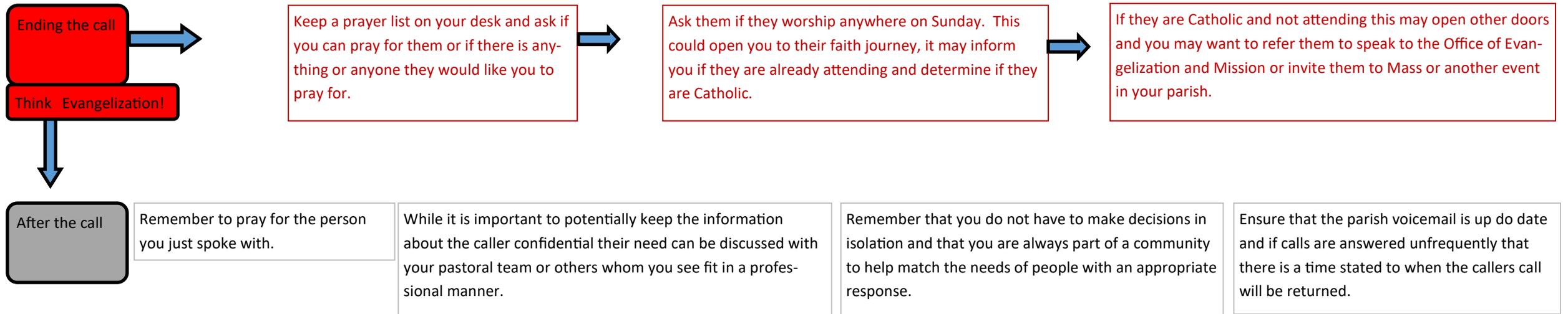


## Responding to People in Need-Parish Reference Sheet

		“Lord grant me patience for the people of God”	“Thy will be done”	“Christ allow me to seek you in this phone call”
Step 1	Offer up an arrow prayer while the phone is ringing prior to answering			
Step 2	You have time	As you answer the phone remind yourself that taking this call is part of your ministry.	Always begin by thanking the caller for contacting you, this may Set a positive tone.	When positive, match the tone of the caller, when negative try to steer the conversation in the direction of a more positive tone.  If you have an upcoming commitment let the caller know that you do have time to listen to their request but do have another commitment in x number of minutes and that you will call them back if the conversation requires more time.
Step 3	Assess the need	♦ Sometimes you have already met their need by listening	♦ Early in the conversation remind the caller that you are there to work on the problem together but at no point commit to solving their problem for them.	♦ Listen to the need but do not ask questions yet.  ♦ Decipher what the need is and ask the caller to confirm it. For example: <b>“what I hear you saying your need is...”</b>
Step 4	Guide the caller to decide their next step	1. If referring to an outside agency; unsure if the service is currently provided, offer to contact the service provider on the caller’s behalf to confirm before referring. Doing this background work will also help you respond more promptly to future similar requests.	2. If you are confident with the match, invite the caller to contact them themselves.	3. Offer that you would appreciate hearing back from them should they encounter any hurdles.  4. If your parish directly offers emergency food support utilize the already existing system to document the response. If not simply record the name, date, contact info of the caller and what was given. This will serve as a reference for possible future requests.
Saying no	If the need cannot be matched	Deescalating a conversation	If the tone of the caller becomes in any way abusive or aggressive they are no longer the priority, YOU are.	
Do not give false hope by suggesting another meeting if it is obvious the need cannot be met.	If the caller becomes saddened or disheartened enter into their disappointment with them and offer to pray with them or for them.  *Do not offer money  *If the need does sound legitimate but no service is a match contact Myron Rogal at the diocesan office for further possible options. 306.659.5841	Depending on the severity of the emotionally heightened call you can also work to deescalate the conversation by: A. Offer a long period of silence or in a slow calm voice ask if you can put them on hold to gather some further information. (this will buy you time to regulate your own emotions before returning). B. Admit that you may not be able to help them come to a solution and that you can refer them to a superior. You can then proceed to transfer the call. C. Let the caller know that you cannot assist them anymore today but that you have documented the call and will be in touch with your superior and other team members before getting back to them.	Although such situations are rare they can happen. If you have that experience advise the caller as plainly as possible that this is the reason you are ending the conversation. At any time, you can hang up the phone while briefly and assertively letting them know why. *Fill out an <i>Aggressive Behavior Log</i> when any such incident occurs.	



## DOCUMENTING AGGRESSIVE BEHAVIOUR

If someone is hostile over the phone, it is important to note the exact wording of the abuse and/or threat. If the caller is anonymous, try to gather as much information as possible and note the identifying characteristics of the caller:

Sex:	Male	Female	Not sure	
Estimated age (specify):	_____			
Accent:	English	French	Other	
Voice:	Loud	Soft	Other	
Speech:	Fast	Slow	Other	
Diction:	Good	Nasal	Lisp	Other
Manner:	Emotional	Calm	Vulgar	Other
Background noise: (specify)	_____			
Voice was familiar: (specify)	_____			
Caller was familiar with the area: (specify)	_____			

\*\*\* Several rephrased points and ideas of this reference sheet are credited to *Achieve Centre for Leadership* course entitled: "Managing Difficult Phone Calls".