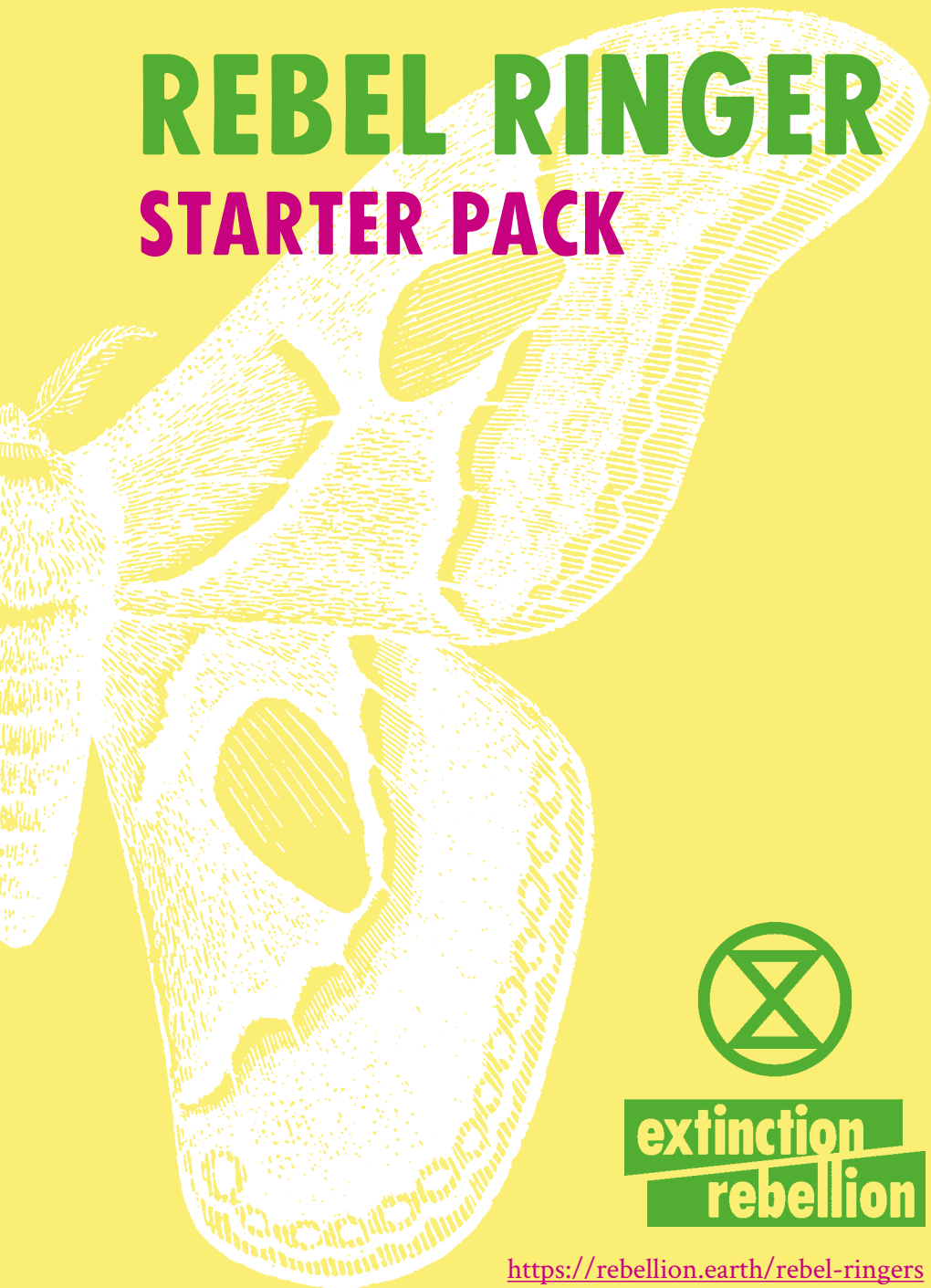


# REBEL RINGER

## STARTER PACK



**extinction**  
**rebellion**

<https://rebellion.earth/rebel-ringers>

*We call on everyone (and call everyone) to come and join us.*

**REBEL FOR LIFE.  
FOR THE PLANET.  
FOR ALL OUR FUTURES.**

*There is much work to be done.*

We need to contact, inform and engage as many people about XR as we can. This Rebel Ringer Starter Pack provides all the information you need to become a Rebel Ringer: independently at home when you have a spare moment; or as part of a Party of Rebel Ringers in your community.





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# WHAT IS REBEL RINGING?

Rebel Ringers are the Phone Bank wing of XR!  
Their mandate is to contact Rebels on our XR database to inform and engage as many of them about XR as we can!

It's all about that personal touch; real human interaction is impactful and empowering. XR volunteers have already made thousands of calls, creating many wonderful connections.

Rebel Ringing is a flexible way to help - all you need is a phone with free calling minutes, a laptop or tablet, and a free hour or two.

Once you're up and running you can encourage others to get involved!



# SIGN-UP: VIDEO WALK-THRU

**WATCH** a 4 min video guiding you through the whole Sign-up process (steps #1-5) [\*\*HERE\*\*](#)

The 'Web of Trust' step (step #4) means to get into CallHub you'll need to be vouched for by another Rebel, preferably a Local Group co-ordinator. Where possible we send an automated email to your Local Group to obtain this vouch.

The Web of Trust is an effort to be as careful, caring and responsible with our fellow Rebel's personal data as we can. *#RegenerativeCulture*

# SIGN-UP:



## 1/ TELEGRAM

group chat for instant support [HERE](#)

## 2/ FACEBOOK

follow the RR FB page [HERE](#)

## 3/ DATA AGREEMENT

complete the form [HERE](#)

## 4/ WEB OF TRUST

'vouch' from your Local Group

## 5/ CALLHUB LOGIN

via auto email from step #4

## 6/ PRACTICE CALL

try a call to a friend

## 7/ REBEL RINGING

vive la rébellion!

**NB: steps 1& 2 are optional, but recommended**

# SIGN-UP: WEB OF TRUST

Once you agree to the XR Rebel Ringers Data Protection Agreement (step #3) we will email your Local Group and ask for your Rebel Ringer ‘vouch’ OR you can simply email your Local Group and [rebelringers@rebellion.earth](mailto:rebelringers@rebellion.earth) to ask for a vouch.

After you are vouched for you’ll receive your CallHub login via email entitled ‘Welcome to CallHub – Activate your agent account now!’ (step #5)

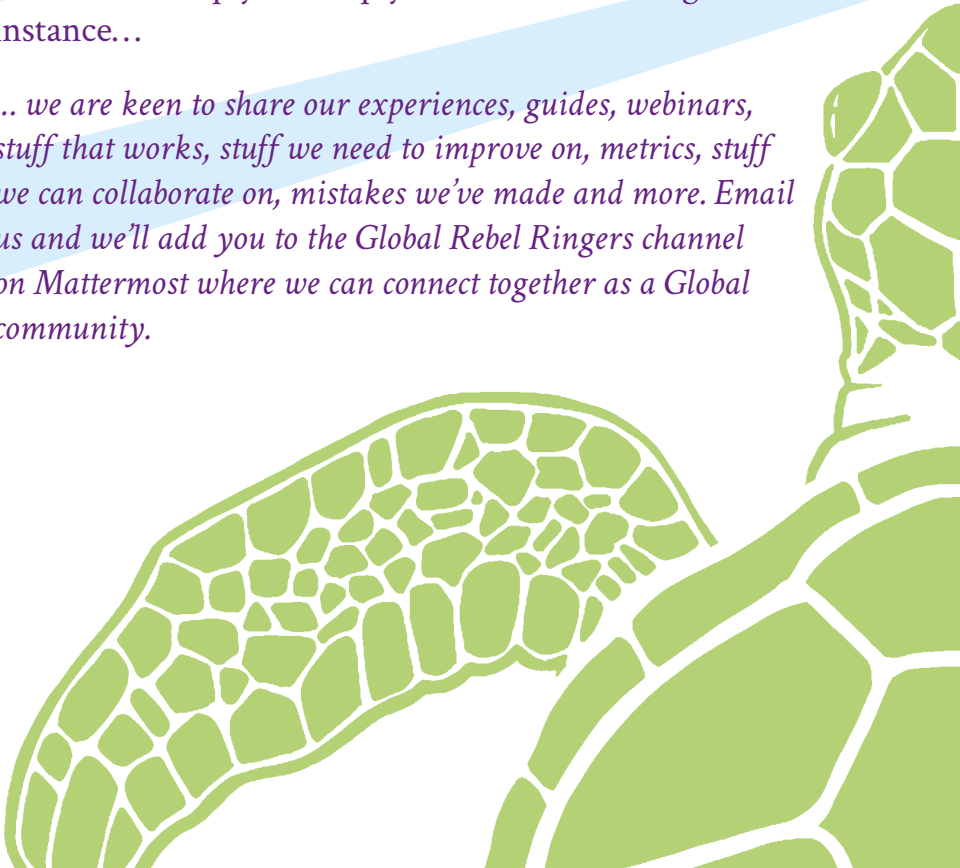
... when you’ve clicked the link in the email and set up a password, you’re all signed up to be a **XRUK REBEL RINGER!**

# XRUK & GLOBAL REBEL RINGERS

**EXTINCTION REBELLION** is a decentralised, global movement, however this starter pack is for the XR UK Rebel Ringers.

If you are part of another XR Branch or Country please feel free to email us on [rebelringers@rebellion.earth](mailto:rebelringers@rebellion.earth) and we will help you setup your own Rebel Ringer instance...

*... we are keen to share our experiences, guides, webinars, stuff that works, stuff we need to improve on, metrics, stuff we can collaborate on, mistakes we've made and more. Email us and we'll add you to the Global Rebel Ringers channel on Mattermost where we can connect together as a Global community.*





# CALLHUB: JOIN A CAMPAIGN



**LOGIN** to CallHub via: <http://app.callhub.io/>

The CallHub homepage lists all our campaigns

The screenshot shows the CallHub interface. At the top, there is a navigation bar with the 'extinction rebellion' logo, a 'Calling' icon (circled in red), and 'Texting' and 'Leaderboard' options. Below the navigation bar, the page title is 'My Campaigns' with a 'Reload Campaigns' button. A table lists campaigns with columns for Campaign Name, Total Contacts, Completed, Remaining, and Campaign Status. The table contains two rows: 'New Rebels - London - June' and 'New Rebels... Practice Calling'. The 'Campaign Status' column for both rows has a blue 'Join Campaign' button.

Campaign Name	Total Contacts	Completed	Remaining	Campaign Status
New Rebels - London - June	612	293	319	<a href="#">Join Campaign</a>
New Rebels... Practice Calling	1	0	1	<a href="#">Join Campaign</a>

... to get back home anytime, just click the Calling icon (circled above).

Click on the Campaign Name and then hit the blue **JOIN CAMPAIGN** button highlighted below

The screenshot shows the 'Join Campaign' page. The navigation bar includes the 'extinction rebellion' logo, 'Calling', 'Texting', and 'Leaderboard' options. Below the navigation bar, there is a large blue button with a right-pointing arrow and the text 'Join Campaign', which is circled in red.

# CALLHUB: CAMPAIGNS

## EACH CAMPAIGN SCRIPT HAS THE FOLLOWING:

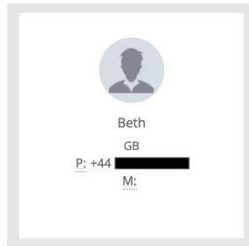
- 1. NUANCE DOC:** if you need it, this is a link to a doc with everything you need to know about the campaign; any topics involved, campaign goals, nuances, further reading, FAQs & more!
- 2. LEFT MESSAGE:** this is a suggested voicemail or text message to send to Rebels who do not answer your call.
- 3. MAIN SCRIPT:** this is the skeleton guidance for your chat with your fellow Rebel.
- 4. AUTOMATED EMAIL:** this email will automatically go out to the rebels you have spoken to, it will contain links and other goodies that you have discussed on the call (a preview lives at the top of the script).

# CALLHUB: MAIN SCRIPT



Once you've joined a **CAMPAIGN**, on the left hand side is a box like this.

Beth is the next person in the call list.



The script itself will take the form of a 'hello', some info to pass on, Q&As to gather and then a 'goodbye'.

The script Q&As are dropdown lists to input your fellow Rebels' response.

<<Q>> Have seen the XR Heading for Extinction and what to do about it talk?

Yes

No

Yes

but also where XR's strategy comes from and why it will work... it's really worth watching when you get the time, we'll send you a link to an online version in the follow-up email

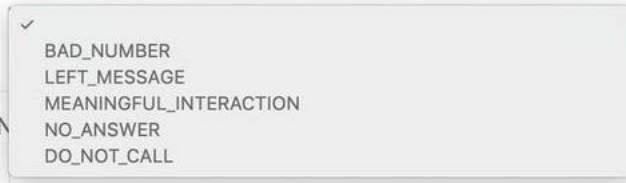
Thank you for sharing that. It's always really useful to get a sense of how things are going for people.

Save Clear Save and Next >

# CALLHUB: CALL DISPOSITION

At the end of your call set the call outcome, aka 'Call Disposition', via the dropbox

Set Call Disposition:



## **BAD\_NUMBER:**

the number you dialled was not recognised

## **LEFT\_MESSAGE:**

use this if you left them a voicemail or text message

## **MEANINGFUL\_INTERACTION:**

the default outcome if the recipient engaged with you

## **NO\_ANSWER:**

if they don't answer or ask you to call back later

## **DO\_NOT\_CALL:**

if the caller does not want to be contacted for any reason

Finally, when you are ready to move on to your next call click

Save and Next →

# CALLHUB: SUMMARY



## **A) JOIN A CAMPAIGN:**

pick a Campaign you might want to join

## **B) READ NUANCE:**

take a skim read the linked Nuance doc to arm yourself with as much campaign intel as you can. Any Qs comment on the doc!

## **C) GO OVER THE SCRIPT:**

read over the script a few times and see how it feels. Think about which parts you'll put your own slant on and how!

## **D) PRACTICE & RING:**

make a couple of practice calls, then get calling!

## **E) DELETE NUMBERS:**

remove called numbers from your phone's call history

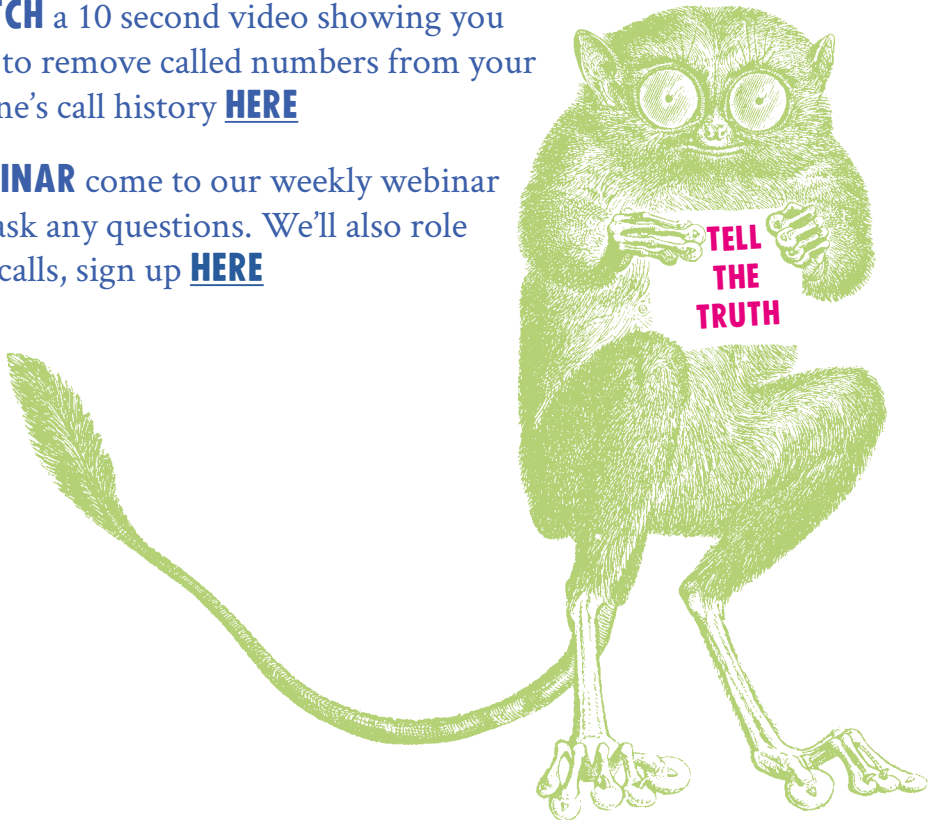
# REBEL RINGERS: HELP IS HERE!

**TELEGRAM:** join our **TELEGRAM PHONE APP** support group chat and ask any questions or just chat 24/7, invite is [HERE](#)

**WATCH** a 7 minute video walk-thru of CallHub and Calling (steps #6-7) [HERE](#)

**WATCH** a 10 second video showing you how to remove called numbers from your phone's call history [HERE](#)

**WEBINAR** come to our weekly webinar and ask any questions. We'll also role play calls, sign up [HERE](#)



# TIPS. DO...

**DO KNOW THE SCRIPT BEFORE YOU START:** familiarise yourself with the flow and content. Take the time to practice out loud before you make your first call, or do a practice call with a friend.

**DO TALK SLOWLY:** we are easier to understand and come across as more relaxed and trust worthy when we speak calmly and slowly.

**DO SMILE WHILE YOU DIAL:** it may seem silly but it's true! If you smile while you're calling it will help your tone sound friendly and help you quickly build rapport with the person on the other end.

**DO BE PROUD AND CONFIDENT:** you are doing a noble thing here, you are doing the right thing – and you are connecting with and enabling people who also want to do the noble and right thing.

**DO CONNECT WITH EACH PERSON:** imagine that they're sitting across the table from you. Engage them by genuinely connecting and asking questions to create a natural back and forth. The more familiar you are with the script, the easier this will be.

**DO SPEAK IN THE 3RD PERSON ABOUT XR:** what 'is happening' and what people 'are doing' and not 'what I think' or even worse 'what I think people should do'! People are persuaded by an awareness of what the prevailing mood of their community is. We're not persuaded by being told what to do by a stranger!

**DO LISTEN:** Rebel Ringer calls are as much about listening as they are about talking.

# TIPS. DON'T...

**DON'T FEEL YOU HAVE TO STICK RIGIDLY TO THE SCRIPT** in fact we encourage riffing on it, Rebel Ringing is a tool to allow Rebels connect – let's enjoy it!

**DON'T LET NO ANSWERS GET YOU DOWN:** most of the time people aren't able to talk or won't pick up. On average only 1 in 4 calls will result in conversation, so have that expectation. Rebel Ringing is not a numbers game, but a way to make a connection with another sacred being who is also concerned about the future of life on this planet.

**DON'T APOLOGISE** you are doing a noble thing here, people want to be called and helped into the movement – be proud and happy.

**DON'T MAKE ASSUMPTIONS** about their age, race, gender, or how much they support Extinction Rebellion.

**DON'T PRESSURE:** Rebel Ringing is not like fund raising or other call centre based work, if now isn't a good time for someone to be involved, we respect that - let's be the Regenerative Culture we want to see.

**DON'T FORGET TO DELETE:** the people's numbers you have called from your phone's caller history.

**DON'T BLUFF:** if you don't know something during the call, then that's totally fine. Be honest and put the question in the Notes, someone should follow-up later on it.



# WE WELCOME EVERYONE ON SATURDAY @ 10AM!

Working alone, I can reach 4 people in an hour. With 100 Rebels online, together we could collectively reach 400 in an hour; we have power in our numbers and our voices!

**JOIN OUR WEEKLY REBEL RINGER SESSION VIA THIS LINK ...LET'S GET TOGETHER AND MAKE CALLS FOR THE REBELLION.**

This session is an online space for us to come together and support each other to make our 1st or 1,000th call! We'll cover any Questions and get everyone ringing.

# REBEL RINGER PARTIES!



## REBEL RINGING IS BETTER WITH FRIENDS.

A Rebel Ringer Party with your friends, affinity group or local XR Rebels is not only a lot of fun - it is also a key tool for growing and strengthening the Movement.

Please arrange Rebel Ringer Parties for your affinity or local group! If you need any help please ask on the Telegram group or send an email to [rebelringers@rebellion.earth](mailto:rebelringers@rebellion.earth) and we'll give you all the info and tips you will need to get hosting!

With a strong base of Rebel Ringers ready to spring into action, we can quickly contact tens of thousands of people to encourage them to join us on the streets for the next big Rebellion!

In the meantime Rebel Ringers will continue to provide that personal connection to let Rebels know about local actions and to ensure that as many people as possible join their XR local groups, get trained up and start organising.





# START A CAMPAIGN

To get a Rebel Ringer campaign started for your Local Group or Action you simply need to fill in... **[THIS FORM](#)**

Watch the tutorial video on it **[HERE](#)**

Rebel Ringing is a 'High Touch' form of outreach, i.e. it is not a numbers game!... it is about having caring and meaningful conversations with fellow Rebels.

## **Some numbers to keep in mind:**

A Rebel Ringer will have ~4 'Meaningful Interactions' per hour. i.e. ~10 mins per chatty call =  $4 * 10 \text{ mins} = 40 \text{ mins}$  & [12 no answers/ left message =  $12 * 1.5 \text{ mins} = 18 \text{ mins}$

**TO CALL 100 REBELS == 25 REBEL HOURS == 5 REBELS, 5 HOURS EACH**

**TO CALL 500 REBELS == 125 REBEL HOURS == 20 REBELS, 6 HOURS EACH**

**TO CALL 1000 REBELS == 250 REBEL HOURS == 50 REBELS, 5 HOURS EACH**



# OUR REGENERATIVE CULTURE

**REGENERATIVE CULTURE IS THE SOUL OF XR AND REBEL RINGERS; IN YOUR OWN TIME CHECK OUT THE REBEL RINGER REGEN GUIDE HERE.**

**CONNECTING WITH OTHERS BUILDS COURAGE AND POWER, THIS IS HOW THINGS CHANGE.**

**99.999%\* OF CALLS ARE ENTIRELY POSITIVE EXPERIENCES AND LEAVE YOU, THE CALLER, UPLIFTED AND ENGAGED.**

**WE HOPE YOU HAVE AS MUCH FUN WITH YOUR CALLS AS WE HAVE HAD SO FAR.**

\* Not the actual percentage, but honestly - you are going to love it!



DO YOU COMMIT  
TO NONVIOLENCE?

DO YOU AGREE  
TO FOLLOW OUR  
PRINCIPLES?

<https://rebellion.earth/the-truth/about-us/>



If so **YOU** are  
**EXTINCTION  
REBELLION**

*and you can act  
in our name.*