

## Organizing a Phone Bank

### Before your Phone Bank

#### 1) Set goals

Set clear, achievable goals for yourself and your phone-bankers:

Decide how many people you want to contact, how many volunteers you will need, and how long this will take.

Choose a date for your phone bank - the most successful times are Monday-Thursday, 4-8pm.

#### 2) Find a venue

When and where should the phone bank be held?

- Is it small enough to hold at home?
- Do you want to host a house party and have volunteers call from their cell phones in your living room?
- Could you ask a local labor Union for use of their rooms?

#### 3) Recruit volunteers.

Start close to home:

- Family, friends and neighbors.
- Progressive activists: members of your DFA group
- Websites: Facebook, Twitter etc will help get out the message
- "Bring a friend:" Encourage your volunteers to bring people they know

Be sure to create an event for your DFA group at [www.democracyforamerica.com](http://www.democracyforamerica.com), and write an email blast for your National Field Organizer to send out.

As your event approaches, you need to follow up with everyone who has committed to volunteering to ensure that they turn out. Make sure everyone has the date, time, and meeting place.

#### 4) Gather your materials

Make sure you have everything you need for the phone bank:

- Call list (the people and numbers you'll be calling)
- Phones (if people aren't calling from their own cell phones)
- Phone Script
- Response sheet
- Pens/pencils
- Drinks/Snacks

## At your Phone Bank

### 1) Greet your phone bankers

Make sure to get contact information from your guests and take the time to greet each person.

- Set up table with sign-in sheets and pens near the entrances and encourage guests to sign in.
- Introduce yourself and thank guests for coming as they arrive

Give latecomers a few minutes to arrive, but don't start more than five minutes late. Take a moment to call the event to order and re-introduce yourself and have all your volunteers quickly introduce themselves just before you get started. Point out the toilets and the refreshments.

Have fun!

### 2) Phone bank

Phone banking is easy. It gives activists an opportunity to talk about candidates and issues that excite them and talk to people who share their enthusiasm. Try to keep some of these tips in mind when you're phone banking:

- Smile to keep your calls friendly and your energy level high
- Never dominate the conversation - ask the person you're calling some questions.
- Move around and encourage others to do the same.
- Make as many calls as possible yourself to lead by example
- Keep your phone bankers well-stocked with water
- Keep good records - make sure your phone bankers are taking good notes.
- Have your script, contact sheets and other materials in order
- Have fun!

## After your Phone Bank

### 1) Thank your volunteers and recap

Be sure to end on time and recap the event with your volunteers to discuss the pros and cons: Why not have a social event after the phone bank? If people are interested, go for drinks at a local bar.

2) Send us your sign-in and call sheets to your National Field Organizer. Their details are on your DFA profile page.