



SERIES OVERVIEW

The operations teams are vital to the success of our ministry efforts. Maintaining our facilities and maximizing our resources is not viewed as a burden or secondary task, but as a primary ministry opportunity. Those who serve on the operations teams need to share in these core values for volunteer teams.

IN THIS SERIES

[Lesson 1: Every task matters](#)

[Lesson 2: Have an attitude of ownership](#)

[Lesson 3: Help build the team](#)



HOW TO USE THIS TRAINING WORKBOOK

The leadership library at pursueGOD.org is designed to help churches and ministries implement a systematic approach to leadership by equipping you to learn and share organizational principles with clarity and simplicity. Our online audio and video clips give you the guidance you need to stay on track for each lesson, along with additional online resources for digging deeper on your own or with your trainer. Each lesson in this workbook uses a training guide designed with three simple boxes:

LESSON TITLE

TRAINING GUIDE

(A) OVERVIEW

Trainer: *Listen to the lesson online or present it to the group. (Learn more)*

* Description

1 **Point 1. (Verse 1,2,3)**

- Sub-point.
- Sub-point.

2 **Point 2. (Verse 1,2,3)**

- Sub-point.
- Sub-point.

3 **Point 3. (Verse 1,2,3)**

- Sub-point.
- Sub-point.

NOTES

(B) DISCUSSION

Talk about the lesson overview. *(Learn more)*

* Warm-up question.

1 Point 1 questions. Read [Verse 1,2,3](#). Read [Blog Post](#).

2 Point 2 questions. Read [Verse 1,2,3](#). Read [Blog Post](#).

3 Point 3 questions. Read [Verse 1,2,3](#). Read [Blog Post](#).

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(C) TAKEAWAY

Trainee: *Complete this section and review it with your trainer before moving on. (Learn more)*

HIGHLIGHT: Summarize this lesson in your own words. (Write it down in the space provided or share it with your trainer.)

DIG DEEPER: Choose one of these additional training articles to read online. Identify the underlying principle and summarize it in your own words.

- [Article 1](#)
- [Article 2](#)
- [Article 3](#)

APPLY: Take a minute to talk with your trainer about how the principles you covered today relate directly to your specific area of ministry. Record your thoughts below.

More @ pursueGOD.org.

● **Box A**

⋮ This is the overview for the lesson. Listen to the lesson audio online or have the trainer present it in his or her own words. When appropriate, challenge the trainee to present the lesson overview. This will encourage a more active role in the training process. Click here to learn more about [how to use Box A](#).

● **Box B**

⋮ The discussion section is your opportunity to discuss, process and answer questions from the talking points in Box A. Keep the conversation focused and follow the links as needed for scripture references and additional articles. Click here to learn more about [how to use Box B](#).

● **Box C**

⋮ The "takeaway" section is designed to reinforce the training session and help you articulate what you just learned. This is your opportunity to ask and additional questions and make sure that you have clarity. Click here to learn more about [how to use Box C](#).

Hint: To help reinforce your training, begin each new lesson by reviewing the previous. Make sure there are no lingering questions before moving on to the next lesson. Learn more about [best practices for training](#).

BEFORE YOU START:

1. Each lesson in this training series has its own webpage, complete with audio, video, and articles related to the lesson. Take time to preview each lesson or series before you begin your training.
2. Watch the 2-minute intro video online at <http://www.pursuegod.org/project/operations-training/>
3. Track your progress as you go. Find the check-boxes in the "apply" section of box C on the training guides. For training series, these are mandatory assignments that will need to be completed before moving on to the next lesson.



A OVERVIEW

*Listen to the lesson online or invite someone to present it in his or her own words.***

- * God has gifted each of us to serve in unique ways. As part of the team, it's important to recognize that even the smallest and most mundane tasks are crucial to helping us accomplish our mission.

1 One body, many parts.

- God has given us different gifts. ([Romans 12:4-8](#))
- Every role is important. ([1 Corinthians 12:20-22](#))

2 We were gifted to serve.

- We were created for good works. ([Ephesians 2:10](#))
- You are gifted to help. ([1 Peter 4:10](#))

3 Jesus was a servant. ([John 13:3-5](#))

- Jesus had been given all authority.
- The first thing Jesus did with his authority was to wash feet.

B DISCUSSION

Process this lesson with your trainer or team leader.

- * What are some of your strengths? What do you have to offer to the team?
- 1 Read [Romans 12:4-8](#). Why do you think God has given us so many different gifts? // According to [1 Corinthians 12:20-22](#), what are the most important gifts?
 - 2 Read [Ephesians 2:10](#) and [1 Peter 4:10](#). What do these verses say about you?
 - 3 Read [John 13:3-5](#). Look at verse 3. What would you do if God put everything under your power? What do we learn from what Jesus did?

C TAKEAWAY

Complete this section and review it with your trainer before moving on to the next lesson. ([Learn more.](#))

- WRITE:** Use the space below to summarize what you're taking away from this lesson.
- RESEARCH:** Choose a [related article](#) from the online lesson page and summarize it in your own words in the space provided.
- APPLY:** Review and discuss the following items with your team leader or trainer:
 - Job description
 - Org chart.



1 INTRODUCTION

Most people decide whether or not they will return to your church long before there ever hear the sermon. We cannot overstate the importance of an excellent gateway experience. The usher/greeter team plays an important role in creating the gateway. This team exists to help ensure that our guest (as well as our regular attenders) have a positive experience when visiting.

2 ROLE

Under the direction of the usher/greeter team leader, you will help to ensure that your church is always ready to provide a positive gateway experience for visitors. The usher/greeter team fulfills three primary roles: 1) Greeters at all doors to welcome and hand out bulletins, 2) Ushers in the lobby to assist with seating and communion, 3) parking attendants as need at each location..

3 RESPONSIBILITIES

- ❑ Greeters will be responsible for manning all doors, welcoming & handing out bulletins prior to each service.
- ❑ Ushers will be in the chapel/auditorium and will:
 - ❑ Assist people in finding seats, Bibles, the giving boxes etc.
 - ❑ Ushers will also need to make additional considerations for people with disabilities.
 - ❑ Be aware of wheelchair accessibility and safe routes.
 - ❑ Your location may have designated spots or seats removed for wheelchairs.
 - ❑ Be prepared to serve communion to someone who is unable to stand in line or come forward.
- ❑ Both Ushers and Greeters will help to clean their areas between services.
 - ❑ Pick up trash and bulletins left behind.
 - ❑ Straighten chairs in the chapel/auditorium
 - ❑ Make sure the lobby and worship area are presentable for the next service.
- ❑ Both ushers and greeters should be prepared to assist with emergencies and know where emergency support items are located. (Work with your team leader to learn more about First-Aid, CPR and safety training for your team.)
- ❑ Your team leader at your campus will make you aware of any parking lot procedures if they are necessary for your location..

4 TRAINING & MEETINGS

- ❑ The usher/greeter team member is expected to attend a quarterly all-campus meeting. ([*meeting schedule*](#))
- ❑ Team members are encouraged to participate in a [*small group*](#) at their campus.
- ❑ Everyone is encouraged to take advantage of ongoing [*leadership development opportunities*](#).



1 INTRODUCTION

Most people decide whether or not they will return to your church long before there ever hear the sermon. We cannot overstate the importance of an excellent gateway experience". The usher/greeter team plays an important role in creating the "gateway". This team exists to help ensure that our guest (as well as our regular attenders) have a positive experience when visiting.

2 ROLE

The usher/greeter team leader is considered part of the core leadership team. They will report to the pastor. The usher/greeter team leader will lead their team to ensure that the church is always ready to provide a positive gateway experience for visitors. The usher/greeter team fulfills three primary roles: 1) Greeters at all doors to welcome and hand out bulletins, 2) Ushers in the lobby to assist with seating and communion, 3) parking attendants as needed at each location.

3 RESPONSIBILITIES

The usher/greeter team leader's responsibilities are to equip their team for the following:

- ❑ Greeters are responsible for manning all exterior doors, welcoming & handing out bulletins prior to each service.
- ❑ Ushers will be in the chapel/auditorium and will:
 - ❑ Assist people in finding seats, Bibles, the giving boxes etc.
 - ❑ Usher will need to make additional considerations for people with disabilities.
 - ❑ Be aware of wheelchair accessibility and safe routes.
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 - ❑ Make sure the lobby and worship area are presentable for the next service.
- ❑ Both ushers and greeters should be prepared to assist with emergencies and know where emergency support items are located
 - ❑ Work with your pastor to arrange for First-Aide, CPR and safety training for your team.
- ❑ Work with your Pastor to develop parking lot procedures as necessary for your location.
- ❑ Recruiting, training and scheduling of team of volunteers to help with these responsibilities for all services and campus events.

4 TRAINING & MEETINGS

- ❑ The usher/greeter team leader is expected to attend a monthly meeting with the CP and a quarterly all-campus meeting. ([*meeting schedule*](#))
- ❑ Team leaders are expected to participate in a [*small group*](#) at their campus.
- ❑ Team leaders are encouraged to take advantage of ongoing [*leadership development opportunities*](#).

BLANK ORG CHART

GET TO KNOW YOUR TEAM



Instructions: Use this blank Org Chart to help new team members understand who the team leaders are at your church. Fill in the names of your team leaders and support people.

Team Leaders

<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Admin</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 150px; text-align: center;">Buildings & Grounds</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Clean Team</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Usher / Greeter</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Hospitality</div> <p style="text-align: center;">Name -----</p>
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CP

<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Overseer</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Overseer</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Overseer</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Worship</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">Youth</div> <p style="text-align: center;">Name -----</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 5px; width: 100px; text-align: center;">KC Director</div> <p style="text-align: center;">Name -----</p>
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Media

Name

Sound

Name

HAVE AN ATTITUDE OF OWNERSHIP



<http://www.pursuegod.org/attitude-ownership/>

A OVERVIEW

*Listen to the lesson online or invite someone to present it in his or her own words.***

- * *When it comes to volunteer teams, attitude is everything. You may find that there are things that are necessary for the success of your team that fall outside the job description. It's important that our volunteers have an attitude of ownership.*

1

Owners take initiative. ([Acts 6:1-7](#))

- They see what needs to be done
- They take decisive action

2

Owners work hard.

- Give your best. ([Colossians 3:23](#))

3

- Work hard. ([Romans 12:11](#))

Owners are humble.

- Regard others as more important. ([Philippians 2:3](#))
- Serve one another. ([Galatians 5:13](#))

B DISCUSSION

Process this lesson with your trainer or team leader.

- * Have you ever been a part of a team or project that accomplished something great? Why did you enjoy being a part of that team/project?
- 1 Read [Acts 6:1-7](#). What was the problem? What needed to happen? What did the Apostles do? What was the result?
 - 2 Read [Colossians 3:23](#). What does it mean to "work as though you're working for the Lord? How can this verse change someone's attitude about serving?
 - 3 Read [Philippians 2:3](#) and [Galatians 5:13](#). Why is humility important when you're part of a team? What would it look like to put your team-member's needs above your own?

C TAKEAWAY

Complete this section and review it with your trainer before moving on to the next lesson. ([Learn more.](#))

- WRITE:** Use the space below to summarize what you're taking away from this lesson.

- RESEARCH:** Choose a [related article](#) from the online lesson page and summarize it in your own words in the space provided.

- APPLY:** Review and discuss the following items with your team leader or trainer:
 - Your team's meeting schedule
 - Your serving schedule



A OVERVIEW

*Listen to the lesson online or invite someone to present it in his or her own words.***

- * *With good team-building skills we can unite volunteer teams around a common goal. Team members not only share responsibility for accomplishing the task but they learn to trust, support and serve one another in the process.*

1 Two are better than one.

- Help each other succeed. ([Ecclesiastes 4:9-10](#))
- Share each other's burdens ([Galatians 6:2](#))

2 Encourage those around you.

- Strive for team unity ([Ephesians 4:2-3](#))
- Motivate others on your team. ([Hebrews 10:24-25](#))

3 Invite people to serve with you.

- Everyone has a place on the team. ([1 Corinthians 12:27](#))
- Serving brings health and growth. ([Ephesians 4:16](#))

B DISCUSSION

Process this lesson with your trainer or team leader.

- * Talk about one of the most effective teams you've been a part of. What made the team so effective?

1 Have you ever been a part of a team or project where a few people carried the load for the whole team? Describe your experience. // Why do we tend to overwork the faithful few, expecting them to do it all?

2 What creates unity? // What are some practical ways that your team can encourage one another?

3 When it comes to recruiting, do you think people are more likely to respond to an announcement or a personal invitation? Why? // Who do you know that you can invite to serve with you on this team?

C TAKEAWAY

Complete this section and review it with your trainer before moving on to the next lesson. ([Learn more.](#))

- WRITE:** Use the space below to summarize what you're taking away from this lesson.

- RESEARCH:** Choose a [related article](#) from the online lesson page and summarize it in your own words in the space provided.

- APPLY:**
 - Make a list of people that you could invite to serve with you.
 - For new trainees: Schedule a time to meet with your team leader to complete your 30-day follow up.

NEW TEAM MEMBER: 30-DAY FOLLOW UP

OPERATIONS TEAMS

09



1 INTRODUCTION

This form is to be completed by team leaders with any new team members once they reach the 30-day mark in their serving. Team leaders will be responsible for scheduling this meeting. The purpose of this exercise is two-fold.

1. To establish open communication between volunteers and team leaders.
2. To create an opportunity for evaluation, resourcing, clarification and additional training if necessary.

2 REVIEW

Take a moment to review the core principles for your serving team.

1. Every task matters.
2. Have an attitude of ownership.
3. Help build the team.

3 ASSESSMENT

Now you're ready for assessment. Simply answer these three questions with the three principles in mind. Discuss these questions with your team leader and take notes (as needed) in the space provided.

1. Where am I strongest right now?
2. Where am I weakest right now?
3. What can i do in the next month to move forward?

4 FEEDBACK

We are constantly striving to improve. Your feedback helps us see this area of ministry through fresh eyes. Discuss these questions with your team leader.

1. What do you like most about your current role?
2. What do you like least about your current role?
3. What changes could be made to improve your job or make it easier?
4. Is there anything you need that would help you do your job better?
5. How are you feeling about the current workload or work schedule?
 - a. Are you feeling overwhelmed?
 - b. Are you ready for more responsibility?
6. Is there anything else you would like to discuss with your team leader or campus pastor?

NOTE PAGE

Use this page to take notes, record prayer requests, etc. (Use this series workbook as a personal journal.)

