LEADERSHIP LESSON 40: THE NUTS AND BOLTS OF OUTREACH (Part 2)
OBSTACLES AND FOLLOW-UP
OUTLINE BY KENNY HOOMES

This conference is intended to help one deal with obstacles that may be encountered when making a visit. This session will also deal with returning to the prospects home for a follow-up visit.

OBSTACLES
Obstacles in your visitation can basically be categorized into two types. The first type of obstacle would be a person **objecting** to your message. An individual who has no interest in Jesus or His church may object to your presence on his doorstep. The second type of obstacle would be **distractions** that would interfere with your visit. A young child, overactive pet or loud televisions are examples of this type of obstacle.

**HOW TO HANDLE THE RUDE PERSON**
- No matter how rude the person may be, it is important to **respond** to the individual in Christian love. Remember you are meeting this person as a representative of Christ and His church.
- Ask yourself the “**WWJD**” question – “**What would Jesus do?**”
- Responding in Christian love may be difficult and require self-control, but it is the **right** way to respond.

**REMEMBER: FEEL, FELT, AND FOUND**
When you find yourself with a rude or argumentative person, use the *Feel, Felt, Found Formula*. Respond with the following phrases:
- **Feel** – You know I can understand how you would feel that way . . .
- **Felt** – In fact, I’ve felt that way before . . .
- **Found** – But, I’ve found a better way. Would you mind if I share that way with you?

**WHAT IF I DON’T KNOW THE ANSWERS?**
Many believers fail to share their faith out of a fear of not knowing all the answers to possible biblical questions that might arise. If a question arises and you do not know the answer . . .
- **Admit It**: It is okay to let the person know you don’t know the answer. The prospect now knows you are human and still on a journey of spiritual maturity.
- **Find Out**: Commit to discover the answer and be sure to do so.
- **Call for Back-Up**: Set a time to get back with the individual and bring along someone who can help.
- **Share Personal Experience**: Do not hesitate to share your own personal experiences. Share openly how Jesus has made a difference in your life.
- **Keep It Relevant**: Make sure all questions are relevant to the situation at hand. Avoid chasing rabbits.
DEALING WITH DISTRACTIONS
Remember that when your team arrives at the prospect’s home, you are probably arriving unexpectedly. When this occurs, numerous distractions can occur.

- If a child or pet is overactive and glad to see you and wants to “show-out,” allow one team member to entertain them.
- If the TV is too loud, respectfully request that the volume be turned down or perhaps you can move to another room.
- Never take a child into another room alone. Team members should stay in sight of each other at all times.

FOLLOW-UP
From time to time, it will be necessary to return to the person’s home for a follow-up visit. The following items may be helpful in making such a visit.

- **Sunday School Absentee**: If the person has connected with a class and fallen away, it is time for an in-home visit.
- **Transitions in Life**: The birth of a child, change of employment, crisis, or tragedy all become opportunities for a follow-up visit.
- **Don’t Give Up the Ship**: No matter how many follow-up visits you make, don’t give up.
- **Tips From a Foul Tip**: From time to time, we will all “foul tip” a relationship. It is imperative that we learn from our mistakes and not repeat them in the future.
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OBSTACLES
Two types . . .
__________________ to your message
__________________ that would interfere with your visit.

THE RUDE PERSON
R________________ to the individual in Christian love.
Ask yourself, “__________ __________ __________ _______?”
It is the __________ way to respond.

REMEMBER: FEEL, FELT, AND FOUND
Feel _______________________________________________________________________
Felt _______________________________________________________________________
Found _______________________________________________________________________

DON’T KNOW ALL THE ANSWERS?
A______ it
F______ out
C______ for back up
S______ personal experiences
K______ it relevant

DEALING WITH DISTRACTIONS
If a child or pet is o________________
TV too l_________
Never take a c_________ into another room alone.

FOLLOW-UP
Know the danger signals . . .
S__________ School absentee
T__________ in life
Don’t give up the s_________
Tips from a “__________ _______”