

Surprise Church

Team Trainer Training

Objective: The Team Trainer will use the *Volunteer Master Spreadsheet* to make sure that every new volunteer is properly screened and trained to serve as a Surprise volunteer. The Trainer will carefully track each person's training journey, which culminates with our presenting each new volunteer with a name badge in worship.

Rationale: *Why do we prioritize a team trainer?*

Confusion sets in when volunteers aren't intentionally shown how to serve and given clear information about how they will be scheduled and who they can contact for support. Further, background checks, job description review, and role-specific training are needed to make sure that it is appropriate for the individual to serve in a given role. Having a person on each team who makes sure that we provide for and track each volunteer's training journey is essential for a healthy team.

Scriptures:

"And the things you have heard me say in the presence of many witnesses, entrust to reliable people who will also be qualified to teach others." 2 Tim. 2:2

This Scripture verse should be our guide. Paul trained Timothy, Timothy trained faithful men. And they trained many others.

That's leading, that's multiplication, that's growth! It is disciples making disciples. Effective discipleship involves a multiplication of trainers. And that's what we are talking about today.

Leadership Development

1. Work closely with the recruiter to be sure your new volunteer is promptly scheduled to be trained.
2. Contact the new volunteer and schedule 1st training.
3. Good volunteer training and onboarding starts with a clear job description. Communicate clearly the mission and objectives of their particular role.
4. Share the "I do, you watch" training system. This is a visual, step-by-step process that will build confidence in your team.
5. Work with your team leader to tie what volunteers are doing to the bigger picture of Surprise Church. Technical things can be taught, such as, 'how the projector works, the lights, the sound.' But vision is bought into – people, volunteers need to fall in love with the vision of the church.
6. Make training less formal and more relational. We do this because.... Share the why....

7. Relationships are the key to training.
8. Explain the “why” behind each policy. It’s the “why” that inspires people, not the policy

Example: Kids Department: our goal is *to guide our children to faith in Jesus as Lord and Savior. We will work to prepare them to serve God, love others, and grow in their understanding of Jesus Christ.* I hope this allows you to see the purpose of this ministry, the **why** and its importance. Of course, this is not a ministry that can be done by one person, or even two. It takes a church to minister to its children.

9. Never stop training your volunteers. Training is never a one-time activity.

Refuse to assume that they will “figure it out on their own”. It is important that you continue to be involved in the lives of your volunteers. Model for them how you want them to interact and be involved in their lives.

Have FUN!