

Building a Volunteer Team
Session Two: Equipping Your Team
Taught by: Dale Hudson

1. Set them up for success.
 - a. There's a big difference in *telling* them vs. *showing* them.

How you bring volunteers in is very important. Dale's church uses the following process in bringing in potential volunteers:

- Interest card – get basic information: name, phone #, email
 - Application
 - Personal interview – one-on-one; go through application, ask some tough questions to get to know them
 - Background check – do after interview – after you assess if they're a good fit
 - Orientation – cover safety and security, policies and procedures, vision, "why" of ministry
2. Place people in their sweet spot. Don't place them where *you need* them. Place them where *they need to be*.
 - a. Ask them what they're good at.
 - b. Ask them what they enjoy doing.
 - c. Ask them what their dream job is at church.
 - d. Have them take a gift and personality test.
 - e. Let them observe several areas if they're undecided.
 - f. Give them permission to let you know if they are not in their sweet spot.
 - g. Check back with them in one month to see if they're in their sweet spot.
 3. Provide them with a clear job description. Include an overview/purpose; who to report to; general expectations (that apply to all volunteers); specific expectations (that apply just to their role); gifts needs; ministry "wins"
 4. Resource them (curriculum).
 5. Provide one-on-one mentoring.
 6. Provide on the job training.
 7. Provide on-going training.
 - a. How frequently will you offer this? What is the plan? What specific areas do we want to emphasize?
 - b. Keep in mind that:
 - i. People are busy.
 - ii. People are bombarded with information.
 - iii. People don't "live with it" like we do.
 - iv. People have short attention spans.

8. Offer training on the go.
 - a. Say it short.
 - b. Keep it short.
 - c. Show it short
 - d. Communicate it short. 99% of text messages are read because they're short.

9. Offer live training.
 - a. Have it when they are already at church. Offer it during a service time or after a service.
 - b. Offer a pre-service huddle. Dale's church does this 30 minutes before they receive children. All volunteers meet together for:
 - i. Laughter/jokes
 - ii. Recognize new team members.
 - iii. Quick announcements
 - iv. Teaching time (4-5 minutes)/varies between:
 1. Practical – helps them grow in ministry skills
 2. Devotional –helps them grow in their faith
 3. Motivational – helps them grow in their passion for ministry
 - v. Care – take prayer requests
 - vi. Cheer

10. Offer big training events 1-2 times per year.
 - a. 7 key elements to make events rock:
 - i. Fun
 - ii. Festive – make it a party!
 - iii. Food
 - iv. Family-friendly – provide childcare
 - v. Focused – be prepared
 - vi. Faith-building – build into them
 - vii. Felt – have an "aha" moment/remind why they served

11. Age specific training – leave up to age-level coordinators.

12. Use technology to equip – take the training to them.
 - a. Do 1 video per month for big-picture training – Dale recommended rightnowmedia.com, where you can upload videos for your volunteers to pull up at their leisure.
 - b. Email
 - c. Texting
 - d. Facebook/Twitter
 - e. Blog