

Apprenticing

Patient Apprenticing is grounded in the values of *clarity* and *fit*. Clarity defines the wins for ministry servants and what their success looks like. Fit defines the profile of gifted and called servants that match the vision along with the specific contributions that are needed.

Once this foundation is in place, **Apprenticing** begins the process of on-ramping a servant into their new ministry role and team. This section pulls all the elements together and what follows are a few key guidelines to keep in mind.

- 1) Adult learning ideally combines information, coaching and experience. The right combination depends upon the person and need, but research has demonstrated a 10-20-70 ratio (respectively) is typically ideal for new learners.
- 2) Apprenticing combines 4 sequential steps as needed. The acrostic MAWL is an easy summary: Model (letting the learner watch); Assist (letting the learner partner); Watch (letting the learner lead with supervision); Leave (letting the learner lead with accountability). It is very tempting to skip steps #3 and #4, but only do so when servants have proven character, competence, and confidence.
- 3) Apprenticing checklists always works best when relationship leads. It is tempting to prioritize giving information as we on-ramp new team members, but it is rarely the best strategy. Use the checklist below with a MAWL-ing approach.

Apprenticing Checklist for Guest Ministry (GM)

As you will see, this document is organized based on the three drivers of Apprenticing as summarized by ACC-GB's Ministry Values.

- **Orientation** speaks to the need for all servants to understand how their new ministry; and *role* relates to the overarching vision and priorities of our Antioch movement.
- **Start-up Training** details what Lifegroup servants need to get up and running by Day One. This list is focused on what everyone will need to know to start their apprenticing and assumes that a one-on-one process (i.e. the "buddy system") will be a primary way that individuals learn their role.

- **Belonging** is the important process of building relationships among servants. Leaders knowing their people is obviously important, but servants also need to meet their teammates. This happens mostly within Lifegroups, but other special time together is vital.

Remember: This listing is intended as a relational process that can be easily customized for either seasoned disciples or emerging leaders. Please adapt the life-on-life process as needed based on the experience level of those you are training and feel free to add any distinctive details of your congregation.

Orientation

Intro to ANE

WE ARE A COMMUNITY

Pursuing Intimacy

Cultivating a deep relationship with our Father, Jesus, and the Holy Spirit.

Caring for Each Other

Obeying God's Word in local congregations and small groups.

Equipping Jesus Followers

Developing world changers through intentional apprenticing and encouragement.

Empowering Teams

Mobilizing groups to catalyze local and global initiatives.

Multiplying God's Family

Breaking new ground with Holy Spirit-inspired strategies and worldwide church planting.

Our Mission

To establish a home base and a leadership structure that ignites a reproducible and sustaining Acts 13 culture of church planting in New England and to the ends of the earth.

Intro to Guest Ministry

GM vision: *Sunday guests who say wow and want to learn more*

GM mission: *To make a great first impression.*

Desired Outcomes for Guests

For our guests...

- Every guest finds the church's website user-friendly, clear and compelling.
- Every guest receives multiple, friendly greetings.
- Every guest finds the parking lot and facility are easy to navigate.
- Every child feels welcome.
- Every guest easily finds a seat.
- Every guest is followed up with through multiple mediums.
- Every 2nd timer is called by name.

Philosophy

Our ministry model assumes that:

- There is great diversity among our guests as well as their needs and personalities.
- Some want to remain anonymous until they are ready and comfortable to identify themselves.
- Others want to be noticed—they will complete guest cards, and openly seek out relationship and information.
- Those wanting to be noticed appreciate our proactive readiness to help.

Start-Up GM Training

Best Practices

Front Doors – We only have one chance to make an in person first impression. Our front doors are the place where we have the opportunity to make that first impression in the best way we can. People will arrive with a wide array of thoughts, feelings, and past experiences as they take their first steps onto an ACC Boston campus. As new guests arrive, many will be internally asking themselves the questions: “Do I belong here?” “Am I wanted?” and “Will I be valued here?” We want to anticipate these questions and give newcomers every reason to answer these questions with a resounding “YES!” From the very first moment a guest arrives, we want to communicate the truth that every person is valuable to God, worthy to be loved and that they have a place of belonging in an ACC Boston congregation. Furthermore, it can be an intimidating experience to show up to an unfamiliar location and figure out how to interact with an unknown group of people for the first time. Greeters are stationed at every door and are trained to welcome people and engage everyone walking in. We strive to call people by their names and escort newcomers to where they need to go. As seasonally able, being outside provides a great opportunity to connect with guests as they arrive.

More Best Practices:

- Invite disciples who fall within the established boundaries as defined by the ministry’s role descriptions.
- Utilize systems that help greeters remember guests names...no one should rely solely on memory.
- Communicate excellence with modest and positive attire.
- Smile, look people in the eye, and HAVE FUN!
- Prioritize and initiate with first time guests (“Have we met before?” “Is this your first time at”) while introducing them to the New Guest Greeter, if possible
- Wear name tags, be quick to introduce yourself, and say their name out loud
- Introduce newcomers to a nearby floater.
- Keep the focus on outsiders; not your peeps!

Outside Worship Space / Lobby – As guests make their way into the lobby and exterior of the Worship Space before and after the Celebration Service, they will quickly be making their own conclusions about whether the engaging and accepting welcome they received at the “front doors” is authentically true of the community as a whole. Studies have shown that one of the top reasons (if not *the* top reason) why people do not return to a particular organization after their first experience is because of an indifferent, unfriendly employee attitude. Staff and lay leaders are assigned common spaces before and after services, and their primary job is to identify, take interest in, and offer a friendly welcome to guests in partnership with door greeters. Not everyone is great at initiating conversation with those who they don’t know and so these servants will be the ones to take the first steps of

initiating conversation with our guests. These deeper conversations will allow guests to quickly feel known and loved in our community. Furthermore, this is a great opportunity for networking and connecting guests with other disciples with whom they might have things in common.

More Best Practices:

- Learn people's names and stories and then use them as recent guests arrive.
- Seek to establish common ground with each guest.
- Build trust by asking open-ended, personal questions while actively listening well (i.e. keep the “flashlight” on them).
- Express interest and excitement about people’s lives.
- Utilize verbal and nonverbal communication to express that the congregation is a safe place where all are welcome.

Our GM roles / “hats”

This section is designed to describe the most common “hats” that are worn by someone on a Guest Ministry team. These roles are where almost everyone begins in the ministry.

Door Greeter (At the front door)

Desired Outcomes:

- Arriving guests are always greeted with a smile, eye contact and a friendly greeting; new people are not missed.
- First time guests are wowed by how they are noticed and greeted: “Have we met before?”, or; “Is this your first time at” and are introduced to the New Guest Greeter.
- Those arriving with a clear, physical need are offered help.
- 2nd timers are greeted by their first name.
- Regular worshippers are greeted, but not engaged in conversation.
- Escort guests as a second line of defense.

Relevant Spiritual Gifting: Affirmed capacities such as hospitality, encouragement, discernment, helps.

New Guest Greeter (Near the front door)

Desired Outcomes:

- Arriving guests are encouraged by the readiness and availability of GM servants.
- Guests feel valued as the greeter learns (and remembers) their names and stories.
- Guests enjoy being escorted through the facility into the worship space and/or other relevant areas (e.g. Children’s Ministry).

- Guests are impressed by the way their needs are cared for.
- Guests are thankful to be introduced to other people with whom they may have things in common.
- 2nd timers are greeted by their first name.

Relevant Spiritual Gifting: Affirmed capacities such as hospitality, encouragement, discernment, helps.

Welcome Center Leader & Greeters (Beverage, Food, Gift for guests)

- Guests are impressed by the way Welcome Center Greeters (WCG) make the first move in recognizing their presence.
- Guests appreciate the way the welcome center helps them get questions answered and other relevant information.
- Guests feel respected by the way WCGs interact with them.
- Guests find the presentation of potential next steps helpful.
- Guests are thankful for any assistance related to networking or helpful relational connections without the congregation.

Relevant Spiritual Gifting: Affirmed capacities such as hospitality, encouragement, discernment, helps.

Shared Guidelines for Sunday Servants

- Prepare by spending time with Jesus before you arrive (Ps 34:5).
- Prepare with appropriate attire. Each servant's attire should communicate excellence, while being modest and positive as a representative of Jesus. (A handout is shared with additional details.)
- Prepare with your team (45 minutes before the service starts).
- Smile, look people in the eye and HAVE FUN!
- Flex approach as needed based on the season of the year.
- Prioritize first timers.
- When people need direction, walk with them, don't point and tell.
- Help parents be parents by lending a helping hand as needed.
- Be prepared to rotate and fill a gap when one greeter moves to orient a new guest.
- Strive to make a clean hand off of a guest...whether it is to a new guest greeter, a children's worker, a pastor or someone else in the congregation.
- Touch others with caution.

- Keep the focus on outsiders, not your friends! Conversations with friends and longer discussions with others can wait until later.
- Remember people's names! Utilize a system and do not rely solely on your memory.
- Transition into worship once most people have arrived and the steady flow winds down. Typically, when the Team Leader releases.
- After the service is a prime time to follow back up with new guests who you have recently met. At this time, give people the opportunity to fill out a Connect Card.
- E-mail insights to Guest Ministry Coordinator that you have learned about new guests and/or any concerns that have come to your attention.

Belonging

Reminders for Leadership Team Building

Our GM servants want to be a part of a life-giving team and they enjoy the opportunity to be a part of such. Accordingly, it is important that they get to know their teammates over time.

- 1) When new servants arrive to serve, leaders will need to be attentive to their need to meet and get to know others. This is especially true for those who are newer to the church.
- 2) Guest Ministry servants are encouraged to gather no less than annually for fellowship, prayer, evaluation and planning. This discipline would work best sometime in Fall. If two times per year, an August start up and a December check-in would be a good strategy.