Elder M Russell Ballard: To the Saints in the Utah South Area, September 13, 2015 (small portion of the excellent talk)

"One of our outstanding missionaries that served with us in the Canada Toronto Mission years ago came to my office in Salt Lake City. During our visit, he told me that he was losing his faith and his testimony and that he had many questions. I asked him to write down his questions and promised to find answers to them, certainly as many as I could. As he was about to leave—he had his hand on the doorknob of my office—I said, "Elder, how long has it been since you have studied the scriptures; specifically, how long has it been since you have read from the Book of Mormon? He lowered his head and said he had not been doing that. I gave him an assignment to begin reading the Book of Mormon for an hour each day while I worked to prepare answers to his questions. He agreed to do so.

Two weeks later, he came back to my office, and as he entered in and sat down he said, "President, I don't need answers to those questions anymore. I did what you asked—I know the Book of Mormon is true and I know Joseph Smith is a prophet of God." I was very happy to hear that but said, "Elder, I spent a long time answering your questions so you will have to sit down and hear the answers!" What a joy! The Spirit and light of the gospel had returned to him. I commended him and gave him a big hug before he left."