

## Section 4 – Managing TEXT MESSAGING Conversations in Echo

**TEXT MESSAGING Conversations** are not as time sensitive and can be responded to throughout your time online and even over a period of days or weeks. When you initially pick up a **TEXT MESSAGING** Conversation, you will need to “Claim” it for it to remain in your conversations. The Seeker may not realize they have reached Need Him Ministries and do not see your name, so please introduce the Ministry and yourself (first name only).

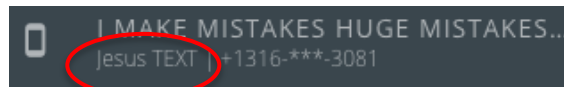
With more and more young children having access to TEXT MESSAGING, to protect yourself and the Ministry, we want to introduce who we are and assure they are at least 18 years of age or have parental consent to be engaging with us. Even if the Seeker has been here many times, please use the prescribed introductions as outlined below. *For more information on managing conversations with Minors, please review that section of the Training Manual.*

### Tips For Managing “Jesus Text”

Incoming **TEXT MESSAGING** Conversations come from a variety of sources, including those who text 53787 (which spells JESUS). Jesus Text Seekers come to us from Social Media Campaigns, Movie Trailers or simply by Texting a prayer to Jesus. Those praying may not realize they are reaching a ministry.

These are NOT spam and should be viewed as a great opportunity to share. Regardless of how they find us, we should properly introduce the Ministry and ourselves with a simple introduction as follows:

*“Hi, you actually sent your text to JESUS and have reached a Christian ministry here to share hope. My name is Paul and I would love to hear your story and talk BUT also want to respect your privacy and not engage with minors on inappropriate or sensitive topics. Feel free to message back if you want to talk and are at least 18 y/o or have parental permission to talk.”*

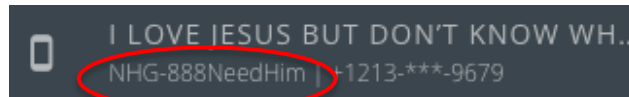


### Tips For Managing “All Other TEXT MESSAGING Conversations”

Incoming **TEXT MESSAGING** Conversations can come from a variety of sources, including Ministry Partners, Missed Chats or Phone Calls as well as those using one of the Ministry TEXT MESSAGING Numbers.

Regardless of how they find us, we should properly introduce the Ministry and ourselves with a simple introduction as follows:

*"Hi, you have reached needhim.org. We are a Christian ministry here to share the hope found only in Jesus. My name is Paul and I would love to hear your story and talk BUT also want to respect your privacy and not engage with minors on inappropriate or sensitive topics. Feel free to message back if you want to talk and are at least 18 y/o or have parental permission to talk."*



As with all **TEXT MESSAGING** Conversations, if a Seeker fails to immediately respond, give the conversation time to breathe, leaving it open for at least 24 hours. Even if the Seeker never responds, please embed a Gospel Message before closing. Text Conversations are a great way to walk with or to mentor a Seeker for an extended period.

The following tips provide some good reminders of those differences and encouragement how to manage these type conversations:

- Chats always have priority over TEXT MESSAGING Conversations. We have 60 seconds to answer a chat and no limit on a TEXT MESSAGING Conversation. Do not panic or worry if a TEXT MESSAGING Conversation sits in the Inbox until you are available to answer.
- There is NO need to close TEXT MESSAGING Conversations quickly. Let the conversation breathe and give the seeker at least 24 hours to respond.
- Manage the conversation to a natural ending. If you start walking with someone that may mean it lasts for weeks or months. We have open TEXT MESSAGING Conversations that have been ongoing for over a year.
- Get comfortable with a larger number of personal conversations. We have had individuals successfully managing over 40 text conversations at a time. That is not your target but meant to encourage you that you will get more comfortable managing a larger number.
- Don't worry about missing someone's response. It is ok to answer a TEXT MESSAGING Conversation many hours later if you do happen to miss one as the nature of the exchange allows less frequent responses. It is always best to apologize for the slow response as most people never mention it after that.
- Try to end each exchange with a short question, to encourage a response and get the seeker engaged in conversation. Use things like "Is this true in your life?", "what is your relationship like with Jesus?", "does this make sense to you?", "let me know your thoughts", and "what has your experience been?".

- No matter what the apparent attitude or experience of the seeker ***we should always be able to present the Gospel before the conversation is closed.*** You should create a brief Gospel presentation in your personal resources that you can use for most conversations. If you have not shared the Gospel, then you should take one last opportunity to do so before closing the conversation.
- Sometimes praying for the seeker gets them re-engaged if they seem like they are losing interest.
- If you decide to close a TEXT MESSAGING Conversation, then let them know you are doing so. Adding a message that they are always welcome back and that their future messages will go back into the Inbox and not to you.

**As with all TEXT MESSAGING Conversations, give them time to breathe, at least 24 hours. If they fail to respond, insert the Gospel and mark as Gospel Presentation.**

"You may have decided not to talk but make no mistake that Jesus loves you and wants to be part of your life. We are here to share the good news... that we can each be forgiven and reconciled back to God through a relationship with Jesus Christ. You can learn more and talk with us any time at **[www.chataboutjesus.com](http://www.chataboutjesus.com)** I will be closing this now so goodbye and God bless."