

Closing Conversations in Echo

There are four components to completing the actual conversation and closing the record of the conversation within Echo.

1. **Closing** the Conversation
2. Coding the **Outcome** of the conversation
3. Selecting the appropriate **Tags** to describe the topical nature of the conversation
4. Adding relevant **Notes** regarding the conversation

1. *Closing the Conversation*

One of the things you may not have considered is how to determine when to wrap up a conversation with someone and move to the next seeker. Often the seeker will make this choice and it is not something you need to decide. The best scenario is someone gives his/her life to Christ and you are able to then walk through "What's next for a new believer" and share all our resources. We will cover this more fully in Section 6 - What to Do After Someone Accepts Christ?

In other cases where the seeker is not ready to commit, and the conversation is no longer progressing, then you may simply want to ask how you can pray for them while also encouraging them to come back with any questions.

You will also encounter some people that simply want to talk, debate or argue and show no signs of listening to what you say. We always want to be patient and show love but that does not mean at the expense of being "held hostage" by an unreasonable guest. It is acceptable to tell these types of people that you are volunteering to share the Gospel with those seriously interested in having a relationship with Jesus Christ. If there is no indication of interest in that then letting them know you are going to help others and thanking them for calling or chatting as well as wishing that person all God's blessings may be the only way to end the conversation.

Lastly, you may get a person filled with hate who simply wants to disrupt what we are doing. This may be someone using profane language or making outrageous claims while not engaging you in a serious or reasonable manner. Like any prank, you are encouraged to be firm and quickly end the conversation. You can flag the conversation in the system so the ministry team can investigate and track that information going forward.

If you have other commitments and need to end your time online, it is always good to let people know 10 minutes before you need to leave that your time volunteering today is coming to a close and you will need to wrap up the conversation very soon. If someone really wants to continue talking, then you can ask if they mind you transferring the conversation to another volunteer.

Conversations are closed by clicking on the **X** button as seen in the upper right-hand corner of the screen shot below. This closes the dialogue and leads to a few more steps before the conversation is closed in the system. You should complete these final steps before moving on to your next conversation or logging out of Echo for the day.

v x

Tags...

Tags...

OUTCOME

☐ Profession Of Faith
Seeker received Christ as his/her savior

☐ Gospel Presentation
You presented the gospel during the conversation

☐ Spiritual Conversation
Conversation about prayer, sin, bible, or life issue in context of God's word.

☐ Other
Please describe in notes

☐ No Response
Select if no real conversation was had

NOTES

SAVE

2. Coding the **Outcome** of the conversation

Every conversation requires an Outcome be attached to it. As seen above, there are five different Outcomes available with a description for each. No Response should only be used if the seeker never types anything. If they respond at all, even if it is simply hello and nothing more, then the conversation moves up the ladder to at least Other. This step is required so the ministry has a sense of the depth and coverage of conversations and helps ministry partners modify their web sites and/or invitations to chat when necessary.

3. Selecting the appropriate **Tags** to describe the topical nature of the conversation

Tagging is required for every conversation that goes beyond No Response or Other. You are asked to select a tag from the list of ministry topics. Some conversations will cover multiple topics and you may select up to three tags from the list in those cases.

This was previously a free form section allowing volunteers to enter any topic or description they choose. Unfortunately, that had led to thousands of different tags/topics, misspelled words and even Outcomes being entered into this area. The ministry has done a large research project to evaluate thousands of conversations in order to create a Master Tag List to be used going forward.

This new Master Tag List covers 99% of conversation topics and includes Other as an option for those topics that are extreme or unexpected. This means you should now choose the most appropriate topical tag(s) describing the primary topic(s) of the conversation from the Master Tag List. You should look at the complete Master Tag List in the Training Resources & Videos section

of the Volunteer Training Portal to familiarize yourself with all the options and the various sub words that feed into each Tag.

4. Adding relevant **Notes** regarding the conversation

The final step to closing a conversation is optional. This involves entering additional information in the Notes section of Echo. This is for helpful information for volunteers that may talk with the seeker in the future. It might include things they said that add a different color to the conversation and that you would want to know if you were speaking to this person for the first time. This could include things like a history of abuse or currently under a licensed counselors care. *These Notes would not be repeated in future conversations but would give the next volunteer a more complete picture of the seeker.* This section is not for repeating how the conversation ended or restating the topical nature of the conversation since those will have already been recorded in the Outcome and Tag sections of the final screen in Echo.

Conversation Example:

You have a conversation with someone struggling with marital issues and they admit this has led them to get stuck in a pattern of sin involving pornography and masturbation. The seeker speaks to having a genuine relationship with Jesus although they admit that is clearly broken at the moment. You end up discussing various aspects of the marriage and being honest with the spouse. You also discuss the sin nature of pornography and masturbation and share some resources that might help this person see how to start changing their behavior. They agree to start by setting up a meeting with their pastor to get help going forward.

Once the conversation with the seeker has been closed, you would first choose an Outcome such as Spiritual Conversation or Gospel Presentation depending in whether the Gospel was clearly shared. You would then select Marriage, Pornography and Masturbation as the three tags best describing the topics included in the conversation. Any other relevant facts can then be added into the Notes section if they would be necessary and helpful to anyone else speaking to this seeker in the future. In this case, a Note might be added indicating the seeker plans to meet with their pastor.