

Session Three

**Sharpening Our
Relational Skills**

A Winning Team

Session Three

✓ Check each item below after you have discussed it with your Pastor and other Coaches.

Complete the following before you meet with your Coaching Team:

- ❑ 1. Read **How to Develop an Effective Team Greeters Ministry** on Page 29.
- ❑ 2. Read **How to Develop an Effective Ushering Ministry** on Pages 30 to 36.
- ❑ 3. Read **How to Develop an Effective Host/Hostess Ministry** on Pages 36 to 38.
- ❑ 4. Read **A Sample Pastor's Welcome Letter** on Page 39.
- ❑ 5. Read **How to Set-up an Appointment for a Home Visit** on Page 40.
- ❑ 6. Read **How to Conduct an Effective Visit with New People** on Page 41.
- ❑ 7. Read **A Sample Invitation to Attend a Life Group and be Trained in One-to-One Discipleship** on Page 41.
- ❑ 8. Read **How to Conduct a Welcome Evening or Lunch with New People** on Page 42.
- ❑ 9. Complete the **Report and Faith Goals** on Page 28 below, and have it ready to give to the Pastor at your Coaches training.

Complete the following with your Coaching Team at the meeting:

- ❑ 10. Discuss and check (✓) off 1 through 9 above.
- ❑ 11. Complete **Sharpening Our Relational Skills** and the **Action Plan** on Page 43. We need to take action in order to improve the quality of our Church.

Prayer and Closing:

- ❑ 12. Pray for each other and our Life Group Leaders.
- ❑ 13. Go over Preparation assignment for Session Four.
- ❑ 14. Set a Date _____ Time _____ Place _____ for our next A Winning Team session.

Report and Faith Goals

Note: Pray and believe that God will do great things through your Life Groups. You have the potential to see each group double every 6 to 9 months. The following is a **Report and Faith Goals** set for the **Target Date** of _____. (6 months from today)

Report on the Life Groups that I Coach:

1. I Coach _____ Life Group Leaders. My faith Goal is _____ new Groups = _____.

They have _____ Apprentices. As they begin to lead their own group, we will need _____ new Apprentices (to replace the present Apprentices plus for the new groups).

2. A total of _____ people regularly attend these Life Groups. We will need to add _____ new people or _____ each month.

3. There were _____ New Attendees at the Life Groups this past month.

Names: _____

Addresses: _____

_____ Phone _____

(For additional names use a separate sheet)

4. The total Number of **pairs** actively engaged in One-to-One Training:

Dynamic Basics _____ our Goal is _____.

Dynamic Discipling _____ our Goal is _____.

Dynamic Sharing _____ our Goal is _____.

5. # _____ people received Christ as Savior through the witness of the people in these Life Groups this past month. Our Goal is _____ x **6 months** = _____.

Comments or Stories of Significant Life Change

How to Develop an Effective Team Greeter Ministry

Objective

1. Increase our effectiveness in greeting, meeting and directing visitors.
2. Increase our effectiveness in incorporating present attendees into meaningful ministry.

Team Leader

1. Take responsibility for and give leadership to your team.
2. Ensure effective and appropriate completion of assigned duties to all team members in order to accomplish the desired objectives.
3. Familiarize self and team members with all the ministries of the Church.
4. Meet with team 30 minutes prior to each service to pray and review assignments.
5. Participate as Greeter (see Greeter description).
6. Organize and schedule team fellowships.

Apprentice Team Leader

1. Assist the team leader in preparing team members to accomplish the team greeting objectives.
2. Take responsibility for the team in absence of the team leader (see Team Leader description).
3. Meet with team 30 minutes prior to each service to pray and review assignments.
4. Participate as greeter (see Greeter description).

Greeter

1. Meet with team 30 minutes prior to each service to pray and review assignments.
2. Greet people as they enter the foyer - endeavouring to identify all visitors.
3. Record names of all visitors met (in personal book) and accompany them to the Welcome/Information Centre.
4. Attempt to introduce visitors met to at least one other couple on the way to the Welcome/Information Centre. (Be available on **off-Sundays** to be the couple introduced to.)

Welcome/Information Centre

1. Meet with team 30 minutes prior to each service to pray and review assignments.
2. Receive visitors from greeters. Have them sign supplied guest book - showing complete address including postal code and phone number.
3. Present visitors with the appropriate package prepared for the visitors.
4. Attempt to introduce visitors met to at least one other couple prior to the service.
5. Make available to the Pastor of Congregational Care all information of that day's visitors for follow-up with a home visit.

Door Openers

1. Meet with team 30 minutes prior to each service to pray and review assignments.
2. Open the outside doors for all people entering the church.
3. On appropriate occasions open the car doors and give assistance (disabled, elderly, mothers with children).

How to have an Effective Ushering Ministry

The Role of Ushering

A Ministry That Helps Direct Men and Women into Fellowship with Jesus Christ.

In the Church Worship Service, there are a number of ministries that bring people into fellowship with Jesus Christ. They are:

Preaching, Romans 10:14, *"and how shall they hear without a preacher?"*

Teaching, Acts 2:42, *"They devoted themselves to the apostles teaching"* and I Timothy 4:13, *"devote yourself to the public reading of Scripture, to preaching and to teaching."*

Music, Ephesians 5:19, *"Sing and make music in your heart to the Lord."*

Ushering is a service that fulfills what Paul wrote in I Corinthians 14:40, *"Let all things be done decently and in order."*

Who Should Be Ushers?

Ushers acknowledge Jesus Christ as the Lord and Savior of their lives. They should be people who are ambassadors for Him in their homes, their place of work and in the community. These people should be encouraged to become keepers of the House of the Lord. In Jeremiah 35:4, Jeremiah refers to one of his doorkeepers as a *"man of God."* In 1 Chronicles 9:19, it says these men *"were responsible for guarding the entrance to the dwelling of the Lord"*.

Three Qualities of Good Ushers

1. **The work of an Usher is like salt.** Jesus did not say, you **should** be the salt of the earth, but He said, *"you are the salt of the earth."* In order for salt to do its work, it must come in contact with the substance on which to make its influence. In order to meet, greet, and seat people, we need the ability to add joy to their hearts and contentment for their minds as they prepare to worship the Lord. The ministry of salt is silent, inconspicuous, and sometimes completely unnoticed.
2. **A good Usher is like "a city set on a hill."** Matthew 5:14. We become landmarks to regular attendees who learn to depend on us. We may find ourselves becoming greeters, advisors, counsellors and an information source. At times we may become an intermediary for an individual to the Pastor, worship leader, or teachers of the church. This should be a role that we are prepared to accommodate.
3. **A godly Usher is like a lamp stand, not put "under a bushel but on a candlestick; and it gives light to all that are in the house."** Matthew 5:5.

Ushering And The Holy Spirit

Where the presence of the Holy Spirit is, the fruit of the Spirit is present.

The Fruit of The Spirit:

1. **Love** - dependent on the attitude of the one who loves
- uninvolved in church strife
2. **Joy** - a joyful person encourages a heart-warming experience for worship
3. **Peace** - our peacefulness and presence facilitates peace and calm
4. **Patience** - we choose what we will allow to upset us, and when to react
5. **Kindness** - thoughtfulness, keeping hands to oneself, acceptable language, and constant courtesy
6. **Goodness** - deception of any form is not compatible with Christian goodness
7. **Faith** - faithfulness (being on time, planning ahead, accountability)
8. **Gentleness** - never throws around his authority
- forgets self and humbly serves others
9. **Self Control** - exhibits qualities of cleanliness, good grooming, oral hygiene, and general demeanour

Job Descriptions

Ushering Coordinator

Qualifications of an Ushering Coordinator

1. Selected and appointed by elders (ruling) board.
2. Baptized and a member of the church.
3. Has proven ushering and head ushering experience.
4. Knows and understands people.
5. Is approved as a Coach (leader of leaders) to be able to assist the Head Ushers who are Leaders, and who minister to their team of Ushers.
6. Be able and willing to provide training for Ushers and Head Ushers as needed.

Duties of an Ushering Coordinator

1. Recruit Head Ushers.
2. Plan and coordinate the Ushering Schedule.
3. Oversee the Head Ushers and Ushers.
4. Train Head Ushers and Ushers as needed.

Head Usher (Leader of a team of Ushers)

Qualifications of a Head Usher

1. Selected and appointed by the elders (ruling) board.
2. Baptized and a member of the church.
3. Has proven ushering experience.
4. Knows the heart of the people.
5. Is approved as a Leader and understands the Life Group (Small Group + One-to-One Discipling) ministry in our church.

Duties of a Head Usher

1. Arrive early - you must be there early enough to prepare for ushering. (e.g. one hour)
2. See that the person responsible for the facility has unlocked doors and that temperature is comfortable, etc.
3. Bring out usher supplies from storage room.
4. Check and tidy up sanctuary:
 - Make sure floor is clean
 - Collect any items that are laying around (old papers, bulletins, Bibles, pens, candy, etc.)
 - Place hymn books in order with front facing out
 - All other worship items should be in order (offering envelopes, greeting cards or books, prayer cards etc.)
5. Have bulletins ready for distribution.
6. Have offering baskets available.
7. Assist in platform set-up, (consult with pastor and sound person).
8. Consult with worship leader for order of service and last minute instructions.
9. Be ready to meet with and lead your Ushers in a small group 30 - 45 minutes before the Service begins for:
 - Instruction regarding the order of service
 - Fellowship - get to know your Ushers (small group) and care for their personal needs
 - Prayer - for each others needs and to prepare for ministry and worship
10. See that Ushers are identified with Usher Tags.
11. Open Sanctuary doors 15 to 20 minutes before the Worship service starts.
12. Recruit help if assigned people don't show up.
13. Remain in back of Sanctuary or entry area, (available to help where needed).
14. Provide security in building and parking area during service.
15. Make sure there are 2 or 3 persons in the presence of the offering until it has been counted and stored.
16. May be responsible for counting the attendance.
17. Supervise foyer during service.
18. Apprentice Head Usher and Ushers remain in auditorium at their post.
19. Watch for visitors, disabled, elderly, etc. in parking lot.
20. Open and close sanctuary doors at beginning of service and after service.
21. Control lights, temperature settings, (sensitive to others feelings, not yours) opening and closing of windows,(consider those sitting close to the windows).

22. At conclusion of service put usher supplies back in storage.
23. Must know how to use fire extinguishers and know their location.
24. Have first aid skills and know how and where to get help.
25. Trains Apprentice Head Usher to fill his role for him when assigned so the Ushering Ministry can expand as the church grows.
26. Additional duties:
 - Recruiting and training of new Ushers
 - Seeking to improve the ministry of ushering
 - Discipline and guidance of ushering team.

Apprentice Head Usher

1. Apprentice Head Ushers are experienced Ushers.
2. Apprentice Head Ushers duties are determined by the Head Usher.
3. Head Ushers will assign any duties as listed under Head Usher and these may change from one service to the next.
4. Apprentice Head Ushers will be chosen by the Head Usher when he feels they have the proven abilities for and commitment to Ushering.

Usher

Ushering Is Serving!

1. To greet the people - Greeting is a way of saying welcome.
2. To meet the people - Meeting is one way of saying you are important.
3. To seat the people - To seat the people you must be in control.
4. To help the people - Helping in various situations as well as emergencies.

How Do You Serve

1. Demonstrate a spirit of love to all, especially to those who are guests.
2. Greet all people with a smile.
3. Seat worshippers at the appropriate times in the service (check the church bulletin).
4. Position guests next to equipped people who will make the guests feel they have found new friends.
5. Distribute church bulletins and other handouts.
6. Aid the pastor and staff during the worship service as needed.
7. Receive the offering as quietly and quickly as possible.
8. Be sensitive to physical properties (equipment and temperature) so that comfort will be maintained.
9. Be equipped and ready to deal with any distraction during the service.
10. Be equipped and ready to minister when any emergency develops during the service (a person becomes ill or faints, etc.)

Your Responsibilities Before The Worship Service

1. Know when you are ushering (schedule).
2. Be on time (30 - 45 minutes before service begins).
3. Be spiritually ready by meeting as a small group to share your own needs and pray together before you begin your ushering responsibilities.

Checklist your Appearance and Hygiene

1. Hair - Do you need a cut or trim? Is it combed?
2. Face - Are you cleanly shaven? Is your beard or moustache clean and neat in appearance?
3. Hands - Are your hands and fingernails clean?
4. Clothing - Are they clean and appropriate?
5. Shoes - Are they clean and polished?
6. Shoulders - Any dandruff or loose hairs?
7. Breath - Need mouthwash, spray or breath mints? (Do not chew gum)
8. Body Odour - Need deodorant?
9. Attach or pin on Usher Identification Tags.

Check Your Assigned Area

Be ready by checking your assigned area for the following:

1. Are lights on?
2. Are hymnbooks in place?
3. Is temperature OK?
4. Do you need to reserve any seats?
5. Do you have an adequate supply of bulletins?
6. Do you have offering plates?
7. Do you have guest brochures?
8. Is there trash that needs to be picked up?

Greet and Seat People

1. Greet people with a smile and handshake.
2. Ask people where they would like to be seated.
3. Usher them to their seat. (Walk ahead of them but look back to make sure they follow you.)
4. Give bulletins to them as they are seated.
5. Try to fill the seats at the front first.
6. Be alert to when the service starts.
7. Be prepared to:
 - Help the elderly or disabled (remember, they have feelings, so communicate with them)
 - Assist unsupervised children
 - Attempt to quiet unsupervised disruptive children
 - Tend to the sick (clean or cover a mess, identify the problem, seek help)
8. Always have an ear on what the worship leader is doing.
9. Stand at ease and observe the area around you continually.
10. Know where service items are: phone, couch, etc.

11. Once you have seated a person, do not move them (Head Usher should be asked to move people if necessary).
12. Recruit others who could serve as Ushers.

Your Responsibilities After the Service Begins

1. Once the service begins, hold people at the back during prayer, special music etc.
2. If your section begins to fill up, direct people to another section.
3. Give out Guest Brochures at the proper time.
4. Move forward at the close of the Pastoral Prayer to receive the offering.
5. Give the baskets to the Head Usher.
6. Remain at the back of your assigned aisle during the entire service and be alert to the following:
 - a. Seating late comers.
 - b. Taking care of any distractions.
 - c. Emergency situations.

In Emergencies

1. Stay at your post
2. Be calm
3. Be observant
4. Head Usher takes control:
 - Head Usher absent? Apprentice Head Usher takes control.
 - Ushers should be instructed before hand regarding steps to take if on their own.
5. To evacuate, take the people closest to the door first.
6. Apprentice Head Usher takes control of areas that Head Usher can't.
7. Head Usher will assign a person to control people and traffic outside.

Counting

Ushers may be required to count people in attendance (Head Usher will select that person). Counter will do so with minimal distraction.

Ventilation

Hot or cold reports (report to Head Usher).

Visiting While Ushering

Do Not visit in sanctuary or in the entry during the service.

- Use no more than 30 seconds to relay any messages
- Go into private area to communicate further (usher room or office)

Your Responsibilities After The Service

1. Collect the registration cards at the close of the service.
Give to Head Usher.

2. Straighten hymnbooks and pew rack.
3. Clean up paper, bulletins, and take forgotten articles to lost and found, etc.

Summary of the Role of Ushering

A godly Usher is one who is committed to reporting for duty on time or finding a substitute, and serving the needs of people through the ministry of Ushering. Display at all times, by the power of the Holy Spirit, a lifestyle that is in accordance with the teaching of Jesus Christ.

An Effective Host and Hostess Ministry

A. Purpose - to reach out to new people, help them feel comfortable and accepted and help them become involved in the growth process of our church by:

1. Getting acquainted.
2. Greeting them each week and introducing them to others.
3. Familiarizing them with the church facilities.
4. Explaining basic ministries and how to get involved.
5. Inviting them to your home for dinner or dessert along with others.

B. Reaching Out on Sunday Morning

1. Look for visitors and newcomers.
2. Spend quality time with at least one new person.
3. Introduce yourself:
Ask: ***"How long have you been attending our church?"***
4. Learn the person's name and write it down.
5. Share together by asking such questions as:
 - a. ***"How did you choose to attend our church?"*** and add ***"I am glad you did"***.
 - b. ***"Where do you live? How long have you lived in this area?"***
 - c. ***"Who do you know at (church name)?"***
 - d. ***"How many people are there in your family? What are their ages?"***
6. Be sensitive to the person by assisting with:
 - a. Room locations
 - b. Children's needs
 - c. Schedules
 - d. Ministry needs
7. Be ready to explain basic ministries and how to become involved:
 - a. Give a church brochure and other pertinent materials from information booth.
 - b. Share the growth process of our church.
 - c. Invite them to the Life Group or the Welcome Group if you have one during the Sunday School hour.

Say, *"Have you heard about our Life Groups? It is a place to get acquainted with other people and learn about our church and what we believe. I'll be glad to take you there."*

8. Introduce them to others. Offer to introduce them to staff at an appropriate time.
9. Lead them into the worship service and sit with them.
10. Depart in a friendly manner. **Say, “I hope we will see you again next Sunday.”**
11. Look for them the next Sunday. (If you forget someone's name, introduce yourself again.)

C. Finding New People

1. Ask God to lead you to someone.
2. Go into the auditorium 5-10 minutes before a service and look for visitors.
3. Go to the information booth.
4. Go to the Sunday School or Children’s Ministry registration table.
5. Look for people who raise their hand for a visitor brochure during the service.
6. Be a greeter at the door.
7. Look for people at coffee time.
8. Look for people who park in the guest parking section.

D. Records

1. Write the names of new people on a registration card and give the information to _____. Use the Visitor Sheet (information on previous Sunday's visitors and new regulars) in this way:
 - a. Review the names.
 - b. Look for names of those you have met:
2. Did they attend Sunday morning, but you did not see them?
3. You know they attended Sunday morning. Are their names on the list? If not, they did not fill out a card.
4. Become familiar with the names you do not know.

E. Inviting People Into Your Home

One of the goals of this ministry is for newcomers to sense they are truly accepted and included at our church. This will not occur unless the relationship begins to grow outside of Sunday morning. Invite the person or family to your home for dessert or a meal. If possible, include others. This will expand friendship possibilities.

F. Reproduction

A goal of every ministry of our church is reproduction (training others to do what you do). As we learn to minister, we train others to minister. This involves the following steps:

Recruit, Teach & Train:

- In a specific area of ministry
- In such a way that others are able to do the same.

G. Six Part Training

Part 1: Trainer models how to meet new people on two occasions. Trainee observes.

Part 2: Trainer and Trainee together identify and reach out to new people on two occasions. Emphasis is on continuing relationship with people they met previously. Trainer takes lead in reaching out.

Part 3: Trainee takes responsibility of identifying new people and takes lead in the conversation on two occasions. Trainer observes and is supportive.

Part 4: Trainer invites the Trainee, along with one or two new couples, to his/her own home for dessert or dinner.

Part 5: Trainee invites one or two new couples to his/her own home for dessert or dinner. Shares results with Trainer.

Part 6: Upon Completion of the Training the Trainer Encourages the Trainee to become a Trainer and Train a New Trainee. The Trainer also begins to train another person.

H. How to Recruit a Trainee

1. Ask God to lead you to the person(s) of His choice. (The leader of Host & Hostess Ministry can give you a list of prospects.)
2. Make an appointment with the person(s) to discuss the Host/Hostess Ministry.
3. Share what this ministry means to you.
4. Share with the person(s) what is involved in this ministry.
5. Pray together.

I. Ongoing Goals

1. Reach out to at least one new person each week.
2. Entertain at least one new person in your own home each month.
3. Train at least three people in this ministry each year.
4. Share regularly and enthusiastically what this ministry means to you.

Sample Pastor's Welcome Letter

Note: A letter similar to this could be sent out to each family who attends your Church. Be sure to customize it and copy it on your Church letterhead if possible. It should be sent out the week following their visit.

Dear _____ Family, (or Dear Mr. and Mrs. _____.)

It was our pleasure to have you worship with us as our special guests last Sunday. I hope you found our people to be warm and friendly. I trust you sensed God's presence in our worship time and that the message from God's Word spoke to your heart and ministered to a need in your life.

We would welcome you to attend again at any time. If you are looking for a Church to attend regularly please prayerfully consider _____ your Church home. We are here to serve you and your family. We also are committed to your spiritual growth and so we provide opportunities for each family member to meet new friends who are learning about God and learning how to live the abundant life He has provided for us to enjoy.

We have ministries for each family member and we have asked one of our leaders to contact you to arrange a time that would be convenient to visit with you to share these exciting opportunities. You may have questions about our Church that he could answer at that time or please feel free to contact me at any time. My office telephone number is _____.

May God Bless you and your home,

Sincerely Yours,

(Signed)

Pastor _____.

Note to Pastor: After the above letter has been sent, their names, address and phone number should be given to one of the Coaches who will pass it on to one of the Life Group Leaders so he can contact the new people to set up a Home Visit. The Home Visit should be conducted by the Life Group Leader as he/she is training his/her Apprentice.

How to Set-up an Appointment for a Home Visit

Note: Be friendly and casual but Do Not answer a lot of questions or visit on the phone. This will be accomplished as we visit in their home. You will be most effective in setting up an appointment if you simply state one of the following scripts (in bold print below).

1. The following are sample telephone scripts:

a. When calling on a Church Visitor

"Hello _____, this is _____ of _____ church. How are you today? (pause for a response) We were happy to have you visit our church last Sunday (or whatever the event). My friend _____ and I would like to visit with you briefly on behalf of our church. Would (day and time) be okay or would (day and time) be better?" (If neither then set another time if possible. If no or if just visiting but attend another church, thank them for attending and invite them to come again.)

b. When calling the Parents of children in Sunday School or Children's Ministry etc.

"Hello _____, this is _____ of _____ church. How are you today? (pause for a response) We appreciate having (name or names of children) in our (Sunday School or other) ministry. My friend _____ and I would like to visit with you briefly on behalf of our church. Would (day and time) be okay or would (day and time) be better?" (If neither then set another time, if possible. If they are not interested, then thank them for the privilege of having (name or names) attend _____). Encourage them to call the church if they ever have any questions. Assure them that they would be welcome to attend our church at any time.

2. It is best to make appointments with people ahead of time especially if they live more than 10-15 minutes from the church.

3. You may choose to visit unannounced. If the person is busy when you call, then try to make an appointment for another time to visit. You will need to have several names to visit in the same area, in case some are not home or not able to visit with you.

4. Be sure to be thoroughly familiar with their names before the visit is initiated.

How to Conduct an Effective Visit with New People

As each Life Group Leader is training his/her Apprentice in Dynamic Sharing they will be going on visits to the homes of new people, usually once each month. If you have not yet started visitation training, then you may want to start by following the format in Lesson 3 of Dynamic Sharing. For the full training each person should go through all six lessons of Dynamic Sharing. The Procedure in Making a Home Visit (Lesson Three) is as follows:

- A. Make appointment (if possible).
- B. Pray that God to bless the visit.
- C. Arrival procedure.
- D. Establish a rapport with them.
- E. Acquaint them with our church.
- F. Share a personal testimony.
- G. Ask the diagnostic questions.
- H. Share your message - The Gospel or The Spirit Filled Life.
- I. Give them an opportunity for a decision.
- J. Growth Challenge - Be sure to invite them to be trained in the One-to-One discipleship and also to attend your Life group. Offer to pick them up and take them to your Life Group.
- K. Close in prayer.

(See Dynamic Sharing, Lesson 3 for full details.)

A Sample Invitation to Attend Your Life Group and to be Trained in One-to-One Discipleship

Always invite the person or persons visited to attend a Life Group of your church regardless of the response to the gospel. Be sure to also invite each one to take the One-to-One training that would be appropriate. When someone prays to receive Christ as his/her Savior, you could say: **"We are so happy that you have made this decision. It is important now that you enjoy your new life to the fullest. We have two opportunities for you to grow. One is a Life Group where you will meet new friends. The other is One-to-One training where you will learn to live the Christian life.** Express your personal excitement for each ministry. Invite them to your own Life Group if possible. Offer to **meet them and take them with you to the Life Group.** This will make it much easier for them to come.

How to Conduct a Welcome Event or Lunch for New People

This can be a relaxed informal time to get acquainted with new People and to let them get to know you as the leaders of the Church. It can also be an opportunity to explain the Vision, Direction and Process of Ministry for developing people to become fully devoted followers of Jesus Christ.

You could announce this event at the Worship service but also try to personally invite each new person individually.

The Following is a suggested agenda:

- ❑ Welcome
- ❑ Pastor and other leaders share about your family and background and why you are excited about what God is doing through the Church family.
- ❑ Have each person introduce himself/herself. You could say:
 - ❑ Give your name and the name of your spouse and family members
 - ❑ Tell us why you chose to attend our church
 - ❑ Tell us one thing about yourself that makes you special
- ❑ Pastor or other leader should share the vision of the Church
- ❑ Explain the Ministry Process and how it will minister to them and accomplish the vision of the Church
- ❑ Have a time for questions
- ❑ Have a time of prayer
- ❑ Enjoy a casual time with refreshments. You may want to serve desert or a meal.

Sharpening Our Relational Skills

(Together ✓the strategies **We are Presently Doing** and those **We Should Add or Improve.**)

Today's Date	Events and Ministries that Develop Relationships with Regular and New People	We are Presently Doing	We Should Add or Improve
	Effective Team Greeter Ministry		
	Effective Usher Ministry		
	Host/Hostess Ministry		
	Pastor's Welcome Letter		
	Phone Call to set up an appointment to visit in their home		
	Visit New People in their home		
	Invite new people to attend a Life Group		
	Invite New People to be Trained in One-to-One Basics, Discipleship and Sharing		
	Newcomers Evening or Lunch		
	Sunday School -Child, Youth, Adult Groups		
	Fellowship/Social Events		
	7 Steps to Freedom Group		
	Substance Abuse Groups		
	Other		

Together **choose 1 or 2 from above.** Record the specific actions required on the **Action Plan** below. **Assign** to someone. **Action should be reported at next Coaches Training**

Relational Skills - Action Plan (To be completed together with Coaches)

Action/Goals	Target Date	Person Responsible