

Mark Collier

“Taking Care of Your Team”

“Work ON it, not IN it.”

We have to take the time to press pause on DOING ministry so that we can look at HOW we are doing ministry.

1. Our experience with the church as an organization tends to get mixed up with our spiritual walk with God... the way we take care of them can directly affect their relationship with and view of God.
2. *“Recently at an all-church volunteer meeting, I explained it this way: The local church is like a train. As the train travels quickly down the tracks, it is advancing the vision and mission of the church. People inside the train shoveling coal into the engine are serving in the church. From a window, two leaders call out to others to join the exciting mission. New people rise to the leaders’ challenge and hop aboard to serve Jesus. The church leaders continue casting their vision and inviting new people to join the mission. However, because the leaders are busy themselves, the people who boarded the train to serve grow tired. Some may even fall into the fire fueling the engine and burn out. But the mission is still there. The train continues, and the leaders don’t even notice the weariness around them.”*
— **Dan Kimball** <https://outreachmagazine.com/features/5444-the-care-and-feeding-of-volunteers.html>

3. **PEOPLE OVER TASKS.**

Always point them to Jesus - and never forget the influence you have as a leader.

>> TAKING CARE OF YOUR TEAM - SPIRITUALLY

- Shared Bible Study on YouVersion
- Weekly team huddle
- Getting them access to messages online, etc

- Making sure they are connected in groups, etc so they don't walk alone
 - Pray with them in person and often. This connects them to God and shows them where to look whatever they have needs.
 - Do they know how to find the podcast from Sunday?
 - Ask them questions about something that really struck you deeply from the message. This helps you share your heart and walk and encourages them to engage as well.
 - Don't let them over-volunteer
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>> TAKING CARE OF YOUR TEAM - ORGANIZATIONALLY

Sometimes it's hard to see our organization as others do because we're so deep in it.

CHICK-FIL-A - park out front and come in the same way your customers do. See what they see. Experience what they experience.

- Schedules and communication
- Environment - is it clean? Updated? Organized? Inviting?
- Supplies
- Curriculum
- Comforts and extras like coffee etc
- Are their purses and coats safe while they work?
- Are their rooms safe?
- Do they know how to contact you before during and after?
- Do they know how to handle situations because you've trained them?
- How is your training?
- How is your on-boarding?
- Don't let them over-volunteer

>> What are some of the things you've seen that really help take care of people organizationally? From this list or not...

>> TAKING CARE OF YOUR TEAM - PERSONALLY

- What do they love to do?
- What is their schedule like?
- Do they have friends at church?
- Are they connected?
- Are they KNOWN?
- What are their struggles?
- What are their needs?
- Don't let them over-volunteer
- Celebrate things that are going on in their lives outside of church
- Comment and like things on Facebook, call and text and even mail things to them related to their daily lives
- Attend events of theirs.
- Schedule regular check-ins with your people. Don't rely on your memory!
- Love languages - DO give me Words of Affirmation Publicly. DON'T sing HB to me at a restaurant. TIME with my leaders is huge to me.**

>> What are some effective ways you've seen to take care of people personally?

>> WAYS TO THANK AND CELEBRATE YOUR TEAM

My Top 10:

1. Food! (Bonus if it's a Food Truck after church one day where their meals are bought)
2. Social Media Shout Out! (Tag + story BONUS FOR VIDEO! EXTRA BONUS FOR LIVE!)
3. Unscheduled FaceTime call
4. Appreciation from the Pastor (description of why the person is awesome with a SASE)
5. Volunteer of the Month parking spot

6. Attend an event of theirs or their kids
7. Favorite drink or snack with a note unannounced - Jayme
8. Catch them doing something awesome! Jimmy Collins \$1 coins. Custom keychains
9. Have kids in the class make a card for them
10. Give away "Me" time. Babysitting, that kind of thing.

WAYS TO APPRECIATE YOUR VOLUNTEER TEAM!

- <https://outreachmagazine.com/features/5444-the-care-and-feeding-of-volunteers.html>
- <http://orangeblogs.org/orangeleaders/2016/01/06/do-your-volunteers-know-you-care/>
- <https://www.volunteerhub.com/blog/thank-volunteers-25-ways/>
- <https://www.thebalancesmb.com/making-volunteers-happy-2502612>
- <https://volunteeringaustralia.org/wp-content/uploads/VA-Managers-101-Ways-to-Recognise-Your-Volunteers.pdf>
- <https://www.thebalancesmb.com/creative-ways-to-thank-volunteers-2502573>
- <https://blog.proclaimonline.com/2016/07/01/make-church-volunteers-feel-appreciated/>
- <https://www.pinterest.com/grammytamy13/church-volunteer-gift-ideas/?lp=true>
- <https://unseminary.com/33-ways-to-show-appreciation-to-volunteers-at-your-church/>
- <https://wwv.group.com/childrens-ministry/blog/training/national-volunteer-appreciation-week-ideas/>
- The Value of Volunteers: <https://independentsector.org/value-of-volunteer-time-2018/>

What Your Volunteers Need to Be Happy

Are You Appealing to Today's Volunteers?

01 Volunteers Want You to Be Prepared for Them

02 Volunteers Want to Feel Welcomed

03 Volunteers Want Good Training

04 Volunteers Want to Do Interesting Work (Most volunteers are willing to roll their sleeves up and do physical labor as long as it is meaningful. But grunt work is out. Do not use volunteers to do the tasks your staff doesn't want to do.)

05 Volunteers Want to Know Much Time the Job Will Take

06 Volunteers Want to Be Appreciated

07 Volunteers Want You to Communicate With Them Well and Often

08 Volunteers Want to Know That They Are Making a Difference

09 Volunteers Want to Be Socially Connected

10 Volunteers Want to Learn Something New