



Client Advocate Training Manual Outline

Welcome

- Our History
- Statistics
- Choices for Women - Virtual Tour
- How to Prepare Yourself to Serve God at CFW
- What Not to Wear

A Team

- Front Desk Checklist
- Office Forms at Hand
- How to Schedule an Appointment
- How to Make a Church Referral
- How to Print EWYL Lessons
- Greeting People at the Front Desk
- The Phone is Ringing...
- Telephone Consulting Tips
- Types of Calls
- Abortion-Minded Caller Dialogue
- Morning-After Pill Dialogue

B Team

- How to be a Shopping Assistant
- How to Sort Diapers
- How to Assemble Gift Bags

C Team

- Checklist for all types of clients:
 - Pregnancy Test
 - Ultrasound
 - Assistance – Initial Visit
 - Assistance – EWYL Participant
- Client Intake Forms
- Client File Order
- Counseling Room Drawers and Packets

D Team

- Partnership Opportunities
- How to Make Phone Calls

Abortion-Minded Client

Abstinence

Adoption

Earn While You Learn (EWYL)

Evangelism

Post-Abortive Women

Spiritual Growth