homeschool our son, this or that. Then you can just immediately hang up and say well, didn't get that one. Or you could say, how about I put you down for the next semester of groups. And they'll say, yes, I know, you're right. You always have the next option available to them so that if they say No-not now, you're ready for the next and the next and the next and the next. You can at least get a mental ascent if not a firm Yes for next time that something is being offered. I think that's really powerful to always give people choices. Just a side note, you should go back and look even in your email or letters that you send out to people when they request information.

Do you just have one day coming up or have only the next membership class on your website do you have only this option? I know there's an argument you want to drive people toward the one thing. I think that works really well for Easter. There is only one Easter but there is five services or there's two service times or whatever. But when it comes to the spiritual growth points of being involved in a group or serving or going to an orientation or going through a class or getting baptized or membership. Give people options and help them plan. There's the no-not now, I'll do it later. Related to that one is No-not here. I'm willing to do it but I'm not just going to do it the way you want me to go about doing that. I find that sometimes in relation to baptism in particular.

If you listen to my Baptism Seminar, we get all excited at our church about the beach baptism every year. There are more people that want to get baptized at the beach than anything else that we do people just tend to really like that. But there's always a percentage of people that say No to that. They're not saying No to baptism. They're not saying No-not now. They're just saying No-not here. They're definitely afraid to go into the ocean water. They don't like the big crowd that we have at beach baptism. They would just prefer to be in a small or more private environment. I had someone come to faith in Christ one time and they kept saying No to baptism even though I could see they were growing. I could see they were moving forward. They kept saying No.

I kept trying to figure out, okay, what is that? They happen to come from another religion a background that was sort of not Christianity or even brought up in Christianity. I kept thinking maybe they're going to be disowned by their parents. I kind of build this stuff up. Eventually, our conversation learned is the person that has surgery and getting into water with another person was relatively tricky for them and that was an embarrassment about what they have to do to be able to do that. They kept saying No, I kept saying how about next time? But really it was not here. We eventually orchestrated to a private baptism in a very beautiful ceremony with just an inner circle of people from their life. I could've written them off No, he's never going to do it.

He's hardened his heart like a Pharaoh, or whatever illustration we would've used, but it was "no", "not now", or sort of a parallel to that – "no, not here". Then there is another

“no” and I’m going to refer to this as the “shy no”. This is the person, who wants to say yes, but they just need a little bit more persuasion. They like to know that you really need them. They like to know that you really care. They need you to go just a little bit beyond where you normally would go, in order to get “yes”. And I’m admittedly not all that great at this. I’m not all that great at trying to explain how much I really need you and how much contribution you make and how talented you are. Some volunteers like this and they’re kind of giving you the “no” with a smile.

If this was on an emoji, it would be “no” with a little smiley face afterwards. Because they’re almost saying like “I’m almost there, but just tell me how great I am one more time. Tell me how much you like me one more time... Could you kind of personalize it for me... I know you just gave this great, brilliant invitation, but now just sort of “woo” me just a little bit!”

Sometimes you want to do that. Sometimes it is worth it. I’m not talking about falling into pride – I’m talking about just a person, who really wants to know that you’re interested in them. They really want to know that you care about what they have to offer and so you kind of stretch it a little bit. You got to go after it a little bit more. You kind of “woo” them – winning others over just a bit. You got to be on the lookout for that.

This kind of for me a lot of times circles around... Well the reason I’m asking you, is because... The reason I wanted to make a special call to you, is because... I give them enough of the “because... the because”. None of these have anything to do necessarily with how much they give, or anything like that.

It has to do with “You have been around the church for a while. You are growing. I can already tell that your heart is into it. You found a place of service here in our church. Let’s just settle this and make it less awkward when you fill out the connection card next time, so you can say that you’re now a member – So I really want to put you and your husband down as “members”, because you’re already members with your heart... Let’s just make it official that you’re members on the dotted line.”

Just a little bit of persuasion. Sometimes this works out well when you’re moving someone back in the ministry after they’ve taken a break. They just need to be reminded of what they can contribute and what they have to offer. It also works really well when you’re moving someone up the leadership ladder. They’ve already said “Yes” to one wrong of service, but now you need to move them from being a leader to being a team leader. From being a team leader to being a ministry leader. Also I find that this works pretty well when you’re recruiting staff and you want to move someone into a paid position, or a part-time position. They kind of give you the shy “no”, because they want to say “Give me a little bit more. Tell me a little bit more about why it’s me.” I don’t like that, so I’m usually like “Forget it, there’s 15 more of you!” Then I realize “No... I really need this one.” There is a reason... “It should be you!”

There’s also a “no” and I don’t know how to word this one... I guess I might call this the “no”. This is the “I’m saying no to the length of the commitment that you’re asking me

to make.” They’re saying no, because “You’re asking me to do too much! You’re asking me to do too long!”. The “no” is the timeline, so that’s why it’s got all the o’s, because it’s just too long.

Sometimes people say “no” to groups for this reason. In our group system however, we’ve learned that if we asked people to make a short-term commitment and then renew a short-term commitment and then later we renew another short-term commitment... We got a lot more people involved, if they make a series of short-term commitments that in essence and over the course of time become just as long as if they’ve made one big, long commitment – But it’s a whole lot easier to get them to make short commitment after short commitment, than it is to get them to make a long commitment.

We’ve learned that one of the reasons people don’t make long term commitments to groups, is because the length of that commitment. I sometimes chuckle when somebody says “I have a hard time getting people in my church to join a Life Group” because other than marriage there’s no real positive connotation in our culture for doing something for life! I want to be in it for life! People have all these fears, like “What if I’m in there for life and I don’t like these people and it’s full of weirdos!” and I’m like “Don’t worry, they’ll all be just like you!” Then you say “Why don’t you try it for three months?” “Okay, I can do it for three months!” “Then if you like it, you can sign up for another three months!”

People wonder why they can’t get people to go through their membership class... When it’s a 16-week study. I think Jesus taught the disciples in less time than that! It has to be 16 weeks? You’ll go for a 16-week study... Somebody who’s never served before in their life and we ask them to sign up to serve for a year? I mean a year? We want him to sign up to serve for a year?

Is it possible that you can get more people to say yes, if you made the barrier to entry shorter? Why don’t you come serve for a Sunday? Come and shadow someone for a Sunday and if that goes well, we’ll sign you up for a 90-day trial membership and you can serve for 90 days. If that goes well, you can get involved in the regular season of the church and serve for a 5-month period or 6-month period or whatever it might be. I have such reluctance in this area that when we hire a staff person, we don’t even commit to them beyond 90 days. We have a 90 day out! Even in hiring staff... Because – what if you don’t like us and what if we don’t like you? You can think about shortening the commitment.

Somebody says “You want to be a part of our Thursday night volunteer team? We can meet every night – forever, every Thursday night – forever! Thursday nights – forever!” You know... “No – No!”, as they run off in the other direction.

But what if you said “Why don’t you come check it out this Thursday night? Afterwards we’ll go out and get some burgers.” “Nah... okay we’re going to go get coffee.” Then see how you liked it... imitation “Well they’re together, they’ll link it to that one person who caught that.”

So they come and check it out this Thursday night. Then you have the conversation to see, if they want to come and commit for the next month. Maybe they just want to do once a month, not every week. Maybe they're willing to fill in where needed. By the way, this is a really powerful volunteer tactic, when someone who's been serving faithfully, but want to take a break... A lot of times they just really do need a break. Instead of saying "no" forever, they'd say "yes" every once in a while.

If a volunteer gets ready to leave an area forever... like you got a drummer and they've served once a month and they've served faithfully but they say "You know – I just need to take a break from drumming" and you'd say "Boy... I really get that! Would you be willing that... maybe once or twice a year whenever we are in a bind... to be our fill-in drummer?" They'd say "Oh yeah! Once or twice a year!" "If you ever need me once or twice a year. If you ever get in that situation, where the rest of team is really sick and you need to call somebody on last night – I'll come fill in!"

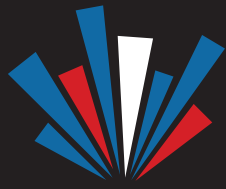
Especially if you got a culture, where that's not abused and you really are only using them in that fill-in way, in that sort of an emergency way – They will say yes to that! They're maybe saying no to the team officially, but they'll say yes to being on the injured reserve list or whatever. If you ever need them to fill in.

It's always good to have a few people like that kind of floating around and if you already got that Yes from them and you find out on Thursday night you got an emergency situation and you need a drummer or you need an extra person in children's area, a greeter or a parking lot person. You know you've kind of got this team of people that are not on the team officially, but they're prequalified, precertified and they're willing to jump in and they're willing to jump in and they're happy to help! Sometimes that can also be a reactivation strategy. Somebody's been serving faithfully they take a little break, which they should and now we'll reactivate them. Let them come back serve on a short-term and be reminded of how much they liked of being a part of that.

I really love this "No, not that long of commitment" that's what Kelley told me, when I asked her to marry me. She said "Hey, let's just give it a shot!" 22 years later, I've been able get her to reup for much longer, that's not true – that's just a little joke. Apparently, on the Friday afternoon, the last day of the conference it's not nearly as funny as it would've been, if I've done it on the first day!

Remember the old joke... I think Kelley liked to tell this joke about marriage – the longer you're married, there's always going to be a day when you wake up and look over at her and say "Oh no what have I done!?" Then there's always going to be the day when she wakes up and looks over at you and says "Oh no what have I done!?" So you hope that they don't happen on the same day.

Here's two really important ones next to last "no" for my little presentation, is sometimes you get what I call a "spiritual no" and as funny as that sounds, I don't mean a "God bless you brother, go have something to eat – I'll see you later!" It literally is a "no" that in your spirit – raises all kinds of bigger issues. Here's what I mean by that.

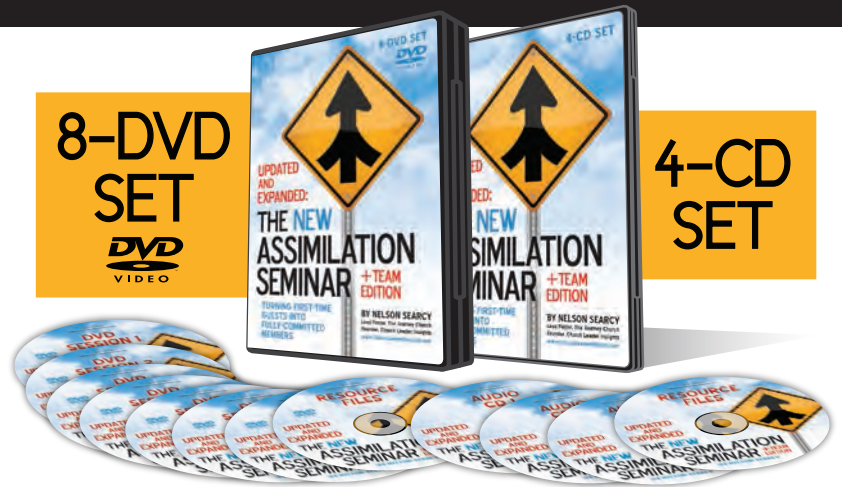


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You're talking to someone, who's gone through your first time decision process. They checked the "first time decision box", they're making some steps as a new believer. You get down to that, where you're talking to them about baptism and they say "No!" You run through this checklist. Did I get enough information? Are they saying no this, but they're willing to say "Yes!" to a later date?

I just need to persuade them a little bit. Maybe I didn't get them enough ramp up time? Is it... maybe it's not here, but they're willing to do something else? But it's not any of that! All of a sudden the spirit inside of you doesn't find a resonating spirit inside of them and you realize that even though they checked it, even though they've gone through some of the initial new believe follow up you really begin to sense the bigger issue here. It is not their disobedience when it comes to baptism it is that you don't think they're a follower of Jesus.

As I've said, the Baptism Seminar.. It is very possible that some people don't get baptized because God is protecting them because they've not been converted. We've all been there. We've all had that setting, when you're sitting down with someone you're trying recruit to be a small group leader. Everything on paper matches up. Everything in the process matches up, but they say "No!" and kind of in your spirit, you're like "We might've just been saved from something right here." There might've just been more going on in the spiritual world here. As we say in our culture "We think maybe God just protected us from that one!"

Sometimes this raises a deeper spiritual issue that can be discussed. Now obviously I just used two very serious situations, but a lot of times, there are more normal spiritual situations, if you will. More pastoral situations that you can deal with. You ask someone to serve and they say "No!" You begin to sense in your spirit "Okay, this is not necessarily an issue of salvation, or even issue of willingness but I wonder what the spiritual issue really is?" Then you take that as a "fork in the road", to discuss what the spiritual issue really is.

I've been sitting in that situation and you have too, where the spiritual issue is. "They don't feel worthy enough to serve!" What you thought was a conversation, to move someone on a ministry team ends up being a conversation about forgiveness, about accepting who you are in Christ, about realizing that God can use you even though there's still parts in your life that are a mess.

To tell you the truth, I praise the Lord for those kind of things! Because with the apologies to law and you gave a great talk on the spiritual side of the systems. I can get so caught up on the system that I forget the system not only develops people and raises people, but it also creates spiritual needs inside of that system and I have to be aware of that.

We have to navigate people through that. Someone says "No!" to being a small group leader and you try to finesse it, you try to figure it out and your spirits made me feel like they're not theologically adept enough. In some ways that's sort of a "No-idea more information". That can also be sort of a spiritual challenge to them too about where they

are – Or they say no to being a part of a certain team, but it opens a door for you to talk to them about their daily habits, or about their church attendance, or about some other spiritual need they have in their life.

We always want to be on a lookout for opportunities to pastor people in the arenas that maybe different from the thing that we're talking to them about. They raise up an issue of unforgiveness when you're talking to them about being a group leader, you'll have to schedule another appointment to talk about the unforgiveness. Maybe the reason you're there in that appointment, is so you can talk about this.

Be very aware of this "no" that opens up and raises a bigger spiritual need either in your own spiritual discernment or you're just in the middle of that conversation. Sometimes it's simple as "Tell me more about what you're thinking", "Tell me more about the thought process", or "As you've prayed about this and reached this decision – what were the kind of things that you've prayed about?" Tell me more about what you've considered or what you think God may be teaching you. So maybe that's a "no" but let's back up. "Where are you in your spiritual journey?" "What are the questions you're asking God these days?" "How can I pray for you as your pastor?"

We can put that on the table, we don't have to talk about the thing I brought you here to talk about. Let's just talk about where you are. Maybe that's why God has brought us here and whether that ever leads to a "yes" to the thing you were talking about, or not, it is lead to spiritual progress, which is really what this is all about. Got it?

Then there is the final "no", which is the "Nascar Heck No" and it just literally means "no". They're just not going to do it. Look at how many things there were before we got to the Meganoito. What we do when we ask someone, we automatically assume that that's what they meant. We automatically assume that they mean "no" with a big exclamation point, followed by another big exclamation point, followed by another big exclamation point. That second exclamation point means "I don't like you." The third exclamation point means "I don't like your church." The fourth exclamation point means "Never ask me to do anything ever again!"

There is a time, when people would say "no" to that and there is a time for people to say this kind of "no". You know they're not ready, it's not a right fit, they really don't want to do it and sometimes there is a "no" that is given and you just accept it and you go on. Before you just assume every "no" is that there are all these other "no's" to consider.

That's my initial list. I've littled that down from about 16 different ways that I sliced and diced "no" to maybe the seven or eight that I actually gave you. For your culture and for your own intellectual stimulation, it would be interesting for you to add to my list. What else do you think "no" means?

What are some other experiences that you've gone through and some new answers that you've gone through? Sometimes "No" means "No, I'm asking at a wrong time! I didn't teach on that!" This is the person who says "no", because they're not in a position to even respond to you right now. That's like the ER doctor at our church. I call him as he's

about to walk into the ER, "Hey, could you be able work worship arts team on Sunday? We really need somebody to sing a solo!" "Nope!" "Okay..." Well they're walking into the ER – they're about to perform surgery! This probably wasn't the very best time, so you could think of other ways that you get "no"... What I'm trying to do, is help you realize that "no" is not always a dead end. It's often a fork on a road.

Two transitional thoughts before I talk about how to prevent a "no" altogether. First of all, one of my most powerful phrases that I would ever give you and talking to anybody who gives you a "no", is what I might call the "Yoda Phrase". It is this phrase "Give it a try, give it a try!" As Yoda said "There is no try, there is only do", but in this case, Yoda was wrong. He's also wrong about that whole "force" thing and a bunch of other stuff too.

I don't think he was actually able to levitate that fighter jet, but none the less. That's not like real history, is it? That didn't really happen a long time ago in a galaxy far, far away? Yeah, I didn't think so.

A phrase to add to your vocabulary, is "Give it a try!". Did you hear the phrase? Say it with me! Give it a try! Turn to your neighbor and say "Give it a try!" This is a very powerful, powerful phrase. Give it a try, settle down. Here in the front row, go get a room. Give it a try. I always say that because I know them and we've had dinner together. They're such a loving couple.

Is this your wife? Okay, all right sorry Marty, you know I'm just teasing. Jamey – I've never seen Jamey blush. What's that?

**Jamey:** No ring.

**Nelson:** No ring? I would've never known... Now you're just getting into the area, I don't even want to go into – Now I think I'm blushing. First Jamey was blushing, now I'm blushing here. "Give it a try" is a very powerful phrase. You get some of these "no's" and you're kind of discerning on that and then you say "Why don't you just give it a try?" "Why don't you show up for that first growth group? Just give it a try!" "Why don't you just come and observe the baptism!" I can't tell you how many times that's worked for me. "Just come and observe." "I can't get a babysitter." I'd say "Well why don't you call back one more time?" "I can't get off work."

You can ask my team, I'm very persistent on those. You say "I can't get off work." "I tell you what, why don't you call them one more time?" Sometimes I'm so skeptical, I don't even think they even tried. Just like "Is there somebody that can take that shift for you?" Then people say "I have to go to work every Sunday, right after church – I can't get a membership." "But I tell you what, we got one every second Sunday of the month, so why don't you try and see if you can in at 3. Would you give it a try?" "Well I got an open house on this Sunday." "Can you cancel it and move it to next Sunday?" So I got to go in for this, "Could you give it a try? Could you move it?"

I don't mind asking people. I think what I got to do, is far more important than what

they've got to do! Not because it's me, but it's in their best interest spiritually. Nobody's going to remember that they came a couple hours later. That somebody covered their shift. You cover each other's shift, because some child gets sick. You have to leave work sometimes early, to go and pick up somebody at the airport or whatever.

You can change it around once for a membership class. You can change it around for baptism. People always say "I don't want to get baptized, my family can't come to town." They haven't been here to see you in five years, just go get baptized! We'll show them the video once they come down here!"

"Give it a try" is a very powerful phrase, all kidding aside. You tell people to give it a try. Another transitional thought that is not a phrase, but a reminder that the focus of everything you're asking... Whether they say "yes", "no", "not now", "later", "tell me more" or whatever – is their spiritual growth. Wherever you start in the conversation, it always comes back to spiritual growth. You have never been rejected. If you walk out of a conversation, or you walk out of a meeting. You'll notice that's the only two options I'm giving you here, "conversations", or "a meeting" – I'll talk about that in a minute.

If you move the ball forward spiritually, you may have gone into the meeting, expecting to recruit a new small group leader. You walked out however with a more deeper, mature, growing disciple. You didn't get a small group leader, but you at least moved things forward spiritually. You're never rejected and it was never a failure, if you move the ball forward spiritually.

I've developed little things that worked for me that may or may not work for you, but at the end of the meeting, I always ask them "Is there something I can specifically pray for you about?" Yes, you've told me "no". Yes, you've told me "I'm never going to do this" and whatever. You know you and I are together, you care about the church, I care about the church. I'd like to have the privilege as you pastor to pray for you. How can I pray for you? Suddenly that opens up something.

I've sat down with people, didn't really get what I thought I came there to get. I said "Before I go, I guess I'd just ask you this is there anything that we do with the Journey or any questions you've ever had about the church or why we do things like we do?" It just opens up the opportunity to talk about. "I've always wondered exactly about this..."

Just before Christmas, I had a conversation with someone and I opened that up and I thought, "They asked me the strangest question", they said "What version of the Bible do you read?" I said the Greek of course. No, I said "New Living Translation" and I'm like "Why do you ask?" They said "You know, I don't even own one anymore. We moved and I can't find it and I was wondering if you could help me pick one out."

This great conversation, just there in our phones. Pulled it up, talked to them about Bible... I said about the downloadable Bible app on their phone or whatever. If you'd ask me "How many Bibles does this person own?" I'd say "A gazillion. I don't know, who knows!". But they had moved, so when they admitted to that and realized they didn't have one and they wanted to go and get one.

I didn't get what I thought I'd get in that conversation. For us to say – but I moved the ball forward spiritually. Sometimes it's just amazing what God will do, when you're open to that and you'll say that "I'm here to ask you about this thing, but I'm first and foremost here to pastor you and I'm here to shepherd you and spiritually help you grow." Give it a try and always make it to the folks with spiritual growth.

Last part of that teaching is "How to prevent no before it happens?" Sometimes, forgive me for being so blunt, sometimes the "no" is your fault. Sometimes the "no" starts with you. Let me just give you a series of questions that you can consider and ask yourself before you ask someone else to do something.

Let's just go back to our premise – that spiritual growth rarely ever happens till somebody asks somebody to do something sometime. Part of our job as pastors and shepherds, is to ask. Sometimes asking, if you really wanted to study this in the form of a shepherd means that we use the staff and we gently use the rod as it might be, but we're good shepherds. We really don't have those tools per se, but we have the ability to ask, the ability to persuade, the ability to circle back around to something that we talked about.

A lot of times, the reason they say no, is because we did not ask properly. Before you make the big ask of someone else – here's a few things to ask yourself. Number 1: Is the ask clear in my mind? Am I doing into the meeting? Am I going into the conversation – clearer on what I'm trying to accomplish? The only way to do that, is to write it down. I'm sure this has never happened to you, but it's happened to me all the time.

Things that sound really good in my mind, come out really unclear through my vocal cords. Yet if I take time to filter it from my mind, through my heart, down into my fingertips – it is often very, very clarifying. If what you're asking them to do, is unclear in your mind, you can be certain that they're going to say no because their confused in their own minds. Are you clear about what you're asking them to do?

Do you have a pre-ask plan? A pre-ask plan? The way I learned this, is a whole lot easier for me to say. I learned one time from a business author that you should never make a phone call without having a pre-call plan. A pre-call plan is a lot easier to say, than pre-ask plan. This is a little strategy that you would prep for the meeting you're about to go into.

A lot of times we fail, because we're not prepared. People don't say "yes", because it wasn't clear in our mind or we didn't have a pre-plan, which I guess my definition means you plan as pre... But you don't have a pre-call plan...

Let me tell you the story about how I learned this. This business author named Jeffrey Fox. A lot of his early books are good. I haven't read all of his later books. Jeffrey had a chapter in one of his books called "How to leave a voicemail". I thought that was interesting. This guy's like a million-dollar business author and he'd got a chapter on how to leave a voicemail. He makes a point that most people don't get their calls

returned, because they leave such a sorry voicemail. Some of you right now on your voicemail have to remind people to slow down, before they leave their message.

Have you ever gotten that message? "Hey it's Nelson from Church, thanks!" "What!?" That was Scott's cellphone by the way – just in case you wondered. You got to be like "Let's do it again." Pastors do this a lot, "Hey I was calling to talk to you about the baptism, just give me a call here at the church... Beep."

But what's the church number? How do you want me to find that? Now I got to go and look up that number. Let me tell you something about everybody in your church they've not memorized your phone number. They've not memorized your churches number... "Just check out our website, Goodbye!" "What's your website?!" He's saying this is how you leave a voicemail. Here's how you leave, "Hey my name is Nelson. I'm calling from Church Leader Insights My phone number is 1800-264-5129. That's area code 800-264-5129. I was calling because you wanted information about my assimilation seminar? Again my name is Nelson, that's N-E-L-S-O-N. You can reach me at area code 800-264-5129." He teaches you to do that because people are not ready at the beginning. You got to frame the area code because most of us live in areas now your like your back three area codes. The biggest change in my dad's life is he got this new area code where they've retired in Western Carolina. It's killing him. All of his buddies now, you can't just dial seven digits.

You got to dial ten digits. And this whole town where he lives in the Western they got two area codes now. He's so happy he got the original area code assigned into the new area code. It feels like when I moved to New York and I got a 917 number. I felt, I really made it because I got a 917 number. Not a 347 or 626 these new area codes or whatever. This business author was teaching you how to leave a voicemail and he's telling people that a lot of times people don't call you back because you stake at leaving a voicemail. I can leave a voicemail like nobody's business. People call me back. Usually because they say I've got their wallet but still, Hey I found your wallet and coming back. How many times do we call someone and we don't have a plan? You ever called someone and you're like two minutes into it in your car and men I forgot what I was calling you about.

Can I call you back? I can't remember what I was calling you about. It just steals confidence. It automatically says I'm going to say to whatever it is. I don't know what it is but I'm so excited that when he calls me back that he cared so much. I refuse to have a phone call and I do most of my management with our decent rely staff via phone. They have to look at me which means I have to put a shirt on because we're on Skype or something like that. That's a whole joke too, thanks Jaime for laughing. I didn't realize you're down here. I won't do it unless we got the whole checklist. Here's the things that we're going to talk about. I want to talk to you about this. I want to talk about that, want to talk about this. Let's just get to it. That's a pre-call plan. Here's who I am. Here's what I'm calling about. Here's what I want to specifically ask you to do and I have a plan in doing that. I used to think this is because in New York we're dealing with such professionals they work on Wall Street. Then we move to South Florida and found out that retirees appreciate that too. People have tons of time. They appreciate that too,

that you're prepared. You got a little list. You thought this through, exactly what you're asking them to do. You know the who, the what, the when, the where, the why's of it. You know how long you're asking them to commit. Without getting your phone or fumble papers to remember the dates or whatever it is. You got to have a pre-asked plan and that helps clarify the Asks in your mind and it also means that you're not relying on your memory and people appreciate that.

Another one is, have you established authority or rapport before you make the Ask? Have you established authority or rapport before you make the Ask. I'm not talking about abuse in authority or anything like that. We do have a delegated biblical authority when it comes to asking people to do things. A lot of times you got to back up just a bit. You ask someone to be a part of capital campaign of your church. It might be in your best interest to establish a path of how the church has impact to them.

How their life has been changed and remind them the good things that your church has done before you ask them to write a big check. So you can go right to the check writing part if you want but you're going to have greater potential for commitment if you sort of established authority and established the rapport before you go about doing that. Before you ask someone to lead a group. If you remind them how their life has been changed by being in groups and how the dynamic of being in groups has made a difference with them. How they've seen other people go out of the group and go lead a group. You're establishing not just your authority but you're establishing authority for the Ask.

When you are talking about baptism you establish the authority of baptism by establishing that your Jesus was baptized. That all throughout history people have been baptized. I come from a culture where most of you know we do adult baptism, believer's baptism or some of you refer to it in a baptism but nonetheless, I established the authority of that. I established biblically what I'm asking you to do is in your best interest. Here's the scripture authority for that. As you pastor, I care about you. I'm not afraid to ask you to do that. I've asked you in the past to do things and look how you've grown. So just like you've trusted me in the past you trust me here in the future. When I say establish authority, I don't mean you say, "I'm your pastor and do this." You can probably get them to do it once, if you're lucky. In the least of that and I'm not even sure if that's leadership by influence or that maybe more leadership by intimidation which again works once but I don't recommend it. But there's authority that you establish around the Ask that alerts them that this is important, this is biblical. This is right and then there's a sort of rapport. Some people may need more rapport-building than others. When we hire someone on our staff, we make them take a test. We don't make them, we ask them to. If they ever want to get paycheck. We make our staff make a personality profile is really what it is, not a test. I call the DiSC. Over the years, hiring the staff, working on this a lot. I have learned what the high D means, what a low D means, what a high "i" means, what a low "i" means. You're familiar sort of the concept.

The two I look at before I have a conversation with a staff member is the two middle ones. Actually, if you come to the office we've got our name on the door and below that it's got their DiSC profile with a little chart of where they fall. Do they still have their Strengths Finders character? Below that is we got their Strengths Finder. It's just a little

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plaque right on the door actually still that had been in the Dave Ramsey office I thought it was so cool. Coming out of Dave Ramsey's office and taking pictures of all of his doors or something. We thought we we're trying to hire staff, no we need nameplates for our office. There are people whose offices I don't go into that often. I'm not always in conversation with them and it's right there we got a really high "i" that stands for interpersonal, is that what it stands for? What does it stand for? What is it?

**Audience Member:** Intuitiveness.

**Nelson:** Intuitiveness? I think you're confusing that with the Myers Brigg.

**Audience Member:** Influence or intimidating?

**Nelson:** Okay, it's going to go with what I said, which is I'm pretty certain that it's interpersonal thing but a high "i" says that I just better take a moment to chit-chat with them. I don't know what it means, what the "i" stands for but it means practically that they have a high "i" and I better chitchat with them just a little bit. I've got my little pre-call list. Things I wanna ask them to do but Lord help me I got to ask them, "How you doing today?"

"Family okay?" I'm thinking can we just get on with this, let's move on with this. "Look you've painted your office, it's so pretty. I like that yes." All right now, I'm down to business.

It's because they got the high "i" and they need a little bit of that. The "S" stands something in my mind, it stands for sensitive. I don't know what it really means but it stands for something like they're sensitive so I got to approach it differently than that. There is a way of doing that. Some people just want you to cut to the chase. Like me, I just want you to cut to the chase. What do you want and how quickly can I get you out of my office? Just give it to me straight. Cut to the chase. If you want to know my disc it's high "D" second to your "i", were it not really is. My "S" is in the toilet, you can say whatever you want to tell me it won't bother me one single bit I'm the least sensitive person that you're ever gonna meet.

My "C" is barely above the line. My "C" is off the chart but it's my "D" that drives the "C". I'm sort of about things. I like to systematize things. I'm conscientious about things because of the "D". The "D" drives everybody else wild because my "D" is so high I want to change everything around. We moved this photo booth 15 times before I finally settled. Then they convinced me as they suggest Jimmy would step behind it. There's a guy behind the photo booth over here in case you don't know. He's back there running everything like a wizard. He's the wizard of Orlando. That's like my "D". I want to change things around just a bit. One of the ways you approach me if you want to get me to commit to something is you bring me something that's 99 percent correct.

I'll fix that one percent and agree it became my idea anyway but that's a whole other story. The point I'm trying to make has nothing to do with all that. It is that people require different approaches. You got to try to understand that. You've got to navigate

through that just a little bit. Sometimes rapport and authority also are related to the situation which you find yourself asking. That takes you to my next question which is, are you asking the right way? Are you asking in the right way? On Sunday if you're asking someone to step off to the side auditorium and chat with you for just a moment. There's a time and place for that. Everybody's leaving the service, you're down there, "hey brother, hey sister can I ask you something real quick?" You step over to the side of the auditorium, have a little conversation. There's a time for that but you got to ask is that the right way for this Ask to be made? If you don't know what you're gonna ask them about. Asking in the middle of the crowd of an auditorium where their family is leaving and they're waiting in children in the church, that may not be the best way to ask. That could be the best time to say, "Can I call you tomorrow and set up the time to meet with you. or I notice you're going to be by the office on Thursday when you're by there can we pull aside for 15 or 20 minutes because I have something really cool I want to talk to you about.

That's worth doing but sometimes we ask the wrong way and we don't have enough time to establish authority or build up the rapport. This is just a real simple thing. You may be able to do it right there at the auditorium or you may say, "Okay come a little early and I'll meet with you". Sometimes when you're trying to establish rapport it's not about them liking you or you matching their I or their C or whatever it might be. Is it that their mind is somewhere else and they can't focus on the very thing that you're asking them to do. So you want to think through. How should this Ask be made? Is it going to be a meeting? Is it going to be a stacked on top of something else? Is it going to be a phone call? In my mind those are the only two mediums through which you should ask someone to do something.

Either a phone call or a personal conversation. A lot of times you get a No because of the medium to which you make the Ask. It's a sub point under the right way but it's really easy for somebody to say No via SMS text. It's really easy for them to ignore you through SMS text. It's easy to say No through Facebook direct message. Little Instagram pops up, would you want to serve on Sunday. Yes? Check no, check yes. Okay no. I'll just say No to that but it's cute. It's got a cat hanging by his last pull. Hang on. Okay. Never mind. It's amazing to me how many pastors ask the wrong way and then ask through the wrong media. It's really easy for you to say No via social media. It's really easy to say No on your phone. It's much harder to say No when you're looking at me eyeball to eyeball.

**Audience Member:** That's right.

**Nelson:** You are sitting at a side to side table. Can you set up the Ask that way? Yes, sure you can. Can you get some easy fruit? Maybe through email or something like that? Yes, you can. If somebody is ready to do something you know an email is just enough to get or your ascent but you're not gonna be very persuasive. You're not going to beyond that first tear by email or by social media or whatever. So you've got to ask. Does this deserve a phone call. Further on that same point does this deserve a scheduled phone call or would an impromptu call is fine. Those are two different things because the currency of leadership is attention in our day. The currency of leadership is not even

what I was talking on Wednesday which is influence. That's what people used to say. The real currency of leadership right now and the hardest thing you will to buy. The hardest thing to obtain is attention. If you're making an Ask. If you're trying to get someone to say "Yes" to something spiritually beneficial to them.

A key concern and a key cost in the midst to this equation if you will is how do I get their attention? Do I make a call to schedule a call? Do I send an email try to schedule a call? Can I do an impromptu call? There's a time for that. Sometimes some things so simple it's so easy that you can just make an impromptu call. A lot of my impromptu calls are "Did I get you a good time? You got two or three minutes here for us to decide on this versus that". These are very low level conversations. You already agreed to be a group leader.

You already agreed to attend to a group leaders training, just calling if you can come minutes early and help out with something we're doing or if you can stay a few minutes late for special team that we put together inside of that meeting. Yes there is a time for that sort of impromptu if you got two minutes I'm going to build on something that you're already doing but if a person has a serious question about baptism or about membership or about salvation. It may be better if we both have our attention. Serious thought is you can be assured that I'm never distracted when I'm doing coaching with you. You don't have to worry about what else I've got going on. First of all, my cave is really boring.

It's got books and pictures splurging. I am focused. I would like to think that you're giving me the same kind of focus but I'm also a realist and I know that you're not. When we're talking about locking the door, but put the dog out and shutting down all your concerns that kind of stuff. Certain things demand focus. I'm focused when I'm coaching you. I'm focused when I'm trying to make an Ask. When I try to get the attention of the other person and that requires sometimes an agreement that we're going to focus on this. The funny thing is I happen to be on staff one time at a very large mega church that may you would have known and I am in the bathroom. A guy comes in on a cellphone and I'm thinking that's always weird to me anyway. You don't have time to be in the bathroom without your cellphone but many people do it. I've learned to live with it. It's fine. Inside the stall I hear him talking to this person in the bathroom about baptism.

He's explaining that this baptism by immersion and the word for immersion means to dip under. That is going on for quite some time, well by now I'm ready to go but I just can't wait, I got to see. What's going on? Soon as I stand back the automatic flush. I'm standing in the midst of the automatic flush thing. All the urinal starts to flush story the guy I guess the other person said, "Where are you?" "I don't know the other side, I can only hear his side. This is what the guy said, "I'm in the carwash."

Not the way I do it, but maybe not the way to baptize and that person was Landswith just so you know, we're all set to go. That's not true, sorry. I don't understand people on their phones like that. I can definitely tell you that's the wrong way to be doing a baptism follow up. If i did baptisms that weekend at the church that was one of my

responsibilities. I wondered how I was baptizing the person that they were talking to and I didn't have the guts to ask him or anything like that was definitely the wrong medium. A cellphone in the bathroom or even if you have the person's attention not exactly the best. Now you got their attention, so is it a phone call or impromptu call? Is it a scheduled call? Is it a meeting? Sometimes it's the only way you can get someone's attention which is the currency between a leader and a follower that leads to the right agreement or maybe even sometimes a No. But at least you had the best opportunity to make that invitation to extend that opportunity.

Next, are you asking in such a way that you expect a yes? Or you are asking in such a way that you expect a no? Two stories are there one that doesn't quite fade and might like, I'm going to tell it on a call probably next month. I land at the national airport the other day and Kelley is with me. We don't have a lot of luggage but when I travel with my wife we got more luggage than we did at home. I literally can travel two or three weeks around the world with my carry on. If you ever travelled with me I'm kind of fanatical back there and I where the same thing every day, it's really simple. We've got a little bit of luggage and I have the abdominal issues now it stops and we are really careful about carrying luggage. Normally we would not have taken like the willow free shadow, but it was just far enough from the tunnel from where we needed to go that a, "Let's take the free shuttle." We saw the hook over there with the free shuttle and there's nobody there it's just us, and his words are, "You don't need the shuttle, do you?"

He's a young guy, seems like a really nice kid. I'm just looked at him in a very warm kind of way but his words were, you don't need the shuttle, do you? We look like able body people, I'm much stronger than I appear, but I'm thinking, "I'm going to take the shuttle," and I said to him, "Yes, we would like to use the shuttle," and he says, "How far are you going?" And I said, "I'm going to the National Apple," whatever it was a call center, and I've been able for sort knew my way around, he says, "It's not that far." "You can walk it." And I say, "Oh, we're just going to walk it." So we did, we just went ahead and walked it, and all the times smiling, waiving. I'll tell that story later about two other instances I had during that same trip in regards to customer service and trying to get what you want, but that phrasing of, "You don't want to take the shuttle do you?" He wanted to a no, I'll say that point, and he wanted me to say no. He was hoping I would say no. He's out there freezing, standing beside the shuttle because it's slightly at 13 degrees, I would have thought that he would have wanted to kind of put some stuff and at least have a brief respect to drive us what would have been a 30 second drive, it wasn't to that far of a walk but still. I thought he would have get into his shuttle and drive us, but he didn't he wanted to know. I asked him, "You don't want to be baptized on Sunday, do you? You're not ready for membership class, are you? I know you've got a really hectic work schedule, and I know you just had that knew baby, would you like to start volunteering on Thursday night, will you." Then you just gave them the answer, you just made out the excuses for them. "I know you always work on Sunday, but..."

A lot of time we do things like this unintentionally and a lot of times as is we don't have the authority, we don't expect to hear "yes", I mentioned that I don't mind asking people to get out of work, I don't mind asking people to change their schedule,

because I already believe fundamentally what I'm asking them to do is more important than anything else they can ever do. "I think it will be worthy not selling that house this weekend so that you can come to membership class." That is far more important spiritually, just like I tell people, timing and all that.

But the other story that I think is more connected is the story about Spurgeon and the young preacher who came to him and said, "Why is it Mr. Spurgeon that after you preach people say "yes" to Christ?" and he said, "Because young man, when I preach I expect people to say "yes" to Christ." There is a transfer of feelings that happens when you are involved in a conversation with someone. Your enthusiasm, your belief, your view of what's best, your high view of what's best can be transferred to them and the same way that faith can lift it up. It can be transferred to them even if they are not excited about it, even if they don't have the faith to do it, even if they don't feel like they have the ability to do it. You got to be aware of this transference that goes on.

Sometimes they're saying "no" because you're giving off a no vibe. Sometimes they say I'll give it a try is because you're giving such a transference of faith, and hope, and excitement that they can find the courage to do it. That's why when I sat across from someone and I'm asking them to do something, if under guard I will believe that this is the best thing that they possibly can do. I want to transfer to them that same sense of hope, that same sense of faith, that same sense of potential that I'm feeling so they can master beyond all of their excuses, and behind all of their fears, and all of uncertainties and say, "Okay, I'll try." I want to preach in such a way that I expect people to say "yes." I want to ask in such a way I'm so excited to ask about this. I'm so glad we were able to meet here today because God has been doing all of this and other people have been benefiting, if you would jump in you can have a piece in that too, and so I want to ask.

Again related to that, as you make that ask, have you clarified how they're saying "yes" will help them grow spiritually. When I'm asking with this enthusiasm or I'm asking with this transference of faith, what I'm really doing is I'm showing how it helps them. I'm showing how it would grow them. We call it an hour, sort of tradition of baptism. That baptism is the first step of obedience. If that phrase is right the first step of obedience is going to be very hard to take the second step. The first step, so you take first step. We talk about how membership matters and being part of a family matters. Yes you can attend and get a lot in church by being a regular attendant but there's something about the commitment that you make to membership. You can receive a lot by being a group member but like that dead sea if you only have an input in your life and no outflow in your life, it will eventually going to fill up and it's going to begin to come dry.

The best thing for you step up and move from being the Dead Sea to being the Sea of Galilee and lead. I'm short cut in this language for you because of time and because you kind of know these stories, but yeah I may take time to explain that. This is how it helps you grow spiritually. I think you can figure that out but it's hard to figure that out in the fly, it's hard to figure that out when you're rushed-if you got a pre-asked plan, you got an arranged meeting, you're building authority for what you're asking them to do and you got the right report and you're doing it in the right way and you're presenting that with such an expectation that they're going to say, "Yes." Don't forget, show them how

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it helps them grow spiritually and then if you want to layer on top of that show them how their saying yes to what you're asking them to do is part of God's called chain of salvation. Do you remember this from The Ministry Seminar?

In The Ministry Seminar all right men, me and you we're tracking here, yes. Find the preaching and the yessing play twice as well you will do the yessing, I'll do that. You're right, the chain of salvation. The chain of salvation is an idea that I represented in The Ministry Seminar that for whatever volunteer area that someone is involved in you've got to help them see what link they are in the chain of salvation. At the end of the chain is somebody coming to Christ? What people don't realize is it's a whole sequential series of steps, and avenues, and volunteers and all that that make that chain possible. The example that I think I use in the book about the ministry system is when a single mom sets to the service and gives her life to Christ, there is a whole chain of people that were involved in that. Of course we always think of the most obvious ones, there was the preacher who preached salvation, how can they hear without a preacher. Then there was a worship team that created an atmosphere that opened up their hearts to the preaching of God's word.

But then there was the ushers and greeters that helped that single mom get to where she needed to be and find a seat. There was the check-in people at Kids that helped her feel safe and secure so that she can leave her child in the elementary class. There were all those elementary teachers and volunteers who were watching her kids so for just a few minutes in the service God can get her attention without the little one pulling on her dress or pulling on her hair. There was also the message notes that she took notes on and those were folded by volunteers on Thursday night who prayed over them and folded them in such a way that it wasn't a distraction so that instead of looking at it and saying, "Oh wow, somebody folded this really weird", it was actually folded in such a nice, neat proper manner that she can engage it. There was a person that proofed those notes because she just happens to be an English teacher and she would have been distracted from being able to read the notes if it would have been full of typos and the very verse that would have impacted her life and so instead of saying beloved, it said be-loved or whatever and you can just keep going on and on and on.

What you see in that decision of her coming to faith in Christ there were 50 people who had a link in that chain. When I'm asking someone to do something I want to if it is possible position them where they should be so they see the end result is the salvation of a soul or the growth of a disciple. That's all the point of this asking, got it? The other question that you ask yourself, there are two more just in case you should thin of going home. "Are you the right person to ask?" Let's back up here for just a minute. Having done all of this, and having done really waited on you, and helping you find yes, no, a new word's no. I have to also raise the point of are you the right person to ask. Remember that this is under the heading that sometimes no starts with you. It's under the heading of preventing no before it happens. In general there's never anything wrong with the pastor asking, we are in the asking business and it's part of our job description, but I think sometimes you may have to ask, but are you the best one to ask.

I don't have a lot of great illustrations in this because I delegate so much in our church,

sometimes people wonder what I do. People say, "Well, and by all does everything, what do you do?" I make sure they do it, that's what I do. I'm always trying to think who the person that has the best relationship is, well that's a very good question. There is a person that is most likely to get the yes. Who is the person that can ask in the most persuasive way, who is the person that has the best rapport, the most experience in making those asks. Then who is the person that I can serve back up to because maybe if I give them a no I can come in and I don't want that one too and then a yes. I'm really good at serving as the back-up guy. After somebody else has planted the seed and maybe got a, No, I'm not so sure. Let's bring in Pastor Nelson to answer the questions." But the truth is sometimes it's the wrong person asking.

There is a time by the way for not to be delegated by you but for it to be by you. But the actual tendency is to delegate it. One example on this is when you're trying to raise up youth group leaders or small group leaders. If you're starting up a group system you know that we do not ask the current group leader to raise up new group leader. We only ask the current group leader to give us a list of future group leader. Let me explain that for just a moment. Group has been meeting for a period of time and there's a very good leader. And I go to Joe and I say, "Joe you've done a really good job leading the group. We want to multiply our group and we want to have a new group next semester. Who are two or three people in your group that you think would be good group leader. He would say, "Well there is Karen, she lead for me when I was away on vocation I heard she did a very good job." I like Karen.

Then he said, "The there's Jose. Jose's really been my coordinator. He's been my coordinator last couple of years and he has great job progress. Honestly he's like a co-teacher with me." Anyway I write down, Jose. Then he says, "Okay, there's also John over here." John I don't know that well, but he seems to have pretty good knowledge and I think he told me he led three semesters again he's been off, but I think he might be good, so I write there John. Joe, appeared John likes initials of people who got close to his own first name, because he's got Jose, John and Karen, but here's the way my mind works. Joe my good leader has given me historic potential group leaders. I could have Joe go make the ask, but I would need to equip Joe to make the ask. I have equipped and trained Joe to lead the group. Joe may also have a great relationship with him, but he will feel bad about leaving his group to go the one related group they would say no to it because more no is who's going to lead when Joe is on vocation if Karen is not in the group. Joe and Jose are in such a great relationship to stay with him forever. Joe may seem like a logical choice because he's the group leader actually becomes not the greatest of choice because he's the group leader.

But then if it comes to me or if it comes to the all small group pastor because our church has all staff, here's how that can play out. I can now call Karen, I can do this by phone call or maybe I arrange meeting after or before service. I can talk to Karen and say, "Karen, I want to talk about the next semester groups that we have and I know you've had a really good experience with Joe this semester," "Joe's been great." "We're looking to raise up new group leaders and next semester we're going to have more groups than ever," yeah a planned system I believe in it. Joe said you filled in for him, you filled in for him when he's on vacation," "Yeah, I did it." I've established the authority of the

position, established the rapport and then here's kind of the clinch on this. "Joe has endorsed you as a great group leader." Joe is like the ask, Joe becomes the endorser of the ask and then I make the ask of her to lead the group. Then it's just, "Well, yes, no I don't know if I'm quite ready." I can go on a lot of different direction like, "Can you do it next semester? What about the semester after that or are you committed to something over here? What about after that?" My favorite in this situation is, "What if we picked Karen and Jose together and they have a group. Now we take two people and we make them one group leader, or whatever. But the point is you have to ask who is best at making this ask - who is the right person that is most likely to get the right results.

One time somebody was serving in an area in a church and they have a relationship with that pastor. It's not right for somebody to come from another area of the church and make that ask, or maybe they have such an affinity with somebody in this area that is better for somebody else to make the ask. You want to make this from an individual perspective and see who the right person is to make the ask. Finally, all right, settle down are you ready for them to say "yes", that's the final one. You prepare before he ask, but you also sometimes limit the ability to say "yes" because you're not prepared if they say yes. This is not a true story but a friend of mine was telling me the other day about the non-Christian religious group that goes door to door trying to share their faith.

He'd seen them down all week working parts of their neighborhood and so he told his wife, "If they come to our house I'm going to let them in". The way he tell his jokes is he gave a pretty hard time at the door, told them that he wasn't all that sure that they can come in, and according to him they came in and sat down and he started asking them some questions and they clamped up and he said, "What's wrong, I hope I haven't offended you?" And the young man said, "No, I haven't just gotten this far before with anybody because they'll never let us in. Sometimes we are like, we get the yes, we are so excited about it, and we don't know what to do next, even if we get the yes we wouldn't be ready to know what's next.

We're so used to getting no and if I have somebody that says "yes" we're like, "Oh, my goodness." "Yes, I will be baptized." "Can I call you back in a few minutes because we've got a list of things to do now that you've said "yes" to be baptism? Or "Wow, we don't have that file opened it wasn't quite ready. You got to be ready for the yes, and that a lot to that has a lot of jokes and stuff that I can tell you about that. Zig Ziglar used to say, "I'm so optimistic about getting the yes and I'll take total sales when I went to fish for Moby Dick." He's ready. You got to be optimistic, I talked about that but you also got to be ready. Okay, here's what you are going to do, here's growth group covered. Here's dates of our growth group training. Here's what to expect on baptism, here's what you need to wear. You've got to be ready to answer those seconds of questions because yes institutes are immediate series of advance or opportunities for them as they say yes or maybe, God isn't giving you a yes because you're not ready for them to say yes.

I would say to you that asking is a master skill. I hope I've given you a few tools through which you can view asking or a few new lenses through which you can view asking. I hope that you will continue to ask, and the big idea from this talk has been most "No"s are not dead ends, they're simply forks in the road. If you agree, say "yes".

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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!

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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!**

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