

Individual Experience in Making Phone Follow-Up

Breakdown of Results—Individual Phone Follow-Up Activity

1. Number of people contacted one or two times by phone who showed no interest: (46)
2. Number of people contacted with some interest indicated: (7)
3. Number of people interested to the point where you have arranged to meet them in person: (2)
4. Number of people whose interest has been developed to the point where extension studies have been initiated: (1)
5. Number of people who have attended class studies on an irregular basis: (1)
6. Number of people who have attended class regularly, but have not consecrated: (0)
7. Number of people who have made consecrations and are attending class regularly: (0)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Approximately one year.

2. About how much time do you spend in calling your people each week?

Has been very irregular; some weeks zero, some weeks five hours.

Starting to fall into regular pattern just recently.

- a. Has your time increased since you implemented this method?

Yes.

- b. How regular have you been? (Give details.)

Not regular in the past. I was having trouble calling people because I didn't feel comfortable doing it. Also, it seemed when I did get someone to talk, I would end up on the phone one or two hours, which may sound good, but I don't think it is profitable to make phone calls that long, especially at first.

3. What difficulties have you experienced?

I found some problems with discouragement and felt inadequate in my presentations. Also I felt like I was putting people out or on the spot sometimes. The Lord has recently revealed to me that much of this dilemma was brought on due to an improper attitude about exactly what I was doing. This is an attitude easily nurtured by the flesh. As for difficulties with those contacted, the biggest problem is apathy. They just are not interested at that time in their life; many say they don't have the time to devote.

4. Have you been able to find solutions to these difficulties? If so, explain.

I still have difficulty getting myself to do this. One thing I did feel was helpful though, was to let the people know in the early part of the conversation that we did not and would never solicit for money. That seemed to help them feel more comfortable. I still guess my biggest problem is the feeling that these people generally are apathetic to the idea of serious study.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Yes. I'm sure that anything one does regularly will lead to more efficiency. As you talk to people, you are going over Scriptures and keeping verses and ideas fresh.

6. How do people react to your phone calls initially?

I generally (not always) get a feeling that they feel put out and they have other things they would rather be doing. After all, it's not even Sunday and they feel that going to church an hour a week is adequate for their needs. The interested ones also just don't have enough interest to want to study, or don't have time.

7. What do you consider the advantages of this activity to be to you personally?

I think the greatest advantage to me is to reinforce what I already know. There are so few people who have any idea of what the Bible is saying, and when I hear other people's interpretations, I'm so glad to be blessed with this Truth. I only wish more of them had a true interest in God's Word, or that I could spark up that dormant interest in them. I feel this is an excellent tool to use in the harvest work. I would like to come up with a few more ways for those who find it too difficult to be constant at using the telephone.

8. Same question as above, but relating to the ecclesia.

I'm for any spiritual activity in the ecclesia. It can only serve to draw a class closer as a body. I do believe that there should be diversity in witness programs so that all in a class can participate in some way to let their light shine and glorify God. This would allow for none to feel left out of class activity even if they didn't partake of the prescribed method.

9. What advice would you give to someone who is just beginning to use phone follow-up?

Try to be relaxed in mind about the matter. Speak as though you are talking to someone you know. Converse, don't talk at them. This will make them more at ease. Let the Truth stand on its own. Don't try to build your ideas on the waste you could make of their doctrinal error. Most important I think is to let them speak also, and do not agree with their error of doctrine, but do not point out directly all the faults of what they say. If you tell someone they are wrong on a point, they may find your instructions hard to receive. These thoughts are in keeping that most believers are either Fundamentalist or Pentecostal.

We pray for all doing the Lord's work and request your prayers on our behalf for serving the Lord better day by day.

Breakdown of Results—Individual Phone Follow-Up Activity

1. Number of people contacted one or two times by phone who showed no interest: (29)
2. Number of people contacted with some interest indicated: (40)
3. Number of people interested to the point where you have arranged to meet them in person: (7)
4. Number of people whose interest has been developed to the point where extension studies have been initiated: (10)
5. Number of people who have attended class studies on an irregular basis: (3)
6. Number of people who have attended class regularly, but have not consecrated: (0)
7. Number of people who have made consecrations and are attending class regularly: (2)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Two years.

2. About how much time to you spend in calling your people each week?

Non-working season, three to five yours; working season, one or two hours.

a. Has your time increased since you implemented this method?

Yes.

b. How regular have you been? (Give details.)

When working, I can't call during the daytime. When not working, I call during days. When my evenings are fully scheduled with extension studies, my calling drops off.

3. What difficulties have you experienced?

(1) Being comfortable with my dialogue.

(2) Being motivated to call.

(3) Getting people to read Truth literature.

4. Have you been able to find solutions to these difficulties? If so, explain.

(1) Carefully and thoughtfully approach the subject matter to be presented so that it is as simply explained to my listener as possible. This makes me much more comfortable in conversation.

(2) Prayer and realizing the profitability of calling, and practice.

(3) Try to relate my excitement over the Truth on a certain subject to them. Call every week or two, and suggest they read a little bit daily, and write down any notes or questions they may have.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Yes. Practice makes perfect. Successful phone calls continue to encourage one, so I continue to develop more confidence. I learn by thinking about how I sound on the phone to the listener.

6. How do people react to your phone calls initially?

Majority are polite to pleasant. Few can't be bothered. Very few are hostile.

7. What do you consider the advantages of this activity to be to you personally?

A very practical, profitable way to get engaged in spiritual conversations. A way of sacrificing in the Lord's service which puts me in direct contact with individuals immediately, and so I am relating or explaining the Truth for almost the full time I'm calling. And so in explaining the Truth to such a wide variety of personalities, I am quickened in my studies and fellowship to understand more clearly the Truth concepts, because I have to explain the Truth to so many different minds.

8. Same question as above, but relating to the ecclesia.

Has the effect that everyone engaged in calling can relate to the trials and successes in this activity—together. When so many newly interested people are coming out to meeting, all the brethren feel responsible to make the comments in meeting very clear, whereby all are engaged in the blessings and letdowns..

9. What advice would you give to someone who is just beginning to use phone follow-up?

- (1) Not to be discouraged until one has some practice under his belt.
- (2) Be consistent in calling. Be as regular as possible.
- (3) Be friendly!
- (4) Share the truth, don't hammer it.
- (5) Be persistent in well doing.
- (6) Don't ask questions of the people that will let them give a quick answer and hang up.
- (7) Ask them to get the book right then—while you're on the phone—and show them something interesting about it, again.

Breakdown of Results—Individual Phone Follow-Up Activity

1. Number of people contacted one or two times by phone who showed no interest: (45)
2. Number of people contacted with some interest indicated: (19)
3. Number of people interested to the point where you have arranged to meet them in person: (10)
4. Number of people whose interest has been developed to the point where extension studies have been initiated: (1)
5. Number of people who have attended class studies on an irregular basis: (1)
6. Number of people who have attended class regularly, but have not consecrated: (1)
7. Number of people who have made consecrations and are attending class regularly: (0)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Two years in this area.

2. About how much time to you spend in calling your people each week?

When time allows, two to three hours.

a. Has your time increased since you implemented this method?

No, but it's because studies with people have filled the available time.

b. How regular have you been? (Give details.)

When time allows, several times a week.

3. What difficulties have you experienced?

Difficulty in keeping conversations going on the phone. Difficulty in bridging the gap from phone conversations to meeting together. It's hard to call more than two or three times and know what to say after that if they aren't reading and don't want to get together.

4. Have you been able to find solutions to these difficulties? If so, explain.

I still have them!

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

A little bit—more familiar with how people are thinking and what grabs their interest.

6. How do people react to your phone calls initially?

Usually quite nice, sometimes rude, always surprised!

7. What do you consider the advantages of this activity to be to you personally?

It's good discipline for my flesh. It keeps the basic doctrines much fresher in my mind. It's easier to defend the Truth when you are being challenged quite often. It's fulfilling our commission to work in the harvest.

8. Same question as above, but relating to the ecclesia.

It enriches our fellowship together. Enriches our testimony meetings. It makes the Truth more exciting and deepens our studies.

9. What advice would you give to someone who is just beginning to use phone follow-up?

Always be prepared to sacrifice your own convenience if you are really serious about pursuing a serious witness schedule. Always be available for them and once you start a study, make sure it's a commitment on your own part at least.

Be patient. Don't expect to find someone who's already in the Truth. Look for little clues and indications that someone isn't completely satisfied with his present understanding.

Try to make the Truth as interesting as possible.

Breakdown of Results—Individual Phone Follow-Up Activity

1. Number of people contacted one or two times by phone who showed no interest: (8)
2. Number of people contacted with some interest indicated: (45)
3. Number of people interested to the point where you have arranged to meet them in person: (11)
4. Number of people whose interest has been developed to the point where extension studies have been initiated: (5)
5. Number of people who have attended class studies on an irregular basis: (5)
6. Number of people who have attended class regularly, but have not consecrated: (0)
7. Number of people who have made consecrations and are attending class regularly: (2)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Two years.

2. About how much time to you spend in calling your people each week?

When we first started, about four hours a week.

a. Has your time increased since you implemented this method?

No, because after about nine months we found ourselves in about four or five extension studies. These took up the greater portion of the time we have previously been giving to phone follow-up.

b. How regular have you been? (Give details.)

Very regular. Even after we were involved in extension studies we still tried to follow-up at least an hour a week. Our intention was to have another person who wanted study ready when one of our other studies stopped.

3. What difficulties have you experienced?

The main problem is trying to determine when you should give up on a person. A number of people show some progress and willingness to discuss the Scriptures, but what timetable you incorporate and what determines a cut-off is very perplexing to me, because I don't like to leave a stone unturned..

4. Have you been able to find solutions to these difficulties? If so, explain.

I have decided to be patient with anyone who is willing to discuss the Scriptures and who will read Truth material. I would rather give them too long than not give them enough time. Also, prayer is essential along this line, asking the Lord to direct you to those who are searching for the Truth and who he is calling.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Yes—feel more comfortable on the phone. Have also become more proficient at handling all the different questions that people bring up. Have built up a number of Scriptural presentations on such topics as the Abrahamic Promise, etc., which can make the Truth appealing. The reference material that we have at our disposal enables us to discuss every Bible topic intelligently, and people notice this.

6. How do people react to your phone calls initially?

They react differently, but there are really no problems in contacting people in this manner. The people we are calling on are Christians and enjoy discussing their Bibles.

7. What do you consider the advantages of this activity to be to you personally?

Every day we can be witnessing for the Lord, as we are commanded. In the Third Volume, Br. Russell says that if we are not reaping, we will not make our calling and election sure. Every way we had tried to be active in the past proved unproductive, but now we are seeing results, and we feel the Lord's hand and direction.

8. Same question as above, but relating to the ecclesia.

This work has drawn the ecclesia closer together. The excitement of the Truth and the opportunities for service have been stimulating and uplifting to all the brethren. The class has grown both spiritually and numerically stronger in a very short period of time.

9. What advice would you give to someone who is just beginning to use phone follow-up?

- (1) Don't be discouraged. Keep at it—you will learn through trial and error.
- (2) Be enthusiastic. This comes across and influences the person you are talking to.
- (3) Be regular. When you say you'll call, do so.
- (4) Be patient; give of yourself. It may hurt the flesh, but the spiritual rewards are tremendous. If you are honest, you'll know if you're giving every person your best effort. If you're not, then you are cheating the Lord and them.
- (5) Don't assume anything such as, "This person isn't interested," etc. You will be surprised more often than you might imagine at how your assumptions were totally incorrect.

Breakdown of Results—Individual Phone Follow-Up Activity

1. Number of people contacted one or two times by phone who showed no interest: (9)
2. Number of people contacted with some interest indicated: (37)
3. Number of people interested to the point where you have arranged to meet them in person: (9)
4. Number of people whose interest has been developed to the point where extension studies have been initiated: (6)
5. Number of people who have attended class studies on an irregular basis: (1)
6. Number of people who have attended class regularly, but have not consecrated: (0)
7. Number of people who have made consecrations and are attending class regularly: (2)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Since 1980.

2. About how much time to you spend in calling your people each week?

Some weeks I don't call at all; other weeks I might spend one or two hours in calling.

a. Has your time increased since you implemented this method?

No, because extension studies and regular meetings take up most of the time that might otherwise be spent in calling.

b. How regular have you been? (Give details.)

Very irregular. Some of this has been due to being occupied in extension and class studies and therefore not being home to call, but some of it has been due to inefficient scheduling of my personal time. When I am talking to people who seem especially interested, however, I made it a point to call them once a week, and I have been very regular in those instances.

3. What difficulties have you experienced?

At first I was very nervous and didn't know how to draw people out in conversation. The main problem seems to be that there are more people to contact than we have time for, as it takes a considerable amount of time to properly follow-up on each person who seems to be interested.

4. Have you been able to find solutions to these difficulties? If so, explain.

Regarding being nervous, etc., that pretty much disappears with practice. I have also tried to utilize the suggestions given in the front of this presentation, and they have been very helpful. Regarding the matter of time, I am trying to be more efficient and less easy on the flesh in the management of my time. I feel that if I use all the time I now have faithfully, the Lord may open up more time for service.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Yes. After a while, you develop a "feel" for it, and as you become more experienced, your confidence increases, enabling you to give a more relaxed presentation. By experience, you learn how to handle all the different kinds of responses you receive.

6. How do people react to your phone calls initially?

Most people are polite, but cautious. It usually takes more than one call to draw them out and get them to talk.

7. What do you consider the advantages of this activity to be to you personally?

It has deepened my consecration in every aspect I can think of—in my approach to sacrifice, in prayer, in my personal priorities in life, in my desire to be pleasing and faithful to the Lord. Every time I talk to people, I am again impressed with the beauty of the Truth, and how much Truth we have as compared with people in the nominal church. It has given me a way to sacrifice the flesh in serving others with the Truth, and the joy this brings is unmeasurable.

8. Same question as above, but relating to the ecclesia.

The spirituality of the class as a whole is increased. Being actively engaged in the Lord's service gives the world, the flesh, and the Adversary less opportunity to gain footholds among the brethren. The thoughts and conversation of all are brought to a much higher level.

9. What advice would you give to someone who is just beginning to use phone follow-up?

(1) Follow the suggestions given in the front of this presentation.

(2) Don't be quick about crossing someone off your list who shows any spiritual inclination at all. Even if you only call someone a couple of times a year, you are maintaining a connection with them, and if they should become more receptive or interested in the future, you will be there to help them. I've talked to one lady on my list off and on since 1980 (two and a half years ago). When I called her recently, after not having called her for a year, she said, "I've been thinking of you lately. The Lord must have answered my prayers by having you call." We have now made plans for a Volume I study.

(3) Relax—you will only be talking to other people.

Breakdown of Results—Individual Phone Follow-Up Activity

- 1. Number of people contacted one or two times by phone who showed no interest: (100)**
- 2. Number of people contacted with some interest indicated: (25)**
- 3. Number of people interested to the point where you have arranged to meet them in person: (9)**
- 4. Number of people whose interest has been developed to the point where extension studies have been initiated: (3)**
- 5. Number of people who have attended class studies on an irregular basis: (1)**

6. Number of people who have attended class regularly, but have not consecrated: (0)

7. Number of people who have made consecrations and are attending class regularly: (0)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Two years.

2. About how much time do you spend in calling your people each week?

One to three hours.

a. Has your time increased since you implemented this method?

Method is not the question, but motivation is.

b. How regular have you been? (Give details.)

Fairly regular, but miss some days.

3. What difficulties have you experienced?

Lack of interest, stubbornness, too busy. People are satisfied and settled in their own churches in their own neighborhoods; not willing or desiring to move or change.

4. Have you been able to find solutions to these difficulties? If so, explain.

No, usually a person will hang up the phone or won't talk back.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Yes, more used to general answers, more prepared for different excuses. Have learned different tactics.

6. How do people react to your phone calls initially?

Most people are willing to talk as long as they don't have to read or attend a study, but then they lose interest in talking on the phone also.

7. What do you consider the advantages of this activity to be to you personally?

(1) I become more acquainted with my own Bible.

(2) I learn more nominal views so I have more answers next time.

(3) I am encouraged when someone is interested enough to study.

(4) I learn patience with those who are rude and stubborn.

8. Same question as above, but relating to the ecclesia.

The class will be encouraged or discouraged according to their measure of participation. The work of the Lord will be shared and enjoyed by those who love him.

9. What advice would you give to someone who is just beginning to use phone follow-up?

- (1) To have patience.
- (2) To ask prayer before the phone call.
- (3) Be aggressive in the right way.
- (4) Never give up.
- (5) Call frequently to stay in practice.

Breakdown of Results—Individual Phone Follow-Up Activity

1. Number of people contacted one or two times by phone who showed no interest: (55)
2. Number of people contacted with some interest indicated: (46)
3. Number of people interested to the point where you have arranged to meet them in person: (10)
4. Number of people whose interest has been developed to the point where extension studies have been initiated: (5)
5. Number of people who have attended class studies on an irregular basis: (2)
6. Number of people who have attended class regularly, but have not consecrated: (1)
7. Number of people who have made consecrations and are attending class regularly: (0)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Since January, 1982.

2. About how much time to you spend in calling your people each week?

One hour.

a. Has your time increased since you implemented this method?

Yes.

b. How regular have you been? (Give details.)

Very irregular.

3. What difficulties have you experienced?

(1) Just being regular in calling.

(2) Being confident enough to present the Truth.

(3) Still not great at finding Scriptures and do hesitate to answer questions because of this.

(4) Taking the role of authority or leader in study.

4. Have you been able to find solutions to these difficulties? If so, explain.

Not to get too personally involved at first; stay on Bible talk without getting side-tracked with informal conversation. Balance it, show some interest in their lives, but always stay on Scriptures. (1) No. (2) No—Yes. (3) Having subjects with headings in back of Bible with Scriptures. (4) When Husband and I go, he is the leader.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Yes. I know basically what to say and how to develop their interest.

6. How do people react to your phone calls initially?

Positive and negative. Depends on what they are doing, how much Scripture background they have, etc.

7. What do you consider the advantages of this activity to be to you personally?

I can show and tell the plan by Scriptures better and more confidently. All that you study can be used. It doesn't just enlighten you, but prepares you to nurture and give the Truth to others. Good practice to get us ready for the Church's activities.

8. Same question as above, but relating to the ecclesia.

We encourage one another; try to find the best ways to witness by talking to one another about doctrine and particular Scriptures that we may not understand.

9. What advice would you give to someone who is just beginning to use phone follow-up?

(1) Be regular. (2) Call back, meet, or whatever at the time you said. (3) Try to get them to have a study right away. Save doctrinal discussion for when you meet them. It works better than over the phone, but don't avoid it either.

Breakdown of Results—Individual Phone Follow-Up Activity

1. Number of people contacted one or two times by phone who showed no interest: (51)
2. Number of people contacted with some interest indicated: (21)
3. Number of people interested to the point where you have arranged to meet them in person: (7)
4. Number of people whose interest has been developed to the point where extension studies have been initiated: (5)
5. Number of people who have attended class studies on an irregular basis: (2)
6. Number of people who have attended class regularly, but have not consecrated: (1)
7. Number of people who have made consecrations and are attending class regularly: (0)

Individual Experience in Phone Follow-Up

1. How long have you been using phone follow-up?

Three years.

2. About how much time to you spend in calling your people each week?

Five hours.

a. Has your time increased since you implemented this method?

Yes.

b. How regular have you been? (Give details.)

My routine is to reserve Saturdays from 11 a.m. to 4 p.m. for calling. Some Saturdays (such as activity meetings, conventions, etc.) throw this schedule off.

3. What difficulties have you experienced?

Being consistent. Deciding how far to go with certain individuals—determining whether they are just being polite or if they really are interested.

4. Have you been able to find solutions to these difficulties? If so, explain.

The solution to consistency is self-discipline and prayer. The solution to determining someone's interest is to ask them more direct questions—some to determine their knowledge of the Bible and some questions that will stimulate them to want to know more.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Yes. Practice. Overcoming the fear of the unknown. Having a fairly good idea of what to say initially and a few questions to ask to get a response (although I feel I still could use much improvement in my ability.)

6. How do people react to your phone calls initially?

People seem much more receptive and relaxed talking to you on the phone than they are when you go to their house ay to talk to them on the doorstep. A conversation on the phone is usually longer than in person. Rarely have I had anyone be rude or nasty or hang up on me.

7. What do you consider the advantages of this activity to be to you personally?

To develop more self-discipline. Putting the flesh under. It gives me some insight into what people are thinking and believing about God and their own destiny and the churches. Sometimes the experiences with some help you understand why some people are the way they are with no sure foundation to base their lives on.

8. Same question as above, but relating to the ecclesia.

It can give the ecclesia a great deal of enthusiasm as a whole and encouragement not to give up if there is no response for a while, but to keep seeking those who have interest. It can also be an advantage to the ecclesia if it is emphasized that the Lord is overruling any new interest directly so the ecclesia can be more aware of the Lord's hand in their affairs as individuals and as being dealt with as an ecclesia. We, on our own, can do nothing.

9. What advice would you give to someone who is just beginning to use phone follow-up?

Pray before you start calling. It is not as hard as it seems. Have a sheet of paper before you call with questions on it to ask the people. Read it over before you start calling and have a fairly standard introduction to start out with to say when they answer the phone. Try not to assume or judge too quickly. Don't assume they are not interested two minutes into the conversation (unless they adamantly say so). A lot of people are quiet at first because they do not know you. Phone them at least twice before deciding they are not interested.

I feel very inadequate to the task of phoning, but I try not to use it as an exclusive. When I make the effort, the Lord seems to bless it and helps me to have the right words. Usually the little that I know about the Bible is far more than the average person I call knows, and probably would be the case for any Bible Student trying phone follow-up.

Breakdown of Results—Individual Phone Follow-Up Activity

1. **Number of people contacted one or two times by phone who showed no interest: (2)**
2. **Number of people contacted with some interest indicated: (11)**
3. **Number of people interested to the point where you have arranged to meet them in person: (3)**
4. **Number of people whose interest has been developed to the point where extension studies have been initiated: (2)**
5. **Number of people who have attended class studies on an irregular basis: (0)**
6. **Number of people who have attended class regularly, but have not consecrated: (0)**
7. **Number of people who have made consecrations and are attending class regularly: (0)**

Individual Experience in Phone Follow-Up

1. **How long have you been using phone follow-up?**

About two and a half years.

2. **About how much time to you spend in calling your people each week?**

I try to make at least one call every evening, and sometimes a call can last for an hour.

- a. **Has your time increased since you implemented this method?**

Yes!

- b. **How regular have you been? (Give details.)**

I could always better myself as sometimes I tend to become lazy, but I try to call my names about one time every month and encourage them to read Volume I.

3. What difficulties have you experienced?

Very few. Most people are very enthusiastic to talk about the Lord because they are Christian-oriented, as shown by the mere fact that they bothered to fill out our card at the fair booth.

4. Have you been able to find solutions to these difficulties? If so, explain.

5. Do you feel more capable of doing this kind of witnessing now than when you first started? Why?

Definitely yes! Practice makes (almost) perfect!

6. How do people react to your phone calls initially?

Very favorably, for the most part.

7. What do you consider the advantages of this activity to be to you personally?

I find that when speaking to people on the phone that this enhances my own knowledge of the Truth and also makes me more aware of the many different arguments against some of the Truth doctrines as some people do challenge me over the telephone as to what I believe.

8. Same question as above, but relating to the ecclesia.

The ecclesia seems to be more aware and alert as to what is going on in the church systems than if we did not use the phone follow-up system. This way everyone in the ecclesia gets to talk with someone about the Truth and oftentimes this even leads to a personal study.

9. What advice would you give to someone who is just beginning to use phone follow-up?

First thing—watch and listen to another brother or sister and get ideas as to what to say and how to present yourself. Sometimes even reading a prepared sheet in front of you can be helpful. After a little experience this follow-up method becomes almost routine—second nature.