

NEW JERSEY SELF-HELP GROUP CLEARINGHOUSE

375 East McFarlan St., Dover, NJ 07801 * 1-800-367-6274 or 973-989-1122 * www.njgroups.org

HOW TO BE AN EFFECTIVE PHONE CONTACT PERSON

Contact persons are the “windows” into your group.

DON'T PANIC...BE PREPARED

- Keep message **pad / pen** near phone
- Know the **meeting time / date**
- Have **directions** from all areas to site
- Have phone number(s) for other **contact people**
- Have other **resources / emergency numbers**
- Train **household** members

RESPONSIBILITIES OF A CONTACT PERSON

- **Listen** to the caller.
- **Educate** the caller about your group
- **Encourage** the caller to attend the group
- **Refer** to other resources when necessary
- Deal with the **media**

IMPORTANT THINGS TO REMEMBER

- **Acknowledge** how hard making the first call can be to the caller
- If you **promise** to do something---DO IT!
- Be **honest** about the group and whether it is appropriate
- Use (and listen to) an **answering machine**
- Be **courteous, friendly**
- Don't talk too much about you...**LISTEN!**
- **Don't give too much support** (don't have a support group meeting over the phone)--they might not need to visit your group.
- If you can't talk, let the caller know when you can **call them back**—and do it!
- **Thank the caller for calling**