



**CONNECT
TEAM**

Leader Handbook

Connect Team Leader Handbook

The goal of this handbook is to equip you to clearly communicate and lead the Connect Team with confidence. We would like to help equip you in four broad categories:

1. PURPOSE - Why we welcome members and guests.
2. PROCESS - How we welcome members and guests.
3. PEOPLE - Who welcomes members and guests.
4. GAME PLAN - A separate resource that shows how to implement the three P's on your campus.

This is meant to be comprehensive but not overwhelming. Our goal is to communicate as much of the principles and training as possible so that we can all be on the same page.

This handbook also will give you direction so that you can complete a Connect Team GAME PLAN for your campus. This is both an operating manual and an online hub that contains all the tools and resources your volunteers need to implement your Connect Team best practices.

After you read through the Leader Handbook and are ready to get started implementing Connect Team on your campus, email connectteam@gracechurchsc.org to get a copy of your very own GAME PLAN and begin.

Let's get started...

Purpose:

Why We Welcome Members and Guests

The goal of the Connect Team is to create a welcoming environment for attendees and help connect them to the mission of our church. Our hope is that our interactions with guests would be the first steps in a process God would use to transform their lives through the power of Jesus Christ.

Every Connect Team team should prioritize identifying guests, personally engaging them, and connecting them to their next step within the church.

Two of our highest values are that we would be personal and authentic. We want attendees to know that we care about them personally. For example, one Connect Team member having a real conversation with a guest and walking with them to their destination is more valuable than ten team members nodding hello as they walk by.

This all begins with our very first interaction—as they enter the parking lot. Provide a smooth transition by helping guests know where to turn and where to find a parking spot. When guests flash their lights, your team can wave them in. As guests get out of their car, it is important that Connect Team greeters are visible. This demonstrates intentionality.

When you encounter a guest, walk with them, welcoming them as if they were a guest in your home. Make yourself available by guiding guests to the entrance doors. If guests have kids, then it is important that you help them know the location of the appropriate classrooms. This demonstrates hospitality.

Ask guests their names and repeat their names in your conversations as a way to remember who they are. This shows you are listening and paying attention to them. As you walk with guests, make sure you point out helpful stops along the way like the bathrooms, the welcome area, and which door to enter for worship.

Three helpful questions to ask yourself regularly:

1. How many guests has our campus seen this month? This will create awareness.
2. How many guests did I meet this month? This will create engagement.
3. What are the names of the guests I met? This will show we care.



Purpose: Goals and Expectations

WHAT IS THE PURPOSE OF THE CONNECT TEAM?

To create a welcoming environment for attendees and help connect them to the mission of the church.

- The primary role of a volunteer on our Connect Team is to be a connector.
- Procedural responsibilities are secondary to identifying and helping guests connect relationally with each other and the mission of our church.
- What would you do for an old friend the first time they showed up at your church? That's how we need to handle guests and attendees.
- Being energetic and responsible in our Connect Team roles shows our guests that we believe the gospel and the mission of our church is important.

HOW DO WE ACHIEVE THE GOAL?

By intentionally engaging guests and creating a highly visible presence.

- Treat them like a guest at home—show them around, offer them coffee, get to know them.
- Having a large presence not only increases the likelihood of each guest being identified but also creates an environment where guests feel comfortable, even if they avoid being singled-out.
- The Connect Team paves the way for others to worship. Our volunteers set the tone from the very beginning of the day—this means being here early.

WHAT IS EXPECTED OF THOSE WHO LEAD CONNECT TEAM?

- Care for others. You may have team leaders who lead specific areas of the Connect Team who will look to you for leadership and direction. It will be your job to encourage, give direction for your Connect Team, and offer training and resources to help them lead.

PRACTICAL TIPS:

- Welcome everyone and introduce yourself to anyone you don't know.
- Try to remember their names.
- Ask open-ended questions.
- Introduce guests to other church members.
- Invite them to stop by the front after service to meet a staff member.
- Go back to your greeting area after the service to "reverse greet." This gives an opportunity to look for guests you met and further connect with them.
- Remember to smile.



Process:

How We Welcome Members and Guests

Weekend worship services in our congregations are busy. If we're not careful, we can let our focus become so crowded with all the different responsibilities that come with ministry roles that our central "why" gets lost in the shuffle. Or, volunteers can get so interested in connecting with one another that we lose the opportunity to really serve those attending our campus.

Without systems in place, each individual team member can easily get so focused on his or her own busyness that ministry can become chaotic and unfruitful. The processes you put in place help keep the focus on the "why" when distractions and negative circumstances arise.

There are many benefits of having clear ministry processes. Great processes:

- Eliminate distractions
- Create solid communication and accountability
- Empower staff and volunteers to be decision-makers

Process:

Your Central Game Plan Hub

Hopefully, establishing processes will not make you feel overwhelmed, but rather help you think through areas that may need concrete direction and planning. Effective processes minimize distractions and help people work together, so while a process does take work to maintain, it should not make things more complicated. Implementing your processes helps transfer vision to your team in practical ways.

That's why we will help you build a GAME PLAN. Your GAME PLAN is located online and contains relevant tools and information for your team. It will be both an operating manual and a central place where they can find all relevant responsibilities, schedules, resources, documents, links, and other tools to help you accomplish ministry objectives.

You will work with a Central Staff Member from Grace Church to build out your very own GAME PLAN and we will use our Anderson Campus Connect Team examples to help you implement Connect Team.

Process:

Guest Checkpoints

Often, a first time guest at our church will make the decision to come back within the first 10 minutes of their experience. The environment they encounter speaks to them before our teaching team ever does.

- How can we make sure we are not just accommodating visitors but rather expecting guests?
- How can everyone at our church own the guest experience, not just the Connect Team?
- How can we become a more friendly church and feel confident that our guests feel our desire to be hospitable?

SOME QUESTIONS EVERY GUEST IS ASKING

- **Before:** What time should I arrive at church?
 - » Is all of the information on our church website accurate and effective?
- **Driving:** Where do I turn?
 - » Visual signage is important. Is our signage helpful to a guest?
- **Parking:** Where do I park?
 - » Optimum parking time is 10 minutes before the service starts to 10 min after.
 - » Direction signage, people parking, handicap, and new visitor parking should all be clearly visible.
- **Entrance:** Where do I enter the building?
 - » People are drawn to people!
- **Children:** What do I do with my kids?
 - » Interior or exterior signage, children's check-in areas.
 - » What does our security look like?
- **Information:** Where can I get help?
 - » Welcome Center, people, displays, hallway and lobby signage, advertisement all play a role.
 - » Greeters everywhere make us feel welcome.
- **Worship:** Which door do I enter for worship?
 - » The guest experience needs to be four touches deep.
 - » At the main worship doors, greeters and ushers should be in place
 - » Any above level signage should be visible.
 - » Greeters should be at the doors on the way out.

Process:

Guest Care Model – VIA

VISIBILITY

- Visibility = Strong volunteer presence and strategic placement.
- Visibility OUTSIDE is critical—it signifies that something is happening inside.
- It increases our likelihood of meeting guests.
- It makes us accessible.
- It communicates that the church is the people, not the building.

INTENTIONALITY

- Seek to know people.
- Ask questions that connect dots.
- LISTEN and respond helpfully, not just protocol.
- Think like a guest EVERY weekend.
- What time would they arrive? Get there before a guest does.
- What would be confusing if this were my first time?
- What would it feel like to walk in late to service to a full room and no one engages me?

AUTHENTICITY

- It's what KEEPS people at our church—being who we say we are.
- You can't fake caring for people. You have to actually want to know them and see them connect.
- Who do you need to connect them to?
- What ministry do they need to know about?
- Where would they make an impact serving?
- Own their question/problem and stay with them until you find the answer/solution.

Customer Service

- Smile
- Be noticeable
- Make eye contact
- Talk to everyone—avoid prolonged conversation with your fellow volunteers
- Walk up to people you don't know and say hello
- Call guests by their name
- Escort, don't point
- Stay off cell phones

What do I say to a guest?

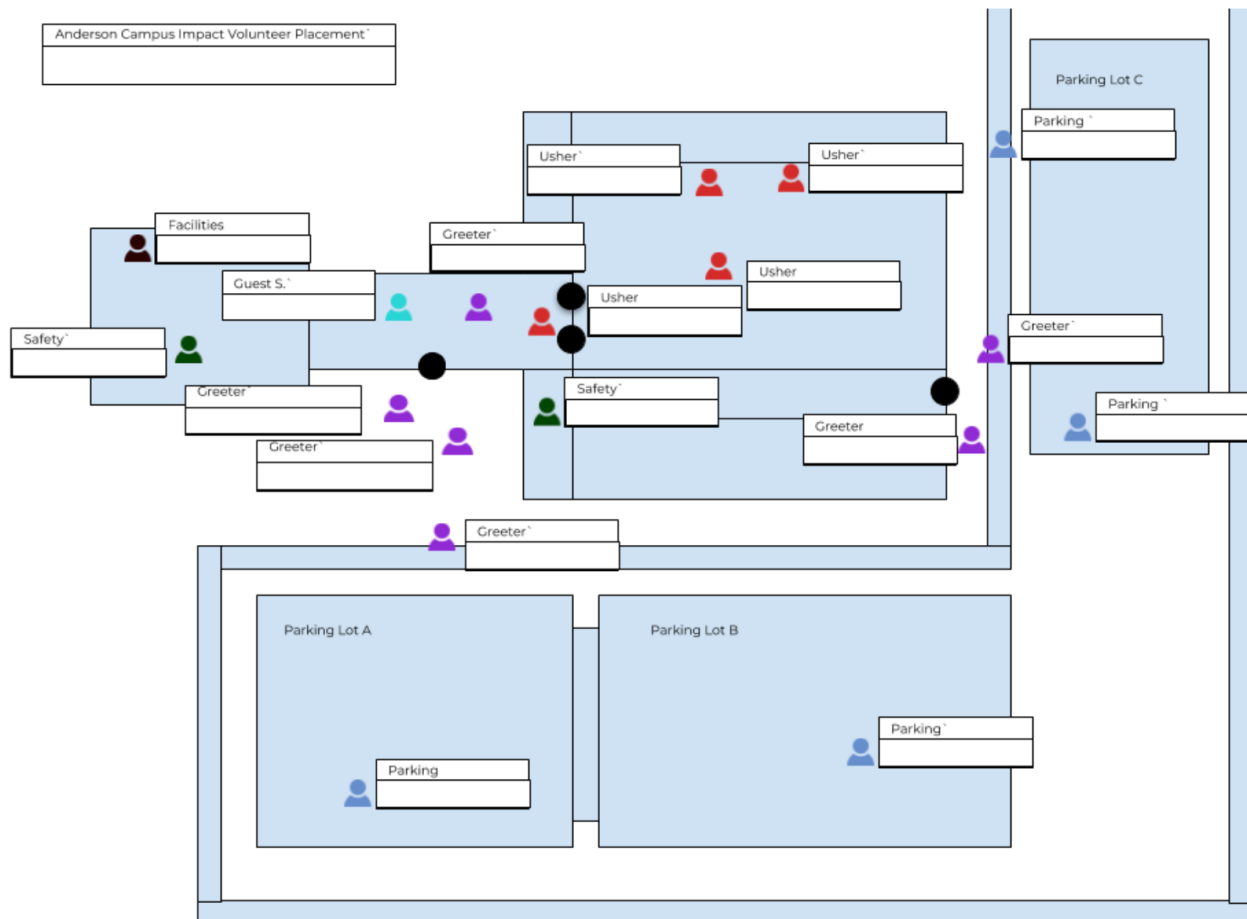
- "Good morning, glad to see you today."
- "I'm Chris Rivers, have we met before?"
- "How long have you been here?"
- "Are you new to this area or just new to our church?"
- "Are you connected to anyone who worships at our church?"

Process: Volunteer Diagram

The Volunteer Diagram helps ensure all necessary positions are covered prior to the service times. Using the Diagram in your huddle can also help volunteers hear the names of teammates and see their faces. It can also help you track attendance and discover potential new leaders.

When you build out this tool, anticipate the experience that a first time guest will have on your campus.

In your Campus Connect Team GAME PLAN, we will build a Volunteer Diagram that will help you and your team create a welcoming environment and connect people to the mission of the church.



Process: Parking

Every church is different when it comes to parking. That's why it's important you help guests know where to turn and where to park. In your Campus Connect Team GAME PLAN, we will create a parking document that documents your parking team's strategy to welcome guests.

PARKING TEAM PRINCIPLES

CLEARLY DEFINE AND DOCUMENT YOUR PROCESS

Use the step-by-step instructions in the GAME PLAN to document exactly how your volunteers should handle parking at your campus. Use the volunteer placement diagram to help volunteers know where the best places are for cars to enter and where guests and attendees should park.

DETERMINE THE AMOUNT OF TIME YOUR VOLUNTEERS WILL NEED

All parking signs should be placed at least 45 minutes prior to service times, and your parking volunteers should be in place at least 30 minutes before the service starts to attend the Connect Team Huddle.

USE THE VOLUNTEER PLACEMENT DIAGRAM YOU DEVELOP IN THE GAME PLAN TO PLACE THE SIGNS OUT EACH WEEK

Your Volunteer Placement Diagram will show you where a-frames, guest parking signs, Grace Church flags, etc. will be placed. It's important to follow these guidelines because they have been designed to help guests and regular attendees find an appropriate place to park quickly and easily.



Process:

Welcome and Greeting Team

Each of our buildings is unique. That's why it's important you help guests know where to enter your building. Strong volunteer presence and strategic placement signifies that something is happening and increases our likelihood of helping them find their way.

In your Campus Connect Team GAME PLAN, we will create a Welcome and Greeting Team document that outlines your Welcome and Greeting team's strategy to welcome guests.

WELCOME AND GREETING TEAM PRINCIPLES

CLEARLY DEFINE AND DOCUMENT YOUR PROCESS

Use the step-by-step instructions in the GAME PLAN to document exactly how your volunteers should handle Welcome and Greeting at your campus. Use the volunteer placement diagram to determine the best locations for your Welcome and Greeting Team volunteers to stand in order to meet guests after they exit their cars.

You will need to think about where crosswalks are located that could use an added presence. You will want to think about the number of entrance doors you have at your campus and how many Welcome and Greeting Team volunteers should be at those entrance doors. Take time to think like a guest as they walk from their car to the entrance of your campus.

DETERMINE THE AMOUNT OF TIME YOUR VOLUNTEERS WILL NEED

All Welcome and Greeting Team volunteers should arrive at least 30 minutes before the service starts to attend the Connect Team Huddle, but feel free to adjust this schedule to meet the unique needs at your campus.

USE THE VOLUNTEER PLACEMENT DIAGRAM YOU DEVELOP IN THE GAME PLAN TO ASSIGN VOLUNTEERS EACH WEEK

Your Volunteer Placement Diagram will show you where volunteers should be. It's important to follow these guidelines because they have been designed to help guests and regular attendees connect with your volunteers quickly and easily.

Process:

Guest Services Team

When guests need help, it's important that your team connects with them on a personal level. Your welcome center, displays, and hallway and lobby signage need to be visible. Even though those things are vital in helping guests know where to go, they aren't as powerful as the impact of real people. When your Guest Services Team seeks to know people and ask questions to connect the dots, guests feel welcome and engaged.

In your Campus Connect Team GAME PLAN, we will create a Guest Services Team document that showcases your Guest Services team's strategy to welcome guests.

GUEST SERVICES TEAM PRINCIPLES

CLEARLY DEFINE AND DOCUMENT YOUR PROCESS

Use the step-by-step instructions in the GAME PLAN to document exactly how your volunteers should handle Guest Services at your campus. Use the volunteer placement diagram to determine the best locations for your Guest Services Team to stand.

You will need to document a helpful Welcome Center or Hospitality Table location. Think about strategic places volunteers should be and displays that give attendees an idea of what is happening at church. If you provide any hallway and/or lobby signage for guests, make sure they are visible. Take time to think like a guest as they walk from the entrance door to the worship door. Think about how clear your interior signage is that directs a guest to children's check-in and other areas.

DETERMINE THE AMOUNT OF TIME YOUR VOLUNTEERS WILL NEED

All Guest Services Team volunteers should arrive at least 30 minutes before the service starts to attend the Connect Team Huddle.

USE THE VOLUNTEER PLACEMENT DIAGRAM YOU DEVELOP IN THE GAME PLAN TO ASSIGN VOLUNTEERS EACH WEEK

Your Volunteer Placement Diagram will show you where volunteers should be. It's important to follow these guidelines because they have been designed to help guests and regular attendees connect with your volunteers quickly and easily.

Process: Usher Team

It's vitally important for your team to help guests know which door to enter and where to find their seat in the worship auditorium. It's also important that guests are able to participate in worship with no distractions. In your Campus Connect Team GAME PLAN, we will create an Usher document that outlines your Usher Team's strategy to welcome guests.

USHER TEAM PRINCIPLES

CLEARLY DEFINE AND DOCUMENT YOUR PROCESS

Use the step-by-step instructions in the GAME PLAN to document exactly how your volunteers should handle Usher Team processes at your campus. Use the volunteer placement diagram to help your Usher Team know where the worship doors are located and a process to help direct guests in the worship auditorium to find a seat.

Remind your ushers that they are to lead in the room. They should proactively help people. If someone is causing a commotion, they should step into the situation with the Safety Team members, not wait for someone else to handle it.

You should think through practical things like a process that helps your volunteers prepare and serve communion. Think through how many ushers carry flashlights for when it is dark and who will hand out Bibles during the service. Take time to think like a guest as they walk from the worship door to their seat.

DETERMINE THE AMOUNT OF TIME YOUR VOLUNTEERS WILL NEED

All Usher Team volunteers should arrive at least 30 minutes before the service starts to attend the Connect Team Huddle.

USE THE VOLUNTEER PLACEMENT DIAGRAM YOU DEVELOP IN THE GAME PLAN TO ASSIGN USHERS EACH WEEK

Your Volunteer Placement Diagram will show you where ushers should be. It's important to follow these guidelines because they have been designed to help guests and regular attendees connect with your volunteers quickly and easily.



Process: Safety Team

It's important that guests feel safe, and each of our campuses will have slightly different needs and risks. A Safety Team may or may not be part of the Connect Team at your campus. If it is, then create a Safety document with your Safety Team's strategy to welcome guests and add this to your campus Connect Team GAME PLAN.

SAFETY TEAM PRINCIPLES

CLEARLY DEFINE AND DOCUMENT YOUR PROCESS

Use the step-by-step instructions in the GAME PLAN to document exactly how your volunteers should handle Safety Team processes at your campus. Use the volunteer placement diagram to help your Safety Team know where the worship doors are located and a process to observe guests as they navigate to the worship auditorium to find a seat. You should help your volunteers understand the unique security needs of your campus.

The doors that lead into the building will likely need the most attention. Think through the different kinds of people in churches that can be considered dangerous and what types of behaviors make the list. Consider what scenarios are the most common that pose a danger and document how you want your volunteers to handle those situations. Think through how you will keep your team aware of traffic into and out of the Children's worship areas.

Train your safety volunteers to handle situations where someone is becoming a disruption rather than waiting to see what will happen or to see if someone else will handle it.

DETERMINE THE AMOUNT OF TIME YOUR VOLUNTEERS WILL NEED

All Safety Team volunteers should arrive at least 30 minutes before the service starts (and attend the Connect Team Huddle if they are part of the Connect Team, or have their own huddle if they are their own team).

USE THE VOLUNTEER PLACEMENT DIAGRAM YOU DEVELOP IN THE GAME PLAN TO ASSIGN SAFETY TEAM VOLUNTEERS EACH WEEK

Your Volunteer Placement Diagram will show you where Safety Team members should be. It's important to follow these guidelines because they have been designed to help guests and regular attendees connect with your volunteers quickly and easily.



The Connect Team Huddle

A big part of leading a team is gathering for a time of mutual encouragement and shared learning.

Let us think of ways to motivate one another to acts of love and good works. And let us not neglect our meeting together, as some people do, but encourage one another, especially now that the day of his return is drawing near.

—Hebrews 10:24-25 (NLT)

The Connect Team Huddle is a great way to facilitate this type of encouragement and shared learning. The Connect Team Huddle:

1. Gives you a chance to remind everyone of the purpose of the Connect Team.
2. Helps remind everyone to expect guests.
3. Assists in reminding your team of important ministry events.
4. Encourages us to model a posture of servant leadership.

Hopefully, you've been able to see several people lead a Connect Team Huddle. If you haven't had the chance to do this, we suggest you partner up with someone who has and watch them do it.



Connect Team Huddle Worksheet

THE HUDDLE

Huddle Lead Worksheet - (8 Minutes)

COMMUNICATE

Purpose, Announcements, an Idea

1. Our purpose is: To create a welcoming environment for attendees and help connect them to the mission of our church..
2. During Huddle, I will encourage the team by sharing the following (personal story, staff feedback, etc.):

3. Important Huddle Sheet Announcements I need to relay are: (Reference Team Schedule or upcoming Events)

4. One way we can connect with people today is:

COORDINATE

Review and assign volunteers before huddle, touch base with other team leads as needed.

5. My plan for team member assignment is: (Reference Volunteer Placement Diagram)

CAPTIVATE

Acknowledge, Improve, Pray

1. Always remind the team that every member is valuable and their service is important.
2. Close huddle with a quick prayer.

People:

The People Involved In Welcoming Members and Guests

Each part of the human body on its own is incredibly unique, but working together, they are capable of more than they ever could on their own. And when one part is not functioning correctly, the whole body suffers.

Paul uses this image in 1 Corinthians 12:12-26 to describe our spiritual gifts as they relate to the Church. Each member of the Church functions as a different part of the body, and just like a foot can't be a hand and an ear can't be an eye, we can't deny our individual purpose within the Church. Verse 18 says, "But in fact God has placed the parts in the body, every one of them, just as he wanted them to be." God knew what he was doing when he designed each of us with a specific purpose in mind.

The more you understand the unique members of your team, the more you are able to help them function as a body. When you understand the personalities, roles, and responsibilities of each person on your team, you can:

- Communicate effectively
- Have healthy conflict
- Respect people regardless of their personalities, roles, and responsibilities
- Build a balanced team



Connect Team Lead Responsibilities

MISSION:

Lead, equip, and train your Connect Team to create a welcoming environment for attendees and help connect them to the mission of the church. Central staff will assist you in all aspects of this effort.

Key Characteristics: Outgoing/engaging, knowledgeable of the church

Membership Requirement: Covenant member

Responsibilities:

- Equip Connect Teams to know how to accomplish the mission of the Connect Team.
- Model how to recognize guests in every area of the Connect Team.
- Equip Leaders (Parking, Welcome and Greeting, Guest Services, Usher, and Safety Teams) to manage their team, schedules, and training.
- Ensure the Connect Team is adequately staffed every week (4-5 weeks out) for all services.
- Oversee weekend Connect Team huddles and equip new leaders to lead them.
- Assist/lead training opportunities for volunteers to connect to the mission, values, and strategy of the Connect Team (recruiting, scheduling, etc.).
- Exemplify and encourage ownership, dependability, and responsibility.
- Shepherd and disciple volunteers as they serve.
 - » You have a unique opportunity to encourage spiritual growth in those with whom you serve.
 - » When team members show dependability issues that your encouragement has not helped, work with your direct report to fix.
 - » When personal issues arise with team members, make sure the appropriate staff is aware, (health issues, relational problems, sin issues, etc).
- Drive the vision and growth of the team.
- Reinvent continuously and share ideas with your direct report before implementing.
- Survey the Connect Team volunteers regularly to assess needs for volunteer assistance.
- Maintain Volunteer Service Descriptions for each volunteer assignment.
- As appropriate, organize and participate in volunteer recognition programs and special events.
- Act as a single point of contact for all Connect Team communications.
- Confer with volunteers to resolve any grievances and promote cooperation and unity.

Parking Team Responsibilities

MISSION:

Make a first impression for those attending worship by assisting in parking and introducing guests to the Welcome and Greeting Team.

Key Characteristics: Willing to serve outside

Membership Requirement: None

Responsibilities:

- Arrive 45 minutes prior to the service to set up and attend the Connect Team Huddle.
- Set up:
 - » Set out cones and parking signs where needed:
 - Flags
 - Guest Parking
 - “Flash Lights” signs
- Parking cars on campus:
 - » Man all critical intersections as well as attempt to cover the entire parking lot so that every arriving worshiper can be welcomed in the parking lot (a simple wave, smile, and “good morning”).
 - » Help individuals safely cross driving lanes from the lot onto the church grounds.
 - » Efficiently manage the arriving traffic and filling the lots in the desired order (when attendance is high).
 - » Aid new guests in finding the reserved parking area.
 - Radio to Welcome and Greeting Team to greet and assist them.
 - » If desired by your campus pastor, keep a running count of the number of guests that your team has interacted with (adults and children).
- Clean up:
 - » Put away all cones and signs, etc after the service.
 - » Leave the sign at the main entrance out until most traffic has gone.

Welcome and Greeting Team Responsibilities

MISSION:

Extending a warm welcome as attendees arrive for worship each weekend.

Key Characteristics: Outgoing/engaging

Membership Requirement: Discovery participation

Responsibilities:

- Arrive at least 30 minutes prior to the service to attend Connect Team Huddle.
- The goal is connecting, not just smiling.
- Make a goal to meet one new person each week. Introduce yourself, and learn something about the person you meet. Make a connection with the guest and look for areas where the church can serve them.
- Greet everyone (both guests and members) as they arrive in the Worship Center.
- Make guests feel welcome when you identify them:
 - » Introduce yourself
 - » Find out about them (where are they from, etc?)
 - » Ask if there is anything you can help them with

Greeting Team Details (Inside Team):

- To be visible, greeters should be on the outside of the glass doors. In the spring/fall, it may be nice enough to keep the doors propped, but when it's warm/muggy, they need to be opened as people come through.
- Serve in pairs at the entrance doors. When coverage is too low to do that, drop to one greeter per door.
- If directed by your campus pastor, have some connect cards in hand to give to guests that you identify.
- Greeters should serve until the announcements are complete to welcome late arriving worshipers (15 minutes after service starts).

Welcome Team Details (Outside Team):

- If your campus uses radios, listen for the parking team notification of arriving guests.
- Welcome guests/members as they approach the sidewalk from the parking lot, and ask guests if they would like some assistance.
- Escort guests to the appropriate hospitality member at the Children's or Student Center, or into the Worship Center. When manpower is sufficient, stay with guests from Children's Building through getting them to a seat in the Worship Center.

Guest Services Team Responsibilities

MISSION:

Serve guests and members by providing information and registration about our church and upcoming events.

Key Characteristics: Outgoing/engaging, knowledgeable of Grace Church

Membership Requirement: None

Responsibilities:

- Arrive at least 30 minutes prior to service to attend Connect Team Huddle.
- Between services, the Hospitality Tables should always be manned. Remain after the service until the church is mostly emptied.
- The primary function of the Guest Services Team is to provide guests with the info they need to take the next step at Grace. Regardless of the question that has brought them to the Hospitality Tables, your objective with guests should always be to:
 - » Greet them and make them feel welcome (introduce yourself to any face you don't know: "Hello, I am Chris Rivers; I don't believe we have met." This will usually prompt a guest to tell you they are new to Grace without you having to ask).
 - » Provide specific ministry info as needed using the Connect Cards.
 - » Make them aware of the next Discovery, and tell them that most of their questions about Grace should be answered there. If they have questions about faith in Christ, put it on a Connect Card and a pastor will follow up.
 - » Ask them to fill out a Connect Card with their contact information and any other specific request they have that we can discuss with them.
 - » Direct them and their children to the appropriate building on campus (if the Greeter Team has not already helped them).

The secondary role of the Guest Services desk is to provide general information to members and guests about campus happenings:

- Be familiar each week with info from the Campus Newsletter and the information that is left at the desk in the information notebook.
- Be cognizant of any special scheduling information (when students and children meet, when we have communion, etc.).
- Ask members/guests to leave a Connect Card or call the church office if needed, especially if there is anything you cannot assist them with.

Maintain the cleanliness and order of the table so it is approachable:

- No clutter (personal Bibles, coffee cups, etc).
- Keep information stocked and pens in the pen holders.
- Drop all Connect Cards in an offering box after each service.
- Put any lost items in the lost and found box, and dispose of trash.

Usher Team

Responsibilities

MISSION:

Accommodate members and guests who enter the church with a seat in the most pleasant and efficient manner possible.

Key Characteristics: Outgoing, fun, driven

Membership Requirement: Covenant member

Responsibilities:

- Arrive at least 30 minutes prior to serve to attend Connect Team Huddle.
- Provide a distraction-free worship environment.
 - » Efficiently seat attendees front to back, and ask them to slide to the center prior to the service beginning.
 - » Minimize movement during announcements and during Scripture reading (when applicable) at beginning of service.
 - Continue to seat people during songs.
 - If the campus pastor desires, ensure that the doors are shut during announcements and Scripture readings.
 - During announcements, determine if it will be feasible to seat the number of attendees waiting in the lobby after the announcements. Otherwise, allow them to enter.
 - If necessary, ensure enough ushers are ready to pass out Bibles when the teaching pastor announces reading.
 - Observe the traffic flow and suggest any improvements that may be made to help further reduce distraction.
 - » Fill out the Attendance Count Sheet and place it in the offering box.
- Setup and serve communion.
 - » Prepare adequately before services (juice and bread) including the worship team room.
 - » Monitor the supplies at all tables during communion and replenish as needed.
 - » Clean up after communion (throw away open food, rinse out squirters and leave open to dry, gather all linens. Throw away all trash bags in outside dumpster).
 - » Keep inventory of supplies for purchasing purposes.

Seating:

- Seat the front of the room first in order to make room for new guests.
- If appropriate, reserve the front left row for teachers and hosts.
 - » Please use signage that attaches to the seat, if available.
- Make best efforts to seat people towards the middle of the aisles.
- Open up back sections one row at a time if possible.
- Save a row against the back wall for new parents.
- Our goal is to have everyone seated prior to teaching and eliminate as many distractions as possible during teaching.

Safety Team Responsibilities

MISSION:

Serve attendees by helping provide a safe environment for worship services.

Key Characteristics: Good communicator, attention to detail/awareness, dependable

Membership Requirement: Covenant member

Responsibilities:

- Arrive at least 30 minutes prior to serve to attend Connect Team Huddle.
- Wear a Safety Team shirt/jacket when serving at an event/service.
- Observe guests and members entering, exiting, and moving within the building.
- Identify any objects/bags/backpacks that could be considered a risk based on parameters defined below.
- Identify any suspicious activity or individuals in or around the facility.
- Communicate any concerns/information to an onsite security officer and on-duty Safety Team members.
- Politely inform guests of church policy on large bags/items and ask guests to either place suspicious items back in their car, or visually check contents.
- Politely communicate with guests to determine their relationship with church and intent of visit.
- Assist and coordinate activity/people for emergency health or environment situations.
- Complete and submit a report to the Safety Leader for weekly activity and any incidents of note.
- Participate in follow-up communication for any incidents.

Expectations:

- Serve at least one Sunday per month based on the number of team members needed/available.
- Work with other team members to coordinate schedules and schedule changes.
- Inform Safety Leader of any schedule changes in advance (as much as possible).
- Connect with team partner and security officer after arriving and confirm ability to communicate with radio equipment.
- Take position for assigned posts:
 - » Worship Center monitor—posted at vantage point to monitor auditorium door and main entrance door during service.
 - » Roaming monitor—walks corridors and monitors rooms and parking lot.
- Observe and communicate activity with team members and the security officer.
- Discuss activity/concerns with a team member before leaving.
- Complete activity/incident report by end of day and submit to Safety Leader, Connect Team Leader.
- Per church policy, Safety Team members are not allowed to carry firearms (concealed or exposed) while serving.

Connect Team Schedules

Using and managing volunteer schedules can be an incredible way to help you accomplish the mission of Connect Team. Putting a schedule in the hands of your team can help you organize and keep track of who serves and when. Use the schedule as a discipleship tool with one of your leaders. In the event you want to disciple your leaders through this process, we have provided several template schedules you can use.

Eight Connect Team templates have been created for you to copy and use with your Connect Team. The sample schedules include the Connect Team Huddle Team template, Parking Team template, Welcome and Greeting Team template, Guest Services Team template, Usher Team template and Safety Team template.

Communicating With Your Team

As you lead others to accomplish the mission of the Connect Team, it will be vital that you communicate effectively. Here are some best practices and a template for how to communicate through email to your volunteers.

When you convey information with your volunteers, here are Four C's To Effective Communication and a question for each that will help you have success with the next email you send to your volunteers.

BE CLEAR

Can a 14-year-old kid understand what I'm sending? That is the gauge for clarity. Reading your email out loud can help you create clarity in your communication. BOLD important words or sentences when trying to convey important information. Act as if your email is something someone is sending you. When drafting an email, ask yourself, "Would you have any questions beyond what is being communicated?"

BE CONCISE

Can you say it in one breath? That is the gauge for conciseness. Keeping paragraphs short helps accomplish this. When drafting an email, ask yourself, "is there a sentence I can get rid of that is saying the same thing?"

BE COMPELLING

Does it make you want to read it again? That is the gauge for being compelling. We are using C's for each of the points to make this more memorable. When drafting an email, ask yourself, "Is this email going to keep people from reading future emails or inspire them to engage?"

BE CATALYTIC

Does it make you want to act? That is the gauge for being catalytic. What are you asking people to do? What verbs are you using to convey important next steps? When drafting an email, ask yourself, "is there a call to action I can give my recipients?"



Celebrating and Evaluating the Mission

Ministry has eternal significance, and we should celebrate what God does. But often, we don't know the difference our work is making because we don't take time to share stories of changed lives. When a story doesn't go any farther than the people involved, it's a missed opportunity to show our team that their work is making an impact. When people know that they are part of something that is making a difference, it fuels them to go back to their roles with a new sense of anticipation.

Along with celebrating, it is important to create an opportunity for your team to evaluate. Evaluation arises from an attitude of humility and wisdom. There is always room for improvement. Surveys can be a powerful way to evaluate what is working.

Proverbs 18:15 says:

"Intelligent people are always ready to learn. Their ears are open for knowledge." (NLT)

By seeking out knowledge from your team, you can get an idea of areas that need improvement. They will also be your greatest source of celebration stories.

Along with evaluations, keeping up-to-date metrics is important. Metrics will give you an accurate snapshot of what is happening in your ministry. They will help you see what is working and what is not.

We will show you how to celebrate and evaluate as part of building the GAME PLAN for your campus.



Connect Team Leader Feedback Form

After you have led the Connect Team on a given Sunday, you may want to use the Connect Team Leader Feedback Form. You can share the results with your team to help your Connect Team celebrate and evaluate how effective you are at accomplishing the mission.

AN | Connect Team Leader Feedback

Please complete this form each week you lead to help improve our team's performance.

Name

Your answer

Email

Your answer

Service Date

Date

mm/dd/yyyy

NEXT

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AN | Connect Team Leader Feedback

Approximate team size
Reference the Volunteer Placement Document

Your answer

**Which areas do you feel were NOT covered well this weekend?
(Check All That Apply) ***

☐ Coffee Setup

☐ Guest Services Desk

☐ Greeting Outside

☐ Greeting in the Lobby

☐ Ushers

☐ Door Ushers During Teaching

☐ Lobby During Teaching

☐ Communion Setup (if applicable)

☐ Baptism Contact (if applicable)

☐ Safety Team

☐ Parking Team

BACK NEXT

Never submit passwords through Google Forms.

AN | Connect Team Leader Feedback

Wins
Things that went exceptionally well this weekend.

Your answer

Losses
Things that went poorly this weekend.

Your answer

External Issues
Things that should have been handled better this weekend outside Campus Impact control.

Your answer

Additional Thoughts
Any other comments/questions to help make Campus Impact better?

Your answer

BACK SUBMIT

Never submit passwords through Google Forms.

Game Plan: Resources To Help You Implement The Three P's Of Connect Team

In order to accomplish your vision, your team has to have the right tools in their hands to be effective in ministry. Effective equipping seizes all opportunities to hand off the vision and set your team up for success. That's why your next step is to build a GAME PLAN for how to implement these principles at your congregation.

Your Central support staff will walk with you through this process and help you develop the tools you need.

After you read through the Leader Handbook and are ready to get started implementing Connect Team on your Campus, email Chris Rivers to get a copy of your GAME PLAN to begin. You will edit this document to be both an operating manual and an online location with all the tools your volunteers will need to implement your Connect Team best practices.

Contact:
(706) 495-2572
crivers@gracechurchsc.org



