



# INVITE! IGNITE! UNITE!

*Recruiting, Training  
and Mobilizing  
Volunteers for Ministry*

By Susan Lennartson

*Serving through Stewardship*



LUTHERAN BROTHERHOOD

## **Invite! Ignite! Unite!**

*Recruiting, Training and  
Mobilizing Volunteers for Ministry*

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I am grateful for the disciples who surround my life—my family and friends—and for the masses of wonderful Christian servants who make this world a better place. I'm excited that Lutheran Brotherhood is intentional in reaching out to all congregations with a wide variety of resources and that Lutheran



Brotherhood truly cares about the heart of the Lutheran Church.

This resource is for all sizes and settings of congregations. It's for the ordained and the non-ordained, people with degrees and people who don't have degrees, staff and lay people, young people and adults—anyone who has a heart for lay ministry.

I pray that this resource will offer you:

- A few suggestions that enhance the journey of your congregation's lay ministry,
- An understanding of how and why volunteerism is transformed into ministry as we discover our giftedness and call through the guidance and inspiration of the Holy Spirit,
- Affirmation and excitement about the tremendous ministry your congregation and all congregations are living out through the hearts of people all over the world and
- A call to affirm each other as disciples united for the cause of Christ.

As you give of yourselves to empower, lift and mentor others, may this guide be a personal journey of renewal for you.

*Susan Lennartson*



# Foreword

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*As the scripture says, “Whoever believes in me, streams of life-giving water will pour out from his heart” (John 7:38).*

There is a powerful movement alive in the church today. It is a vision that provides hopeful images to churches developing constructive ministries in a rapidly changing culture. It is a claiming of who we are and whose we are as faithful believers. It is a recognition of Jesus Christ’s ability to reconcile, sanctify and empower all people for ministry. It is an immersion in the Holy Spirit and a calling of our unique abilities the Holy Spirit has given us for service in the Church.

The movement: volunteerism or lay mobilization. No matter which term you use, this movement is about the Spirit of God working in the people of God to strengthen the work of God.

Ten years ago I took my first call to a congregation in upstate New York. Coming straight from seminary, I was quite green. My first major interaction with people from the congregation took place at a camp that was part of the congregation’s three-year confirmation program. The senior pastor of the church, though present, gave little input to decisions concerning camp flow or focus. Instead, the camp was led almost entirely by lay people. The Holy Spirit led the conversation and directed the movement of these spiritually gifted believers.

Over the next few years, I encountered similar experiences through the congregation’s

Christian education, administration, visitation, music and arts, worship and maintenance. Through those many activities, I learned that the church is a living organism, not a hierarchical structure. The church is the Body of Christ, not a body of pastors and bishops. The church is built on the time, talents and gifts of many, not the leadership of only a few. The church is you, me, us: believers in the death and resurrection of Jesus and Christ’s transforming power for our life today.

When houses are built, small pebbles or gravel are put down before the concrete foundation is poured. The small pebbles support the foundation so that the shifting and moving of the earth don’t crack the foundation and cause damage to the structure it holds. The small pebbles also help with water drainage.

The Bible also talks of foundations. In Matthew 16:18a, Jesus says, “And so I tell you, Peter: you are a rock, and on this rock foundation I will build my church.” The word translated into “rock” also can be translated as “small pebble” or “stone.” Maybe a better image for the church is not the person of Peter standing alone, but the proclamation of Peter as one among many small pebbles that form the base of a church.

This book is all about the small pebbles that fill your congregation. Through practical advice and step-by-step methods, this book will assist you in helping others find their spiritual gifts and their place in supporting your church. As the Church moves forward in the 21st



century, our greatest hope for the Church's continued growth is with these small pebbles and the Rock from which they were hewn.

*The Lord says, "Listen to me, you that want to be saved, you that come to me for help. Think of the rock from which you came, the quarry from which you were cut" (Isaiah 51:1).*

*Pastor Per Nilsen  
Director of Ministry  
Prince of Peace Lutheran Church  
Burnsville, Minn.*



# Create the Vision





# Chapter 1



## A Model of Servanthood:

### *The Basin and the Towel*

*It was now the day before the Passover Festival. Jesus knew that the hour had come for him to leave this world and go to the Father. He had always loved those in the world who were his own, and he loved them to the very end.*

*Jesus and his disciples were at supper. The Devil had already put into the heart of Judas, the son of Simon Iscariot, the thought of betraying Jesus. Jesus knew that the Father had given him complete power; he knew that he had come from God and was going to God. So he rose from the table, took off his outer garment, and tied a towel around his waist. Then he poured some water into a washbasin and began to wash the disciples' feet and dry them with the towel around his waist. He came to Simon Peter, who said to him, "Are you going to wash my feet, Lord?"*

*Jesus answered him, "You do not understand now what I am doing, but you will understand later."*

*Peter declared, "Never at any time will you wash my feet!"*

*"If I do not wash your feet," Jesus answered, "you will no longer be my disciple."*

*Simon Peter answered, "Lord, do not only wash my feet, then! Wash my hands and head, too!"*

*Jesus said, "Anyone who has taken a bath is completely clean and does not have to wash himself, except for his feet. All of you are clean—all except one." (Jesus already knew who was going to betray him; that is why he said, "All of you, except one, are clean.")*

*After Jesus had washed their feet, he put his outer garment back on and returned to his place at the table. "Do you understand what I have just done to you?" he asked. "You call me Teacher and Lord, and it is right that you do so, because that is what I am. I, your Lord and Teacher, have just washed your feet. You, then, should wash one another's feet. I have set an example for you, so that you will do just what I have done for you. I am*

*telling you the truth: no slave is greater than his master, and no messenger is greater than the one who sent him. Now that you know this truth, how happy you will be if you put it into practice!” (John 13:1-17).*



## **Embrace the Basin and the Towel**

On Maundy Thursday, Jesus taught his disciples an important lesson. In the upper room, through experiential learning, Jesus showed his disciples what their mission was to be. By stooping to his knees, taking a basin of water and a towel, Jesus washed the feet of his disciples as a servant. Jesus lived among his disciples as one who served. He said that God had sent him to serve, and he was now sending his followers to serve.

Jesus Christ modeled the lifestyle he wants us to live out today. When we selflessly, lovingly reach out to help others, we are living as Christ wanted us to live. We are the hands and feet of Christ. In servanthood, we are living expressions of God's love.

As we look to the basin and the towel as symbols of Christ's act of humility, let us focus

on our call of servanthood. How will we pour out our lives to others? How will we live a fruitful life? Where will we inspire and motivate others? How will we not only make a difference in this world but also make the world a different place? How can we become more passionate about serving others? What length, depth and height will we go to serve?

Many opportunities exist for us to live out our call. This resource focuses on volunteer ministry or lay ministry—where we selflessly and lovingly serve others without compensation. No matter how scheduled our lives are, what job we have, what our situation is or what resources we have, we all have the responsibility to serve others. Sometimes that requires restructuring our busy lives so we are available to serve others.

Jesus used the basin and the towel to teach us the essence of service. His spirit stirs within us and calls us to live out our faith in the Body of Christ. We live out our faith through serving others.

We are God's treasured resources in ministry. From when we were conceived, God equipped and crafted us with gifts and talents. Seeds of vision and passion have been planted deep within us. If we are not using our gifts to glorify God, then we will sense an anxious stirring within us, an unsettled feeling, and it will continue wrestling within us until we are applying our God-given gifts somewhere, somehow.

Wherever we walk, live and breathe, may we celebrate who God has created us to be. Because of our relationship with Christ, we understand and celebrate our call to use the gifts and talents God has given us.

This resource is focused on lay volunteers. In our congregations, all people of all ages are

called to serve God through an essential ministry area. When Jesus taught us to pray, he said “Our Father,” not “My Father.” We are part of a powerful family—the family of God.

Three words capture the journey of volunteer ministry: recruit, train and mobilize. Each of these words signal a number of tasks and also a vision. Through volunteer ministry, we learn more about who we are and who the people are in the world around us. Volunteering changes people. Volunteering changes people by what they see, by what they experience, by the people they meet, by how they give and by how they receive. And, volunteers are changed by the power and miracle of the Holy Spirit.



## Recruit and Invite

When people think of volunteering, they often think of recruiting. Yet focusing on the task of recruiting often can cause us to overlook the call and invitation of lay ministry. We are all invited to ministry. We are all called. And God has given each person gifts and talents to fulfill her or his unique call.

There will be many ways to serve and live

## A PRAYER FOR SERVICE

Dear God,

**Inspire us to become biblical servants. Guide us in our life-long discovery of the gifts you have given us. We desire to be a part of your purpose. We seek to become all you have created us to be. Melt us, mold us, fill us with your Holy Spirit. Use us to bring glory to you.**

**Through you, Lord, we know we have purpose and passion. We can know your will and know our part. Life is exhilarating when we live out your purpose for us. We live as our most natural selves when we are living out our call in the body—glorifying you as we give of the gifts that you have embodied within us.**

**Amen.**

out our faith. As we grow and develop, so will the opportunities, challenges and invitations to volunteerism change. Through these changes, God equips us, influences us and continues to invite us to serve. It is important to raise high God's invitation and call. Inspire and move people to become involved with volunteer lay ministry through this invitation and call. Empowering people to believe and claim their individual call is the first step so they can take the next step of experiencing that call. This is an invitation that people can't resist and a commission people can't ignore. Recruiting and inviting take seriously Jesus' admonition in Matthew 28:19, "Go make disciples!"



## Train and Ignite

Once volunteers accept the invitation and call, their experience of that call will be more effective when they're trained. Training volunteers is a way of igniting them, giving them the skills and passions they need to be successful volunteers. Through training, we ignite with the passion and excitement of the Holy Spirit so that we set volunteers aglow with enthusiasm and energy to serve. When volunteers are ignited and excited, they are ready and open to serve. They work confidently in all situations, including challenging ones. They serve knowing that Christ lives within them and empowers them to do all things. As volunteers become ignited with purpose and passion, we will see it in their eyes. We will hear it in their language. We will watch it happen.

Judith Nylander, former Director of Children's Ministries at Prince of Peace Lutheran Church in Burnsville, Minn., says, "I can be trained to do anything—but it takes me

and my personal fuel (passion) plus the spark of the Holy Spirit to ignite my soul." There is depth, passion and commitment when people are energized and ignited with purpose in lay ministry. The power of the Holy Spirit is incredible.

## Mobilize and Unite

Mobilizing lay leaders works well when an emphasis is placed on community and fellowship. While recognizing lay leaders—sending a note of gratitude and giving flowers and gifts—is important, it is equally important for volunteers to feel united as disciples. We come together as a team, a group of people who share the Good News of Jesus Christ, who tell others that Christ is alive in us.

Lay leaders are united through Christ as they enter into the mission field of where we live today—our own communities, our own congregations, our homes, and also other parts



## SOWING SEEDS FOR VOLUNTEERISM

Plant a few seeds of thought as we focus on lay ministry:

- In serving others, Christ's Spirit pours into us the freedom to serve. And in serving Christ, we discover new life.
- In volunteer ministry, our inner resource is Christ. He is the vine, and we are the branches. Apart from Christ, we are fruitless. May we abide in his love.
- Jesus accepts us just as we are. He offers us his unconditional love. As servants, let us reach out with acceptance to all those around us.

of the world. Mobilize others in ways that help them find delight in knowing that they are a part of a team that God started. With others, they are a part of God's plan.

### Follow the Example

"I have set an example for you, so that you will do just what I have done for you," Jesus said in John 13:15. Listen for the whisper in the silence and the stirring in the wind. God is calling us to bend our knees, pick up the basin and towel, and through our abundance of blessings, humbly serve others.

# Chapter 2

## People of Purpose and Passion:

### *Volunteers as Resources*

Each one of us is God's precious resource. We have been masterfully created with unique gifts. We are bursting with talent, vision, dreams, passion and purpose. We have all been blessed with time, life, choices, freedom to serve and a light to guide us.

How will we spend our time? Where will we give of ourselves and the gifts with which we have been blessed? There are many roads to travel on and a multitude of choices to make. As disciples, we are invited to serve others. We can serve right where we live: in our homes, communities, congregations, workplaces, playgrounds and throughout our whole world. What an assignment. What an opportunity. What a blessing it is when we live out our spiritual giftedness to glorify God.

Spirit-filled lay ministers are vital to everything that happens in our congregations. Their energy moves congregations with purpose and passion. They weave a tapestry of God's love by serving others. They embrace the now. They connect with God's people. They live out the future of discipleship.

Volunteers find that acts of service are beneficial for their physical health, their mental health and their spiritual health. Volunteers experience God's abundance instead of the world's abundance. Although volunteering isn't always easy, volunteers feel more alive by giving of themselves. Sometimes they delight in what they see and experience. Sometimes their hearts will ache because of the way service opens their eyes.

People volunteer when something reaches into their hearts and grabs them. When people understand the vision, sense its purpose and embody the passion, they become excited and enthusiastic to give of their time and gifts. The Spirit of God touches and embraces the very being of each volunteer as each person's God-given gifts are matched with a volunteer experience.

Successful volunteer-ministry experiences highlight and uplift each volunteer's personal journey. Volunteers are set aglow as they discover meaning and purpose in the service they do.

In volunteering, the personal journey involves:





- Growing to understand God's purpose and plan for us,
- Understanding we are invited by Christ to serve,
- Believing in our call,
- Knowing we are equipped to serve,
- Praying to ignite others with the passion of the Holy Spirit,
- Working toward a team vision of volunteer ministry within the whole Body of Christ,
- Celebrating our spiritual gifts and committing to using them,
- Re-examining our priorities,
- Feeling included and accepted into the Body of Christ and
- Seeking to experience God's love in serving others.

Volunteers gain a great sense of inner peace when they use their gifts, talents and time to glorify God. Volunteers have been blessed to be a blessing. They have been led to lead, fed to feed, loved to love and served to serve.

Volunteering also is a central part of building developmental assets. Developmental assets are 40 things that children and youth need to succeed. Minneapolis-based Search Institute identified these assets through extensive research, and Lutheran Brotherhood has been a long-time funder of Search Institute's work. Dr. Peter Benson, the president of Search Institute, wrote *All Kids Are Our Kids: What Communities Must Do to Raise Caring and Responsible Children and Adolescents* (Jossey-Bass, 1997), which tells how communities and congregations can build assets in young people. Two of the assets, Service to Others (Asset #9) and Caring (Asset #26), highlight the importance of volunteering. When adults take on service projects that make a difference in a

child's life, they're not only acting as servants, they're also building assets.

Congregations describe volunteers in a variety of ways. Non-paid staff, lay ministers, volunteers, lay leaders, volunteer ministry team members and parish ministers are some of the words used. Throughout this resource, the terms "volunteer ministry," "lay ministry," "volunteers" and "lay leaders" will be used. That doesn't mean these terms are better than others. They're chosen for the sake of consistency and brevity. Each congregation ultimately will decide which language matches its vision and mission.

The rest of this chapter highlights a variety of volunteer ministries. In each of these ministries, volunteers had an understanding of servanthood, knew the importance of their overall congregational mission and embraced their giftedness. They were passionate about what they were doing. And they each had developed a sense of purpose for volunteer ministry.

## The Congregational Newsletter Team

Six volunteers in one congregation gather together one morning each week to fold and label the church newsletter. These six individuals make up a team of hands and hearts that offers time and talents to get the vital church newsletter mailed out each week. Many congregations have a team of this type. How often do we ask team members about the team's purpose and passion?

When asked, the dedicated members of this group said they felt that the church newsletter, devotional mailings and other ministry program information were important and vital to the total ministry in their congregation. "We need to get the word out about these great ministry offerings," one said. "This information must get into the homes of



church members and to all who visit.”

Individuals in this group said they agreed to this volunteer experience because they looked forward to talking with each other as they worked together. They valued the relationship building that came through serving together. They received on-going training and a monthly update, which helped them feel valued and included.

During an appreciation lunch for this group, the team coordinator gave these six volunteers the statistics of their time spent in serving for one year. During that year, the group gave 832 hours to prepare 106,600 pieces to be mailed. Surprised by the numbers, each felt pleased with a job well done.

### **Fishing for Families**

A group of retired men at another congregation began a ministry team that organized fishing outings for elementary-age children of single-parent families. The team collected fishing equipment (poles, bait, etc.) and went as a group to a lakeside dock area to fish with the children. Baiting the hooks and

catching the fish were woven together with lots of questions, laughter, fun and relationship building. The men told the Bible story of Jesus and the fishermen.

These men said they were excited about this volunteer ministry because fishing was something they liked to do and they were good at it. They said they wanted to support single parents and their children. They liked taking something they enjoyed and combining it with the purpose of ministry to single parents and their children. Although they said the fishing was fun, the Bible stories, conversations, prayer and time spent with the children were the real treasures for them.

This volunteer ministry opportunity was opened up to the entire congregation. A clear and specific job description was created and posted. See “Fishing for Volunteers: A Job Description.”





## **FISHING FOR VOLUNTEERS: A JOB DESCRIPTION**

***Who are we looking for?*** Senior citizens.

***Why?*** To help plan, organize and implement a group fishing outing for upper-elementary age children of single-parent families.

***When?*** To do three fishing outings during the summer.

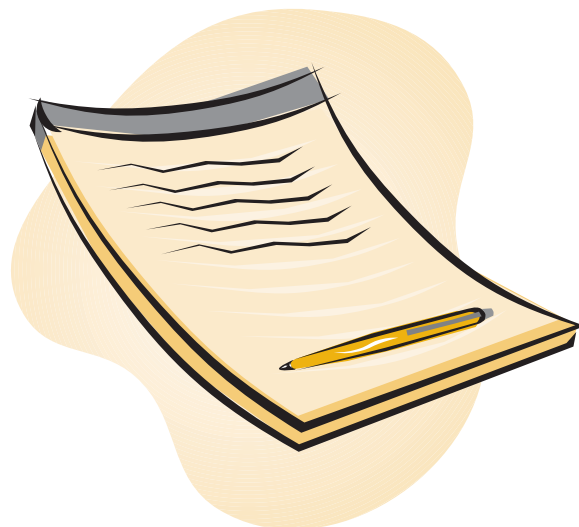
***How does this fit with our congregation's mission?*** The mission of the congregation is to reach out with Christ's love and care for the whole family of God.

***Who are the key organizers?*** The Director of Children's Ministries in partnership with the volunteer ministry team will facilitate organizational and planning meetings.

***What training is offered?*** Each adult is expected to attend one orientation and training session on safety, liability and devotion implementation.

### **Curriculum Writing Team**

People at one church wanted to write their own congregational Sunday school curriculum. The project called for writers, crafts people, visionaries, organizers, typists, artists, actors, composers and more. Although this was a major undertaking that lasted for two years, those involved said this volunteer project tapped deep into their skills, passions and gifts. They were excited to work with a talented, energized ministry team for an extended period of time.



They also felt called to tailor-make a curriculum to fit their Sunday morning experience.

They saw great value in giving their time to a project that would greatly impact the children and their families in addition to the teachers who would carry out and implement this curriculum. It was a project that stretched them personally and one that helped them grow in their faith journey. They learned a tremendous amount about the Bible and the teachings of Jesus as they studied, wrote, planned and created a vision together.

This project was an opportunity filled with great purpose. Those involved grew in their relationship with Christ as they learned about their personal gifts and their call to ministry. Not only did people have fun, but they also learned a lot about the members on the team and the team leaders.

### **College Students in Jamaica**

Mission Jamaica, coordinated through St. Andrew's Lutheran Church in Mahtomedi, Minn., recruited and trained groups of students from Lutheran colleges to serve Hope Valley

Experimental School in Kingston, Jamaica. The students did their service during their spring break, and they raised money to participate in this mission trip.

Hope Valley Experimental School is in partnership with an orphanage, a rehabilitation center and a seminary. Each day at this Jamaican school, the college students led worship for more than 1,000 children, of which about 125 of these children were physically or mentally challenged. The college students worked in the classroom, on the playground and with construction projects.

Before, during and after the mission journey, college students were asked why they wanted to spend their spring break doing mission work. They said that:

- They became inspired through the orientation,
- They had heard about Mission Jamaica through a friend and were excited to go,
- They always knew that they wanted to do something like this and
- They wanted to help others.

In leading this group of students to Hope Valley, the adult coordinators knew they could



not totally prepare the students for what they were about to see and experience. But as a team of leaders, they did prepare them by equipping the students to become a ministry team.

Within their first day in Kingston, the college students sensed why they were there. God awakened them in new ways through the Jamaican children. The children touched the college students' hearts through their passion for life and for Christ, and they took the students to places where they had not emotionally journeyed before. Through hard work, tears, songs, games, devotions, prayers, play, laughter and God's hand of miracle, the college students all grew. They felt the purpose and passion through the power of God's people. While the college students prayed for the children in their poverty, they knew the children were praying for them in their abundance. When the students returned to college, they were not the same people.

### **Lutheran Brotherhood Youth Branch**

Several high school students in North Carolina volunteer their gifts, talents and time as members of a Lutheran Brotherhood youth branch. Scott Beatty sparked the idea of creating the branch and asked Branch President Sue Craig to develop and coordinate this volunteer opportunity for young people.

Craig and Beatty attended the same congregation and knew each other through their volunteer ministry. After discussing the vision and mission of the Lutheran Brotherhood branch, Craig saw the importance of leading a team of teenage volunteers. "He affirmed in me that I possessed all of the gifts, skills, qualities and talents that were necessary for the job," Craig said about why she agreed to take on this lay ministry project. "I felt affirmed and empowered."

Once young people were on board, they made a list of why they feel teenagers volunteer. They said youth volunteer because it:

- Is a learning experience,
- Allows young people to give back what others have given them,
- Touches young people emotionally,
- Is one of the best ways to show people Christ,
- Feels good,
- Meets a need,
- Gives young people satisfaction,
- Is a way to respond to God's call and
- Can be fun and social.

### Kids In Ministry Teams

A group of elementary-age children in third, fourth and fifth grade became involved with a volunteer ministry to preschoolers. Called the KIM (Kids In Ministry) Team, adults trained the third through fifth graders to operate a puppet, lead a song, read a book to a group of preschool children, become a part of the Ministry of Hospitality to care for others, lead an echo prayer, perform skits and discover what servanthood means.

The goal of the KIM Team orientation and training was to instill in elementary-age children that they had a meaningful ministry to share. One Sunday a month, the KIM Team goes into the preschool Sunday School classes and greets the preschoolers as they arrive, leads a Bible story puppet show, tells a story through a skit, prays with the preschoolers and sing songs. The children in the team do this with a group of adult volunteers.

The elementary-age students were excited to be leaders. The preschoolers they served loved them, and the teachers and adult leaders appreciated their skills and talents. KIM Team members were affirmed and encouraged not

only to act in these loving and helpful ways in the congregation but also on the school playground, on the bus, in their home, with their friends and wherever they journeyed. They were taught that their call and purpose was to give of their talent, interest, fun and time in caring for others.

### Kids and Teens Teamed in Drama

Volunteer Drama Director Paulette Corley leads a youth drama group called "Ministry of the Word" at Bethany Lutheran Church on the south side of Chicago. This drama group is made up of elementary, junior high and senior high students. This group shares messages of the Bible through creative drama presentations.

Corley tells each young person that everyone can act. She believes there is a place for every young person to serve on this ministry team. Corley feels called to provide empowering ministry experiences for youth of all ages. The group currently hopes to travel to enthusiastically share their joy in Christ.





### **Called to Care for One Another**

A new baby in the house brings great excitement along with exhaustion, loss of sleep and a feeling of being overwhelmed. A new mother was approached by a female friend who said she was committed to give assistance and care to this new mom. This friend offered to run errands, help with meals, encourage the new mom to take care of herself and pray with the new mother. For the new mother, her baby and her whole family, these caring acts were acts of greatness.

This friend said she had recently heard a sermon on servanthood and spiritual gifts. During the message, she realized she had a passion to use her gifts to glorify God by helping this new mother. The sermon's message caused her to see caring, help, hospitality, mercy and shepherding in a new light. The caring friend sensed God working through her to care for and serve a new mom. Energetic enlightenment occurs when our sense of giftedness and call is stirred by the power of the Holy Spirit.

### **The Call to the Table**

The process, passion and purpose are all important elements of lay-ministry experiences. These experiences are ignited as people discover their call, their giftedness and their part in God's plan. Although the end results are important, the process of getting to those end results are key.

God has great plans for each person within our congregation with experiences that go far beyond their imaginations. A smorgasbord of challenges, blessings and opportunities has been spread before each lay person. Sometimes people just watch others at this table and believe that there isn't a place set for them. Sometimes they don't even acknowledge the invitation to partake.

But God wants each person in our congregation to pull up a chair to the table. God is ready to fill each person's cup so that it overflows. The blessed abundance is for each person. We are all invited to partake in the feast of fellowship of all believers. Taste and see the goodness of the Lord. Serve with gladness.



## DEVELOPING A SENSE OF PURPOSE FOR LAY MINISTRY

Use the following questions as a planning tool to develop a sense of purpose and passion for lay ministry:

- How can we impress upon all people that they are called and equipped to live out their faith in the Body of Christ?
- How can we invite and encourage all ages to volunteer?
- How can we give the passionate message that everyone shares in the responsibility of servanthood?
- How can we invite and incorporate all congregational voices, ideas and opinions on volunteer ministry opportunities, changes and vision?
- How can we use a spiritual gifts inventory tool to assist people in discovering their gifts and talents?
- How can we help people to recognize that they have permission to live out their call in new and different ways?
- How can we include constructive evaluation tools to enhance the experience for future volunteer experiences?
- How can we support and empower volunteers to grow and develop to be all that God has created them to be?
- How can we offer quality training that is vital, relevant, renewing, igniting and empowering?
- What role will prayer play as we recruit, train and mobilize volunteer ministry?

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# Invite Volunteers



**You're  
Invited!**



# Chapter 3

You're  
Invited!

## Recruiting Volunteers:

### *The Essential Resources*

*“You did not choose me; I chose you and appointed you to go and bear much fruit, the kind of fruit that endures. And so the Father will give you whatever you ask of him in my name” (John 15:16).*

The word “recruit” comes from the Latin word *recrescere*, which means to grow again. The central message of recruiting focuses on the invitation. Just as armies recruit to re-grow their ranks, so the church recruits to expand the ranks of its servant volunteers. We are to invite members of our congregation to partake in a vital ministry that they have been created, called and gifted to live out.

### **Recruiting the First Key Leader**

The first critical volunteer to recruit is the leader of your lay ministry. A visionary leader can help articulate the core of a congregation’s volunteer ministry in the present and help shape it for future generations. A sensitive leader is an agent who carefully assists people in becoming biblical servants. This leader reflects the overall image and design of your total congregational ministry.

Who leads your congregation’s volunteer ministry? Who is the person or group of people who accept the leadership for recruitment, training and mobilization of lay leaders?

Jesus was a great leader. He wonderfully delegated and empowered people. He



## A VOLUNTEER COORDINATOR JOB DESCRIPTION

Your congregation's volunteer ministry may be strengthened, changed and renewed through leaders who possess many of the following characteristics:

- Positively motivate people,
- Empower others to grow in leadership,
- Value working as part of a team,
- Deal with conflict in a direct and positive manner,
- Network well with the church staff and leaders of ministry areas,
- Have management and supervision skills,
- Have the patience and flexibility to engage in a multi-task job description,
- Encourage others to experience spiritual growth and a deeper understanding of who they are in Christ,
- Provide job descriptions for volunteers,
- Utilize a spiritual-gifts inventory,
- Build relationships during recruitment,
- Equip others for success through training,
- Are committed to the overall mission of their congregation,
- Are flexible with change and transition and
- Love sharing Christ's love.

recognized gifts in people. He lifted people up and encouraged them to be all that they were created to be. Jesus took time to be with his team—his disciples—to equip them, to teach them, to empower them, to answer their questions and to minister to them. In these ways, Jesus modeled how we want our congregational volunteer leaders to act and serve.

Congregations benefit greatly by choosing energized, approachable, available and spirit-filled leaders who empower and positively motivate people through volunteer ministry. Leaders or teams of leaders play an important part in the whole process of this vital congregational ministry. Some congregations

view the hiring of a volunteer coordinator as a key staff position for the whole congregation. Other congregations feel it is important for this leader to be a non-paid staff person. Both approaches work. Since congregations vary in size, locality, budget, leadership and philosophy, choose an approach that fits your congregation best.

The job of leading volunteers first involves carefully assisting people in discovering, discerning and affirming their spiritual gifts, talents and interests. Then they help people explore lay-ministry opportunities. Intentional leaders look at each person individually and seek to match that person's gifts with a meaningful lay-ministry experience. They're



enthusiastic but also discerning. They know how to encourage some to say “yes” to volunteering and they know when not to push, respecting that a “no” may be the best answer for a particular person, given the particular time or situation.

Because our society is leader-dependent in many ways, our congregations must seriously look at who will do the volunteer recruiting, training and mobilizing. By looking for people who demonstrate the gift of motivating others, identify those with a contagious spirit of enthusiasm, excitement, sincerity and genuine care.

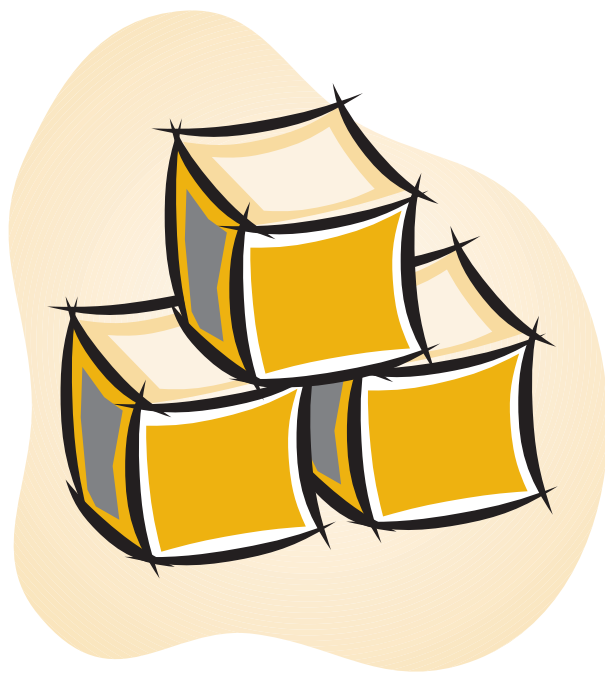
If you have a non-paid position, scout out the gifted people who have had a positive experience in their volunteer ministry role. These people often can be groomed to become great recruiters, trainers, organizers and leaders. They often are effective in motivating others because they know through experience what got them motivated.

If you want to create a leadership team, figure out a way for the leaders to share and delegate the responsibility of leadership. Form a team of individuals who believe in your congregation’s mission statement, who support team ministry and who are enthusiastic about the many opportunities available in volunteer ministry.

## **Building Relationships**

Lay ministry is about relationships. One of the most important initial tasks to recruiting others to volunteer is building a relationship with them. In seeking Sunday school teachers, confirmation instructors, retreat leaders, ushers, musicians, long-range planners and every other volunteer position, place relationship building as a high priority.

We go about building relationships by



investing our time with others. Through meeting together, phone conversations, talking in the hallways and direct dialogue we grow in discovering more about each other.

Guide each person toward building her or his relationship with Jesus Christ, who called and invited each person to live out her or his call. Nurture people to grow in Christian relationships: with those they will serve and with those with whom they will work.

Many Sunday school teachers across the United States say their greatest joy in teaching is being with children. They value the relationships that grow between them and the children.

Think back to your childhood. Other than your family, who taught you about God’s love? What was your relationship with that person? God supplies miracles of faith-building relationships that come into our lives.

## Emphasizing the Call

God does not call only missionaries, pastors and paid church staff to ministry; God calls all people to live out their faith in the Body of Christ. Jesus calls to us, reaches out his hand and invites us to walk with him. In recruiting people for lay ministry, help them understand that they are called and chosen. Show people how they live in the middle of a mission field and are called to be beacons of Christ's light in this anxious world. Call them to serve wherever they go and in everything they do.

Many people seek to make a positive impact on this world. When they have a sense of their part in God's Plan, they feel valued and valuable. During the ministry of invitation, point out how there is a place for everyone to live out her or his call. There is a place to serve in your congregation, in your community and in your world.

People are hungry for the real, the genuine, the authentic. As we invite and encourage people to become involved in volunteer ministry, be sincere. Care for each person as Christ cares for us. Be honest, open and flexible. Celebrate when people accept volunteer positions and bless them when they decline.

Sometimes we must unpack our schedules and repack them with the activities that are of priority for us. Jesus wants us to live a healthy, balanced life. He doesn't want us to be juggling so many things in our lives that we become too busy to be with our family or friends or too overextended to spend time in prayer and God's word. Be honest and real with people in helping them to see how and where they will live out their call.

In recruiting, help people see they are a

## FOUR KEYS TO EFFECTIVE LEADERS

**Recruit leaders who:**

**L-Love the Lord**

**E-Energize others**

**A-Act in Christ-centered ways**

**D-Dedicate themselves to their commitments**

part of something larger than their own experiences. Emphasize how they are part of a team of disciples who have ministered years before them and will continue to do so in the future. Jesus took great care to build up his team. Those followers of Jesus affect our lives today. Just like they had impact, we will have impact too.

## Inspiring People to Volunteer

Where we find a Christ-like, inspired and motivated recruitment process, we find leaders who are involved and connected with people in their congregations and their community. They are interested in people and initiate conversation. They inspire others in seeing that their involvement in lay ministry can be life-changing.

Pray that God will inspire those who recruit and invite. Pray that people in your congregation will be inspired to respond to service. Keep each other accountable as to the source of your inspiration.

The recruitment process requires great effort by those who recruit and invite volunteers to ministry. That effort requires our enthusiasm, compassion, care and excitement. Prayerfully focus your recruitment efforts on Christ. Our efforts must radiate a contagious

spirit of energy. Recruit in ways that encourage people to catch the enthusiasm of lay ministry and join in your efforts. To stand still, coast or backslide brings on frustration and stress for everyone involved. The bottom line is recruit in ways that reflect a passionate invitation to ministry.

## Recruiting in Creative Ways

Through our electronic culture, recruiting can occur in many different ways. Although a personal invitation still is most effective, consider these ideas to see what works best for your congregation. Keep visioning. Be open to risks. Design a recruitment process that best implements your vision for lay ministry.

- Make the invitation personal. Visit the person and ask her or him directly. Make a personal phone call. Invite someone for coffee or lunch to discuss lay ministry opportunities.
- Post information in your worship bulletin and your congregational newsletter.
- Publicize information in your community newspaper, the school district newsletter, your community cable TV channel, your community radio station.
- Place information on your congregational Web site and your community Web site.
- E-mail everyone in your congregation a spiritual-gifts inventory with volunteer opportunities listed by gift, talent and interest areas or e-mail individuals with specific gifts and talents.
- Make presentations to small-group ministries, focus groups and committees in your congregation.
- Create fliers of volunteer opportunities.



See if community businesses will place these fliers in shopping bags. Give out fliers at health clubs, sports facilities and recreational areas. Distribute fliers at community gatherings.

- Rent billboard space to place a volunteer-ministry message.
- Talk to people as you casually meet in the congregation and in the community.
- Create a T-shirt design or other clothing with a volunteer-ministry message.
- Rent space at a local movie theater to show a volunteer message between feature movies.
- Put placards or fliers that describe volunteer opportunities on tables of restaurants, coffee shops and fast-food places.
- Line the church sidewalks with chalk messages. For example, have children

design the sidewalks with pictures and words on welcome-back Sunday. Messages could include: "Sunday School is great!" "Come and share God's love with us through education." "Touch a child's heart with the Gospel today!"

- Create entrance signs with a progressive message where people see one poster with one message before walking a few steps and seeing another sign with another message. An example for a garden volunteer ministry might be: "As you journey along this walk..." "Listen to the trees as they talk..." "They are saying come rake, come groom..." "Our grounds crew always has room..." "For you!" Another example might be: "Got a green thumb?" "Or a love for creation?" "Sign up at the church Creation Station!"
- Passionately speak about lay ministry from the pulpit.

## Other Important Tips

In recruiting people for lay ministry, be sensitive. Be aware of how others feel, what they are going through, what their concerns are, what they celebrate. Ask them how they feel about who they are. Prayerfully walk in awareness of each person.

Pastor Duane Paetznick and Cris Ireland of Shepherd of the Valley Lutheran Church in Apple Valley, Minn., summarize some important tips for recruiting volunteers:

- **Plan**—The first essential thing to do in lay ministry is to plan your recruiting strategy. In the long run, having a clear plan for recruitment will help you and your lay-ministry program.
- **Match thoughtfully**—An essential part of the recruiting process is matching the

task to the right volunteer. In doing this, the most important thing to remember is that the volunteer and her or his gifts are of primary importance. The task is of secondary importance.

A good way to get volunteers off to a good, successful start is to get them involved first with entry-level type tasks. Not only are volunteers more likely to succeed but you also can get a sense for other, more-involved tasks that might fit their gifts. As you talk with volunteers, make sure that their gifts and talents are being utilized. Tell them how well they have done. Remind them that the church needs them to use their gifts and talents.

- **Keep a positive attitude**—The recruiter's attitude is of utmost importance. Go into recruitment believing that the task at hand and the volunteer you are asking are a perfect match. Believe in the task and believe in the volunteer. Believe that God has work for each person to do. Believe that what you are offering is an opportunity for this person to serve God through this task.

## THE POWER OF ASKING

The number one way volunteers learn about volunteer activities is by being asked by someone, says the Independent Sector in Washington, D.C., in its most recent study on volunteering: *Giving and Volunteering in the United States: 1996 Edition*. Those who have the most clout in asking are friends. Second is someone at a church.

- **Watch your timing**—When recruiting, take your time. Don't rush. Try to give yourself and your potential volunteers time to think and pray about whether or not this is a good match. Be specific about a time when you will call potential volunteers for their response.
- **Recruit in ways that work**—There are a number of different ways to recruit someone. The best method is to ask someone face-to-face, perhaps over lunch. Second best is a face-to-face casual encounter, perhaps in the hallway at church. The next best method is calling on the phone. Typically the least effective method of recruiting is by mail. A good rule of thumb for recruiting is the more important the task, the more important a face-to-face meeting.
- **Listen**—It's important to listen while you are recruiting. You may hear about concerns or problems that you may want to pass on to appropriate staff persons. But even more important than listening during recruiting, is listening with a keen ear after recruiting. It is vital to check in and listen to volunteers. This check in makes it possible to provide on-the-spot training if needed and/or to minister to the volunteer. One of the best methods for helping volunteers feel like they have been heard is to form groups of like-minded volunteers who can speak and listen to each other in a positive and helpful fashion.

Part of listening is about negotiation.

When you ask someone to volunteer, you may need to alter some of the expectations of the task to better fit your volunteer's requirements. You'll learn how to change a task by listening

closely to the potential volunteer. Also be aware that when potential volunteers say "no," they likely will experience some guilt about declining your invitation. Be cheerful and upbeat, because the way you react may have an impact on whether volunteers will say "yes" the next time you ask.

- **Nurture volunteers**—Probably the best way to nurture volunteers is to help them see that they did their tasks well. If volunteers get the message that they have been successful, they are more likely to take on more responsibilities in the future. So be on the lookout for how their task has been successful. Honestly articulate to the volunteers about the positive results of their work. Then ask them to do the task again the next year. Most volunteers feel honored to be asked again. Being asked again after being affirmed along the way is a subtle way of telling volunteers that they have done well.

# Chapter 4

You're  
Invited!

## Effective Recruitment Tools:

### *Invitation Ingredients*

A number of tools can make recruitment easier and more effective. Depending on the size and philosophy of your congregation, consider the following ingredients to enhance your volunteer ministry's recruitment process.

### **A Volunteer Ministry Catalog**

Often people aren't aware of the wide variety of volunteer opportunities available to them. Producing a catalog of your congregation's volunteer ministry opportunities can help individuals see what options are available. To create a catalog, first find out all of the specific volunteer needs of each ministry area. For example, a music ministry often offers opportunities for people to sing in a choir and perform individual or ensemble pieces, such as in a bell choir or a woodwind ensemble. The worship ministry often looks for greeters, worship leaders, liturgists and readers. A catalog is an ideal way to streamline all these individual opportunities into one place.

This catalog of opportunities and volunteer ministry areas may include some of the following:

- Adult education coordinator
- Altar guild
- Asset-building coordinator
- Assimilation team member  
(welcomes new people to congregation)
- Banner designer
- Basic repairs worker
- Befrienders minister
- Bell choir member
- Bible study leader
- Cable TV production coordinator
- Camp counselor
- Cassette-tape ministry leader
- Children's worship team member
- Choir member
- Church building designer
- Church groundskeeper





- Church mailings worker
- Church tour guide
- Coffee host
- Communications coordinator
- Communion server
- Confirmation worship music member
- Costume designer
- Council or board member
- Curriculum writer
- Dancer
- Drama participant
- Driver (van, car or bus)
- Environmental study leader
- First-aid coordinator
- Food preparation worker
- Funeral assistant
- Gardener
- Global missions coordinator
- Habitat for Humanity participant
- Hallway ministry coordinator
- Home visitor

- Hospital visitor
- Hospitality minister
- Instrumental musician
- Library development assistant
- Local missions coordinator
- Long-range planner
- Lutheran World Relief worker
- Marketing and publicity member
- Mentor
- Multi-generational ministry leader
- Nursery assistant
- Offering counter
- Orchestra member
- Outdoor ministry coordinator
- Painter
- Parish nurse
- Prayer team member
- Preschool minister
- Public speaker
- Quilter
- Rainy-day umbrella greeter
- Receptionist
- Recreation ministry coordinator
- Retreat leader
- Small-group ministry leader
- Sound technician
- Stephen's Ministry participant
- Strategic planner
- Summer camp minister
- Sunday school teacher
- Team-building leader
- Usher
- Visiting group home host
- Volunteer ministry mobilization team member
- Wedding assistant
- Worship greeter
- Worship leader
- Worship liturgist
- Worship reader

With each listing, include a brief paragraph description, an approximate time commitment and the name and phone number of the contact person (unless you want all these volunteer opportunities to go through one coordinator). Consider printing the catalog of volunteer opportunities and send it to every home in your congregation. Since this information may constantly change, have the most current information available on a computer in the church office, narthex, library or fellowship room for easy access. And if you have a congregational Web site, place the information on it and keep it up to date.

Depending on how extensive your volunteer opportunities are, consider creating some sub groups to help people decide where they fit. For example, the volunteer opportunity of small-group ministry may actually encompass 17 different small groups. Your congregation might offer small groups for different:

- Age groups (adults, teens, family, retiree),
- Family types (blended families, foster parents, singles, fathers, mothers),
- Genders (men's, women's),
- Issues (AA, Alanon, chronic illness, divorce) and
- Spiritual opportunities (Bible study, prayer).

In addition, it may be useful to list the spiritual gifts and talents desired for each volunteer opportunity. For example, the desired gifts for a children's ministry worship team member might include: hospitality, teaching, instrumental music, singing and shepherding. Some catalogs also list opportunities by age groups. For example, opportunities for youth could include acolyte, retreat planning, family ministry, youth choir, prayer team, service

projects, drama, instrumental music, Sunday school and junior camp. Catalogs may also differentiate between different levels of leadership, such as being a small-group leader or a small-group participant. In organizing your catalog, make the information easy to use.

Keep in mind that the catalog will grow and change as your volunteer ministry grows and changes. Remain open to invite suggestions and ideas from the whole congregation as you add to and redesign this catalog. Getting people's feedback will make your catalog even better.

## Gifts and Talents Discernment

How can we help people discover their gifts, talents and interests? How can we match people with the right volunteer ministry experience? A helpful resource is *LifeKeys: Discovering Who You Are, Why You're Here, What You Do Best* by Jane A.G. Kise, David Stark, and Sandra Krebs Hirsh (Bethany House, 1996).





A number of inventories also help people identify their gifts and talents. Three inventories in particular are helpful. These include the Myers-Briggs Inventory, the Spiritual-Gifts Inventory and the Time and Talent Inventory. Contact Augsburg Fortress Publishers in Minneapolis, Minn., and Concordia Publishing House in St. Louis, Mo., for materials that have the latter two inventories.

In helping people identify their gifts, don't overlook pain as a potential gift, says Pastor Pam Fickenscher of Spirit Garage in Minneapolis, Minn. "Too many people think that the gifts they have to offer are only those things that have been rewarded and celebrated in the past," she says. "Painful or negative experiences, such as addictions, divorce, depression or unemployment often plant the seeds of passion, which can bloom into powerful ministries."

## **A Purpose-Driven Assimilation Team**

How does a person of any age become involved in congregation life at your church? People may be sitting in your congregation listening to your church choir. They would love to sing with that group, but they don't know how to make that first step. A grandmother wants to have her granddaughter participate in a mission trip to Slovakia with the senior high youth group, but funding for the trip is an issue. How would that grandmother and granddaughter go about making that mission trip a reality?

A new member longs to feel included. He wants to belong and feel welcomed into the warmth and pulse of the congregation. But how does he do that? People have dreams, talents, visions and gifts planted deep within them. There is a longing to live out those dreams. Sometimes, people wait to be invited to do the things that, inside their hearts, they are longing to do.

A purpose-driven assimilation team can help. An assimilation team composed of several people who have the gift of shepherding can focus on talking individually with people about their passions, dreams, visions, interests and gifts. Assimilation team members are in tune with the overall vision of the congregation and its lay ministry. They know how people can be assimilated into lay-ministry areas. They do not wait for people to come to them, they go out to people. They meet people face to face. They go with open ears and open hearts.

When assimilation team members meet with individuals, they asking questions such as these:

- What are you passionate about?
- What priorities do you have in life?
- How do you experience joy, fun and success?
- What ministries would you like to see your congregation offer?
- What do you feel called to do?

Assimilation team members can be instrumental in assisting all members in finding an exciting area of lay ministry. They are equipped with a plan and an effective process for quickly moving people into an existing volunteer ministry area or to create a new lay-ministry area. They put people in touch with key leaders of ministry areas and follow through to help people succeed.

This team has a process for gathering important information from those they talk with. This information contains a gift, interest and talent profile that assists in matching people to purpose. Staff and lay leaders receive the gathered material within a short time so they can contact people as soon as possible by phone, in person or through a mailing.

## A Volunteer Security Check

Does your congregation have a background check system for all volunteers? Many congregations now have implemented a background check system. Some congregations say their size and location does not necessitate security checks, but, keep in mind that any church can get sued, and that part of creating a caring congregational community also involves creating a safe one.

In developing a congregational policy, seek the services of knowledgeable legal counsel since security checks are meant not only to ensure the safety of people in your congregation but also to protect the liability of your congregation. Marilyn Sharpe, confirmation director at Mount Olivet Lutheran Church in Minneapolis, Minn., completed an extensive process for establishing safety policies and procedures in her congregation. Prince of Peace Lutheran Church in Burnsville, Minn., has created a process for implementing background security checking.



## A Lay Ministry Prayer Team

Invite people who pray specifically for your congregation's volunteer ministry to form a group. Give this team a listing of all volunteer ministry areas and teams. You may also want to give the team a list of the people involved in each volunteer ministry. In addition to accepting prayer requests, the prayer team can give prayer requests to the whole congregation about volunteer ministry.

Some prayer teams are specific with their prayer focus. For example, a Saturday Night Prayer Team diligently prays for all Sunday school teachers. The team does not get together. Instead team members pray from wherever they are: at home, at college or on the road. Each person on the team has a list of the Scripture lessons that will be taught each Sunday and a list of the Sunday school teachers.

Members of the Saturday Night Prayer Team read over the scripture to be taught on Sunday morning before praying that God's Word will touch children's hearts so they become disciples, followers of Jesus. Team members pray for the teachers, guides, assistants, musicians—for all leaders involved in Sunday school—that they will be filled with wisdom, discernment, sensitivity, creativity, the right words, caring body language and a discipleship heart in teaching children.

The prayer team also prays for the families of the children and families of the ministry team. The team prays that each home will be a place of devotion, prayer, servanthood, praise and grace.

## Volunteer Job Descriptions

Job descriptions spell out the specifics of each volunteer position, giving potential volunteers concrete information that can help

them make a decision of whether or not to volunteer. Although it takes time to create job descriptions, they're worth the time.

The more detailed information you give in a job description, the more helpful it will be. Identify the position, spell out the basic responsibilities and name the gifts and talents desired. Since many people have busy schedules, give specific information about the time required, along with dates, time frames, training and length of service. Include contact information and a phone number. Job descriptions often are one-page long. See the two job descriptions: "Camp Assistant for Children" and "Tornado Recovery Assistance" for models. What's unique about the "Tornado Recovery Assistance" description is that it breaks down volunteer opportunities for different age groups.

A key part of defining a job description is to be concrete and clear about the tasks the volunteer is to do. For example, this list clearly defines the responsibility of a Sunday morning usher:

- Wear a name tag.
- Greet each person individually as people enter the worship area. Use warm and welcoming words.
- Hand out bulletins.
- Know how to direct people to the nursery, Sunday school, adult-education meetings, lavatories, the office, the exit and to membership information.
- Assist in seating people.
- Know the other ushers working with you.
- Collect the offering during the appropriate time during the worship service.
- Know how to contact a congregational first-aid expert in case of an emergency.

- Know where to locate a wheelchair and a stretcher.
- Facilitate the movement pattern during communion distribution.
- Count the number of people attending worship at each service.
- Be flexible to assist pastors and church staff.
- Clean the sanctuary after each service by straightening rows of chairs and clearing pews of papers.
- Collect attendance cards and prayer requests.
- Know what to do if a child is missing.
- Know what to do in case of fire, storm warnings or a medical emergency.
- Know where to locate special hearing devices, large print bulletins and other resources for people with special needs.

Have a detailed list of responsibilities for each lay ministry area.

Once you create job descriptions, be open to new developments as programs grow and change. Update job descriptions by getting feedback from volunteers once they complete a volunteer experience. Those who complete the volunteer experience often have helpful tips for making job descriptions more fitting.

If your lay ministry is to grow, it needs to be open to fresh ideas, new thoughts, visions and creative ways of doing things. Be open to suggestions. Empower others and embrace change. By including the feedback of others, you'll create an empowering lay ministry that people are excited about and new members will want to become a part of.

## **VOLUNTEER JOB DESCRIPTION: CAMP ASSISTANT FOR CHILDREN**

**PURPOSE:** To assist in building Christian relationships with children while guiding them in their faith walk with Jesus. To lead and assist children in a camp setting.

**FOR:** Ages 16 through adult.

### **GIFTS AND TALENTS DESIRED:**

- Hospitality
- A heart for children
- Teaching
- Caring
- Shepherding

**BASIC RESPONSIBILITIES:** Assist the camp director in the specific responsibilities needed for a particular camp. Responsibilities may include the following areas:

- Small group leadership
- Music
- Teaching
- Devotion leading
- Drama
- Recreational leadership
- Chaperoning
- Snack preparation
- Art
- Field-trip development
- Safety
- Discipline
- Curriculum development
- Publicity

### **CAMPS OFFERED THIS SUMMER INCLUDE:**

- Servant Camp
- Camp Bus-About (field trips)
- Soccer Camp
- Camp Mentor Me
- Music Camp
- Summer Family Sunday School
- Cooking Camp
- Vacation Bible School

**WORKING RELATIONSHIPS:** Volunteers will work closely with the Children's Ministries Camp Director and the Children's Ministries Team.

**TIME REQUIRED:** Some camps require one morning or one afternoon for two to three days during a one-week period. Residency camps require overnights ranging from one night to one week.

**LENGTH OF SERVICE:** Summer camps run from June to August.

**SPRING TRAINING SESSION:** Please attend one of these sessions.

- Tuesday, May 26 7-9 p.m.
- Saturday, May 30 9-11 a.m.
- Thursday, May 28 7-9 p.m.

**SUMMER TRAINING SESSION:** Please attend one of these sessions.

- Tuesday, July 14 7-9 p.m.
- Saturday, July 18 9-11 a.m.
- Thursday, July 16 7-9 p.m.

**CELEBRATION AND EVALUATION SESSION:** Please attend one of these sessions.

- Wednesday, August 26 7-9 p.m.
- Saturday, August 29 9-11 a.m.

**CONTACT:** First Lutheran Church office between 9:00 a.m. and 4:30 p.m. Monday through Friday at 100 Main Street or call 555-1000.

All training sessions will include written materials with information on safety, discipline, behavioral development by age groups, devotions and prayer. Ongoing, touch-point sessions and training will be offered during each camp to enhance the experience for each leader.

## VOLUNTEER JOB DESCRIPTION: TORNADO RECOVERY ASSISTANCE

**Purpose:** To help the survivors of a tornado in the local area or region.

**For:** Preschool children through adult. Four different projects for four different age groups.

### PROJECT #1: CLEAN UP

**FOR:** Ages 16 through adult

**DATE:** Sunday, May 4

**TIME:** 1 p.m. to 8 p.m.

**BASIC RESPONSIBILITIES:** Clean up debris caused by the tornado.

**SUPPLIES TO BRING:** Shovels, rakes, saws, trash bags and trailers for hauling debris

**TRANSPORTATION:** Available upon request

**CHILD CARE:** Free and only available upon request

**REGISTRATION DEADLINE:** 4:30 p.m. Friday, May 2

**REGISTRATION:** First Lutheran Church office between 9:00 a.m. and 4:30 p.m. Monday through Friday at 100 Main Street or call 555-1000

### PROJECT #2: CARD AND COOKIE CREATIONS

**FOR:** Preschool children through fourth grade

**DATE:** Saturday, May 3

**TIME:** 10:00 a.m. to noon

**BASIC RESPONSIBILITIES:** Make cards and pictures to show care to survivors of the tornado. Make cookies for the survivors and for the cleanup workers. Pray for those affected by the tornado.

**REGISTRATION DEADLINE:** 4:30 p.m. Friday, May 2

**REGISTRATION:** First Lutheran Church office between 9:00 a.m. and 4:30 p.m. Monday through Friday at 100 Main Street or call 555-1000.

### PROJECT #3: FRIENDSHIP TEAM

**FOR:** Ages 11 through 15

**DATE:** Saturday, May 3

**TIME:** 1:00 p.m. to 3:00 p.m.

**BASIC RESPONSIBILITIES:** Begin an outreach of friendship through letters and e-mail. Plan for a future trip to the tornado area and talk about music, scripture, skits, foods, prayer and more.

**REGISTRATION DEADLINE:** 4:30 p.m. Friday, May 2

**REGISTRATION:** First Lutheran Church office between 9:00 a.m. and 4:30 p.m. Monday through Friday at 100 Main Street or call 555-1000.

### PROJECT #4: DONATION DRIVE

**FOR:** All congregational members

**DONATION DATES:** Week of May 4-9

**BASIC RESPONSIBILITIES:** Collect items, such as clothes, toiletries and non-perishable food for tornado survivors. Donate a tree to be planted.

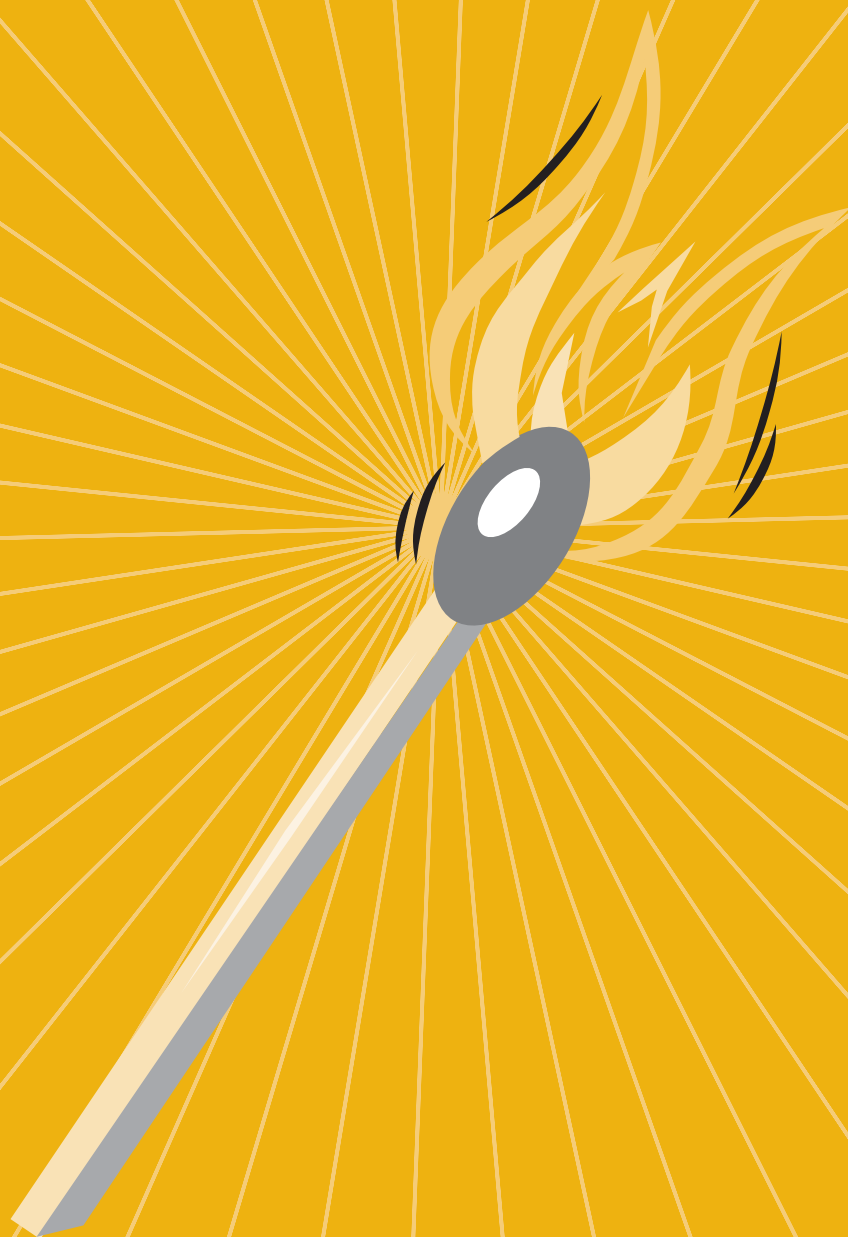
Or write a tax-deductible check to: First Lutheran Church-Memo Tornado. Place items in the "Donation Drive" box in the church foyer.

**DONATION DEADLINE:** 4:30 p.m. Friday, May 9

**FOR MORE INFORMATION:** Contact First Lutheran Church office between 9:00 a.m. and 4:30 p.m. Monday through Friday at 100 Main Street or call 555-1000.

# Ignite Volunteers

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# Chapter 5

## Skill-Building Trainings:

### *Igniting Volunteers*

*“It was he who ‘gave gifts to mankind’; he appointed some to be apostles, others to be prophets, others to be evangelists, others to be pastors and teachers. He did this to prepare all God’s people for the work of Christian service, in order to build up the body of Christ” (Ephesians 4:11-12).*

### **The Components of Training**

Volunteers are ignited through training. The process of training builds the essential skills that volunteers need to succeed in their lay ministry. There are five components to training:

**Teach**—To discern what to teach during the training process, mentally and actively walk through the volunteer ministry experience. Or listen to those who have previously journeyed through the experience. Ask yourself these questions: What will be taught in our training sessions? Who will do the teaching? What materials are needed?

Design trainings that value volunteers’ time and equip them with what they need to know. Besides giving them information, make the presentation interesting and exciting. Use scripture to lead and guide your teaching message. Stretch people so they grow through the training process. Training is another place where volunteers can grow in their spiritual journey. Let the words “truth” and “trust” resonate throughout the training experience. Jesus said, “I am the way, the truth, and the life” (John 14: 6a).

**Respect**—Each volunteer is a treasure. Lay ministers are the vital links in the chain of discipleship. They are foundation blocks in the building of ministry. Show respect and care for volunteers by respecting their time, their talents and their hearts. Respect their questions and suggestions. Respect their learning pace and help them understand their purpose and role in ministry. Offer a training experience that respects each individual’s call to service. When Mother Teresa looked into the eyes of each person around her—even those we may call the untouchable or unlovable—she sought to see Christ in their eyes. God places great value on each of us. May we do likewise.

**Act**—A training experience that involves active and experiential learning will often boost people’s retention of what they’re learning. Engage people in conversation. Include role playing, games or experiences that bring out the teaching point. Volunteers may be called upon to step out of their comfort zone during a volunteer ministry experience, so why not model that experience during the training process by getting people to step out of their comfort zone and engage them actively?

Serving is movement. Serving is taking a step, as well as walking the extra mile. As we train, get people to move out of their chairs and interact with those around them. Encourage people to look into each others’ eyes and listen to each others’ voices. Project Adventure and Group Publishing have ideas on how to train in experiential learning. A helpful resource is *Recruit and Nurture Awesome Volunteers for Children’s Ministry* by Christine Yount (Group Publishing, 1998).

**Ignite**—During the training process, state clearly and emphatically that each person has said “yes” to a high call. Emphasize what they are doing is great, wonderful and important. Ignite people with the purpose and passion of servanthood. Energize people to serve with commitment and power in the Body of Christ. Let them know that training is important and



that the leadership of your congregation is dedicated to excellence in training. Through a quality training experience, people will feel charged up and ignited to serve, work, help, lead, follow, dream and minister.

Fill your training process with passion that ignites those who attend. Consider incorporating some of the following elements into your training:

- Include music that stirs you to laughter and tears.
- Have the group act out scripture to show how everyone can become the Good Samaritan.
- Create discussions for participants to talk to people around them.
- Use skits and drama to teach.
- Show videos of your lay ministry teams in action.
- Have people share their personal journeys through volunteer ministry.
- Involve people in games and experiential activities that have a message and point.
- Develop creative prayers: write prayers as a group, sing prayers and share prayers.
- Use space creatively by having people sit in a circle or on the floor at times.
- Set up learning stations.

## THE FIVE COMPONENTS OF TRAINING

T -Teach  
R -Respect  
A -Act  
I -Ignite  
N -Nurture



Tell each person that there will never be another person just like he or she is today. Each person is one of a kind. No one will have the same dreams, joys, concerns, ideas or talents that each person possesses. Each person is special and unique in the eyes of God.

**Nurture**—Take great care of your volunteers. They are the apple of God's eye. Nurture them through the training process. Let them know that you believe in them. Encourage them to spend time in solitude, in prayer and in God's word. Place great value on each person. Create volunteer partners where each partner prays for each other for support and direction. Picture great experiences for your volunteers through your training. We know there are words, people and experiences that come into our lives that lift us up and cause us to walk a new walk and talk a new talk. Nurturing others is about lifting them up to become all that God has created them to be.

## The Pace of Training

Some lay ministers may come with a lot of experience. Some may come with no experience at all. In training, be careful not to go too slowly for volunteers with a lot of experience and don't fly through the training for those who are new. Creatively mix the pace of the training with visuals, active learning, teaching and movement. Training sessions involve people who have a variety of learning styles, so give attention to those who are active, visual and audio learners. Remember the basic ingredients involved with early education: teach through the senses and emotions while varying the pace.

## The Expectations of Training

Place high expectations on the training sessions, the leaders and those attending the

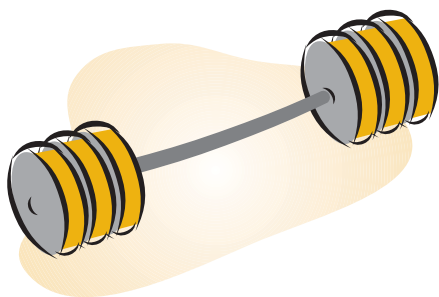
## 10 TIPS FOR PACING A TRAINING

1. Informative
2. Thorough
3. Motivating
4. High quality
5. Full of authenticity and spirituality
6. Focused on Christ
7. Grounded in prayer and scripture
8. Active
9. Engaging
10. Surprising

training. The goal is to create a training experience that is helpful, essential and eye-opening for those participating. Anything of lower quality hurts the quality of the entire lay ministry.

Some congregations may not offer training or have had unfortunate training experiences in the past. Don't conclude that training isn't for your church. It is. Training may be time consuming, but it's an essential ingredient for a successful lay ministry.

No matter what your experience in the past, gather and meet with those involved in lay ministry. It is important for people to unite and recognize each other as members of a ministry team. It is imperative to hear each other as we verbalize our vision of servanthood. It is vital to unite in prayer and celebrate our call to ministry. Expect the best as you intentionally equip the saints!



## THE SKILL BUILDING OF TRAINING

We need strong trainers for skill building. Trainings should be led by a competent trainer who is aware of what volunteers will need to succeed. For example, if you are going to train people to serve at a shelter for the homeless, what skills do they need to learn to cook for large groups of people? What do volunteers need to know about the kitchen and safe food preparation? Or if you're training ushers, how do you teach them how to direct people through communion? If someone had a heart attack in church, what would ushers need to know? What skills do ushers need to assist people who require special hearing devices?

Motivated trainers who have strong communication skills and who are passionate about serving Christ will enhance learning. Trainers who teach with active and experiential learning styles will be effective trainers.

## THE OPEN EYES OF TRAINING

Trainers must come prepared and know the materials and ingredients necessary to teach and train. Trainers should remain open for suggestions, questions and change. Trainers are preparing and inspiring disciples. Trainers who carefully prepare ensure that the learning during the training session is full of care.

Trainers also may have a sense that a person is not ready to begin. Trainers can encourage the person to wait or redirect the person to another

experience. Trainers can offer assistance to the volunteer in discerning a lay ministry opportunity. Be intentional about equipping each volunteer with important tools and necessary information needed to enter into lay ministry.

## THE POSSIBILITIES OF TRAINING

The possibilities for training are endless. Training may take place in a large group, a small group or even one to one. Volunteer training can occur at church, in homes, on a boat, in a garden, in a pool, in a field—anywhere! Training can be offered through an on-line or telecast presentation. Training can be for any lay ministry position: for ushers, mission-trip leaders, retreat leaders, teachers, camp counselors, coffee hosts, nursery attendants or church council members. All areas of lay ministry deserve a quality training experience.

Watch for future trainers, organizers and leaders. Then train the trainers, lead the leaders and organize the organizers. Build up the team and empower leaders to fulfill their jobs. We want leaders who are able to communicate clearly and comfortably and who are thorough, caring and shepherding. These people will ignite volunteers in ways that make for a strong lay ministry.

By training people, we build their skills so they can be good managers of God's gifts. "Each one, as a good manager of God's different gifts, must use for the good of others the special gift he has received from God" (1 Peter 4:10).

# Chapter 6

## A Training Model:

### *One Way to Ignite Volunteers*

Developing and implementing an effective volunteer ministry training process takes time. You'll see a marked difference in how people respond and grow through their lay ministry experience by the training they receive. That's why it's important to plan training experiences carefully and evaluate them as you go along.

A cookie-cutter training plan that fits all congregations doesn't exist. Each congregation needs to assess their situation, resources and needs in creating a volunteer ministry training process that best suits their church. However, this chapter provides one training model for you to study. See which elements may fit your situation.

#### **Prior to Training**

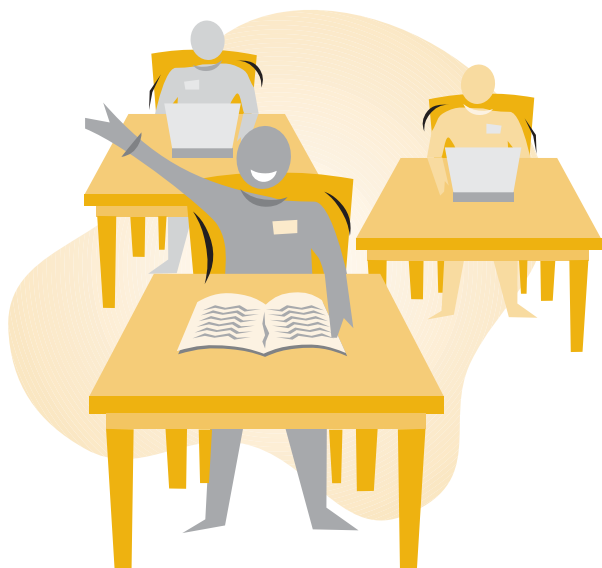
Gather with people who are passionate about equipping volunteers for ministry. Pray together. Work with a permission-giving, empowering leader who will lead with vision and enthusiasm. Together as a group, go through the "Questions to Ask Before You Train" box on page 54. Once you have designed a training session and have everything in place, send an invitation to those you wish to train. Go to the extra work of addressing each letter individually instead of sending out a generic mass mailing. See the "Training Invitation Letter" as an example. After the invitations are mailed, follow up with a personal visit, phone call or e-mail to each person who received an invitation.

#### **The Atmosphere of Training**

The atmosphere of a training session is very important. Creating an environment that's warm is essential. Gather as a leadership team and pray for the training session. Pray for each person attending and for all lay ministers in the congregation. The ministry of hospitality says, "We've been expecting you!"

Use these components in creating an inviting training atmosphere:

- Set up the training session space for comfort, interaction, convenience and hospitality. Have tables and chairs set up to write and eat on.



- Have name tags for everyone.
- Set up a microphone, if needed.
- Make space and connections possible for people to use their personal lap top computers.
- Make sure white boards, flip charts, an overhead or chalk boards are in place. Or if using a PowerPoint computer presentation, have all areas ready and coordinated. Consider transferring the material to personal computers.
- Collect any necessary props.
- Plan a light dinner with a climate of fellowship or have snacks available for breaks.
- Supply music playing in the background as people arrive.
- Have signs in place to welcome. Greet everyone as people arrive.

## **The Welcome: Beginning the Training**

Gather participants and thank them for giving of their valuable gifts and talent to your

lay ministry. Warmly thank them for giving their precious time to attend this training session. Introduce leadership and give an overview of the evening. Invite everyone to greet those around them and to introduce themselves.

Begin the session in prayer. Have a group prayer along with a time for individual prayers. (Consider using the prayer “A Prayer for Service” on page 15 in Chapter 1.) Then encourage participants to open their Bibles for a time of devotions. Consider the following Bible references to teach the meaning of servanthood, volunteerism and lay ministry:

- Luke 10:25-37–The Good Samaritan
- John 13:1-17–Foot-washing with the emphasis on servanthood and humility
- Colossians 3:12-17–Expression of life in Christ
- Or use other scripture from “Scripture Resources” in the Resource section on page 92.

You also could have a group of people act out the scripture as it’s being read. Incorporate



songs or props into the message. However you use the scripture, discuss the scripture afterward as a group. Ask participants to find a partner and share how they feel the Bible message applies to their personal lay ministry focus and mission. Offer a question or a specific topic to discuss. Or have people gather in small groups to read these passages and discuss their message. After a period of time, ask each group to share their specific passage of scripture and what life lesson they found.

You may wish to use a responsive reading. Divide the group in half and use this responsive reading inspired by a litany used by Bishop Mark Hanson of the ELCA Saint Paul Synod in Minnesota.

**Group 1:** The body is one, though it is made up of many members;

**Group 2:** And though all its members are many, they form one body.

**Group 1:** So it is with Christ. For we were all baptized by one Spirit into one body.

**Group 2:** Whether Jews or Greeks, slave or free, we were all given the one Spirit to drink.

**Group 1:** By the power of Spirit, we have been knit into the one body of God's Son, Jesus Christ, and have gifts that differ according to the grace given to us.

**Everyone:** May God look upon us with favor as we commit to servanthood in Christ's name. May we be ignited with the power of the Holy Spirit to shine as beacons of Christ's life, love and light.

If your training includes several generations, use a responsive dialogue with parts assigned beforehand. Give a copy of this dialogue to one young adult, one elementary-age child, one senior adult, one junior high youth, one middle-age adult and one senior

high youth. At the training, give a copy of the responsive dialogue to everyone.

**Everyone:** Jesus wants us to help and serve others.

**Young Adult:** I was hungry and you gave me some food.

**Everyone:** Jesus wants us to help and serve others.

**Elementary-Age Child:** I was thirsty and you gave me something to drink

**Everyone:** Jesus wants us to help and serve others.

**A Senior Adult:** I was a newcomer and you made me feel welcome.

**Everyone:** Jesus wants us to help and serve others.

**Junior High Youth:** I was sick and you took care of me.

**Everyone:** Jesus wants us to help and serve others.

**Middle-Age Adult:** I didn't have any clothes and you gave me something to put on.

**Everyone:** Jesus wants us to help and serve others.

**Senior High Youth:** I was feeling low and you lifted my spirit.

**Everyone:** Jesus wants us to help and serve others.

**Young Adult:** I didn't know where I was going and you showed me the way.

**Everyone:** Jesus wants us to help and serve others.

## Music for Training

"Next to the word of God, music deserves the highest praise," Martin Luther said. "The gift of language combined with the gift of song was given to us that we should proclaim the word of God in music." Use music as a powerful way to praise God.

Sing as a group. Have words and music

## QUESTIONS TO ASK BEFORE YOU TRAIN

Consider the following questions as you develop your training process.

1. What type of training is necessary for the volunteer positions offered? If training has been offered before, will you stay with the same format or create a new one?
2. Who will do the training?
3. How can you tap into times when people are already at church? Consider Sunday mornings, Wednesday evenings, weekly meetings and worship times.
4. When will the training take place? In the morning, afternoon or evening? Which season of the year? Is the training a one-time session or ongoing? Which day of the week will attract the most people?
5. Where will the training take place? Consider your church, members' homes or a work site.
6. Would it be beneficial to bring the training process into the community? Consider having the training at a local restaurant room, community center or park.
7. What materials and supplies are needed for the training?
8. How much time will the training take? Will the training take one to three hours, one day, a weekend or overnight retreat?
9. How could you collaborate with other congregations in the training process? For example, you could share speaker expenses, unite in a common effort for a specific project, share resources or meet together for a united training experience.

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available through a handout, hymnbook or on an overhead. Select a competent, enthusiastic song leader who can get the group to sing out. Involve actions with the songs. Incorporate instruments.

When reprinting words or music, honor copyright and licensing laws.

Many songs or hymns are appropriate, such as these:

- “Lord, I Lift Your Name on High” by Rick Founds
- “Spirit of the Living God” by Daniel Iverson
- “I Give All” by Larnelle Harris
- “In My Life, Lord” by Rick Founds
- “Seed to Sow” by Michael W. Smith
- See other music selections from “Music Resources” in the Resource section on page 90.

## The Pair-Share Exercise

Pair-sharing engages the group in an active-learning experience. It invites participants to turn to the person next to them and share their response to a question. When doing this, give

enough time so each person has the opportunity to answer each question.

Consider using the following questions or create your own:

- Introduce yourself. What ministry area will you be involved with or have you been involved in?
- If this is the first time you are volunteering, what are you looking forward to? What are your concerns?
- If you have volunteered before, what joys have you experienced through volunteer ministry? What challenges have you faced?
- Why did you agree to do this volunteer ministry?
- What do you feel are your gifts and talents? Why?
- What do you remember about volunteers in ministry from your childhood?
- Which symbols of servanthood are meaningful for you today?
- Who are your volunteer heroes in the Bible? What did they need to succeed?
- In your life, who has had a positive impact on your life? Why? How?



## The Value of Lay Ministry

Tell participants that they have said “yes” to a high call. Say something like: “Lay ministry is vital to the overall ministry of the congregation. Our church values volunteers. Everyone deserves a quality training experience, caring follow through from leaders and a place for their input and suggestions. We value your presence and the giving of your time. Through our volunteer ministry experiences, we pray we will all grow in our relationship with Christ. We are about sending, not just sitting.”

## An Inspiring Presentation

Having one or more motivating, battery-charging presentations can inspire volunteers. Inspiration can come from speakers, drama presentations or videos. Or inspire people by showing slides or a video of your congregation’s volunteer ministers in action. Have music and narrate these presentations. Whatever way you choose to inspire people, make sure the presentation is motivating, uplifting and positive. Excite and ignite. Get people to laugh as well as share their tears. Touch hearts with the passion and purpose of volunteer ministry.

## Connection Time

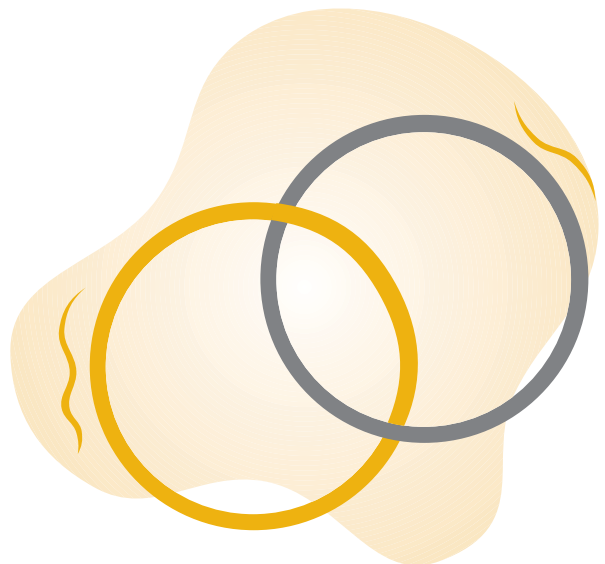
Make a photocopy of your congregation’s mission statement for each participant. As a group, read the mission statement aloud together. Talk about it. Do participants know the mission statement so well that many can say it freely? Embed the mission statement into their hearts so they can share it with others. Where volunteers share and retell, they learn.

Show the links between your congregation’s mission statement and your overall volunteer ministry. Point out how each volunteer position grows out of your congregation’s mission.

Then distribute a list of all the volunteer ministry opportunities available along with the names of who is responsible for what. Briefly describe each position in this handout. This helps everyone see the big picture of how many people are giving and sharing.

Talk about how all lay ministry areas are important to your congregation’s overall ministry. Ask participants to stand as their lay ministry area is announced. This allows everyone to see how many people it takes to fulfill your congregation’s need for volunteers.

Create a scenario where one or more lay ministry teams may be missing. How would the ministry of your church be affected? Then create a picture where one person is responsible to carry out every single lay ministry area. Role play these situations. Add some humor, but point out how every person and every team is an integral part of your congregation’s overall ministry.



## TRAINING INVITATION LETTER

January 11, 2000

Dear Joyann,

Greetings of joy to you and with great thanksgiving for you! We enthusiastically invite you to attend a significant and important training as part of the Sunday Morning Lay Ministry Team.

As you know at Central Lutheran, we sincerely value our lay ministry teams and consider quality training, design and ministry enhancement a priority. We look forward to our time together and anticipate a great experience for each person.

We would like you to attend one training session, either on Monday, January 25 or Thursday, January 28. Free child care and transportation are available upon request. The training will start promptly at 6:30 p.m. and end promptly at 9:00 p.m. An optional light dinner buffet will be available from 6:00 p.m. to 6:30 p.m.

The training will take place in the fellowship hall, located on the first floor at the north end of the church. The training will be led by Kyra Anderson, usher and first-responder team member; Jack Miner, Sunday morning cantor and liturgist; and Pastor Mike Larson.

You will receive training along with all ushers, greeters, acolytes, Communion assistants, altar guild, coffee hosts, office attendants, parking attendants, nursery attendants, custodial staff, pastors, information booth attendants, Sunday morning tour guides, emergency first responders, choir and music team members, worship leaders, Sunday school teachers, hospitality team coordinator, bookstore attendants and sound and lighting technicians.

Please bring your Bible, enthusiasm, questions, suggestions and an open heart to God's invitation. And we encourage you to pray for all volunteers at Central Lutheran Church.

Please contact Kyra Anderson at 555-4000 by January 22 with the training session you plan to attend and let her know if you will partake in the light dinner, desire child care, or need transportation.

May God richly bless your ministry.

Enthusiastically Yours,

Kyra Anderson

Jack Miner

Pastor Mike Larson



## General Questions

Offer time to answer general questions that may affect everyone. For example, if you're training a worship lay ministry team, some examples of questions may be:

- Do worship service hours remain the same throughout the year? Is the summer worship schedule different? If so, how?
- Is Sunday school offered during worship? If so, for which ages?
- Which special worship services are offered throughout the year?
- Who do we contact if we cannot volunteer on a particular Sunday?
- What is the process of including new team members throughout the year?

Having time for participants to ask questions allows them to clarify training points that may have confused them or raised issues that your training may not include. A question time encourages people to participate and integrate their learning.

## The Specifics of Lay Ministry

Take time to train participants in the specifics of their volunteer ministry. If you're training a number of lay ministry teams, create small groups with each group representing a particular team. If you're training one team, go over the specifics as a group.

Start out with prayer. Thank participants for their time, talents and gifts for the specific lay ministry area. Present the specifics, keeping in mind that you have first-time volunteers and veterans. Watch your pacing so veterans aren't bored and the new volunteers aren't lost and overwhelmed. Talk about these specifics:

- Walk through the job description of this lay ministry area.
- Review schedules.



- Vision and dream together about how to make this lay ministry even more meaningful and effective. Invite participant's suggestions and incorporate new ideas.
- Discuss where and how this lay ministry is growing.
- Talk about how the team could network with other lay ministry teams.
- Discuss what to do in emergency situations. For example, ushers need to know what to do if someone is injured, something is broken or a fire breaks out.
- Show links between the lay ministry and each person's relationship with Christ. Talk about how volunteering allows participants to live out their calling.
- Ask for prayer requests from this group.
- Decide if and when there will be another touch-base meeting for this lay ministry area.
- End this part of the training in prayer.

## TRAINING EVALUATION

Your feedback is important! Take a few minutes to evaluate this training so that next time, we can make it even better.

Name of Training: \_\_\_\_\_

Date of Training: \_\_\_\_\_

Your Lay Ministry Area: \_\_\_\_\_

How Long You've Worked in this Lay Ministry Area: \_\_\_\_\_

On a scale of 1 to 5 (with 1 being poor and 5 being excellent), please rate the following:

	POOR				EXCELLENT
The information of the training	1	2	3	4	5
Helpfulness of resource handouts	1	2	3	4	5
Large-group experiences	1	2	3	4	5
Small-group experiences	1	2	3	4	5
Pre-training information	1	2	3	4	5
Length of the training	1	2	3	4	5
The meeting time of the training	1	2	3	4	5
The location of the training	1	2	3	4	5

What suggestions do you have for future trainings?

What questions do you still have about your role?

What other comments do you have?

(Optional): Your name: \_\_\_\_\_

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## A Chance to Unite

Take time to spread excitement throughout the group. Have music playing. Lead everyone in a song of praise to unify the group. Then do the “O’ Meter” exercise. With your left arm stretched out to your left, explain that this arm position represents the “0,” or in other words, the least. While you keep your left arm extended, move your right arm like a needle on a meter. Start with your right arm joining your left arm on the left. Again, emphasize how this is the “0,” or the least. Slowly move your right arm up over your head to the right side of your body. Explain that when your right arm is on the right side, it’s a “10,” meaning the most.

Move your right arm so that it’s extended over your head. Explain that this is a “5,” and means the middle. If the group struggles to grasp this concept, show the approximate 10 positions between having your right arm joining your left arm on the left at the “0” point and moving through each point as you make an arc to the right position at “10.”

Once participants understand the concept,

have the group practice clapping to the different positions of your right arm. When your right arm is at the “0” point, no one should clap. When it’s at the “10” point, the clapping should be the loudest. Go through the 10 positions, having the group clap at each point. The clapping should grow as each number goes up.

If you want to try something other than clapping, try a “Yeah O’ Meter,” a “Stomp O’ Meter,” an “Amen O’ Meter” or a “Praise God O’ Meter.”

## Evaluation Time

Distribute a photocopy of “Training Evaluation” from page 59 to each participant. Give participants time to complete and turn in the evaluation. You’ll receive a much higher number of evaluations if you make time during the training for people to complete and turn in the evaluations rather than having them take them home with them.

Play music as participants fill out the evaluations.

## Close with Prayer, Blessing and Music

Say something like: “We’ve come to the end of our training. But before we go, let’s close with prayer, blessing and music. First of all, I thank God for each of you—for each of you who have said ‘yes’ to lay ministry. May God guide you on your journey of servanthood, and I pray that you focus your eyes on Christ in everything you do.”

Ask for a volunteer. Have that person join you in front of the group. Have each participant find a partner. Have pairs follow you in this blessing:

Say: “May the Lord bless you and keep you.” Place your hand on your partner’s head. Say: “May the Lord make his face shine upon you and be gracious unto you.” Place your hand



on your partner's cheek and gently lift up her or his face. Say: "May the Lord lift up his countenance upon you and give you peace." With both hands together, palms flat, move your arms up and then circle around outward. Say: "In the name of the Father, the Son and the Holy Spirit." Join your four hands together in prayer.

Or say this blessing together as everyone forms one large circle: Say: "May the Lord bless us with a vision of hope for the future. May God bless us with great joy, celebration and energy as we serve. And may God bless us with peace as we walk in the Light of the World, Jesus Christ."

End by saying, "Go in peace and serve the Lord." Have participants respond by saying: "Thanks be to God."

Give each person a balloon. (Balloons may already be inflated, or you may ask participants to inflate their balloons.) Once balloons are inflated, explain that participants are to tap their balloons and keep their balloon and any other balloon that comes their way into the air. If balloons should fall to the floor, participants are to pick them up and tap them into the air.

Play music while the balloons are in the air. After a few minutes, sing together "Shine, Jesus, Shine" by Graham Kendrick. Have participants hold the balloons during the verses. Have participants send the balloons aloft during the choruses.

When the song ends, say something like: "To harvest the passion of discipleship, each person needs to be involved and engaged. As you go forth in your area of lay ministry, remember that you have been called and God has given you the gifts and talents you need to serve."



# Chapter 7

## Keeping Volunteers Committed:

### *Sparks of Ignition*

While training volunteers is the first way to ignite them, keeping up volunteer energy and commitment can be a challenge. Jesus was a great role model for commitment. The Bible tells over and over again how Jesus was committed to loving, teaching and leading his disciples. He was committed through his last breath.

How do we build commitment in volunteers? How is it spread? How do we keep it going? The Church hungers for volunteers to feel a strong commitment for what they have been called and equipped to do. We can be messengers of commitment through God who touches our souls and brings us to where God wants us to go.

### **Building Commitment**

It's easy to believe that someone else will rally for a certain cause. Someone else will work to make the world a better place. Someone else will be committed to The Great Commission. Someone else will pick up the slack because we're too busy, our schedules are full and we're not equipped to do what needs to be done.

We see this lack of commitment in our own congregations. Finding people to make a commitment to teach Sunday school isn't easy. We've got to stand side by side and look commitment in the eye. Our congregations are mirrored by the way we act and the decisions we make as leaders within the congregation.

We cannot sit on our hands, nor silence our passions. In fact, we will feel root-bound if we do. Rather we must lift high the cross and commit ourselves to the cause of Christ. How great it is when volunteering becomes a life-long commitment and an integral part of whole-life ministry. As we experience purpose, our commitment grows stronger. And when our commitment as leaders grows stronger, people within the congregation will follow.

To build commitment in volunteers and keep their sparks of enthusiasm strong, emphasize the following areas:

**Prayer**—Pray that God will supply committed volunteers and will ignite the laity with the energy and passion of the Holy Spirit.

**Scripture**—Let the word of God lead all areas of volunteer



ministry. Study and share scripture. Memorize it. Engrave it on your heart—and the hearts of your volunteers.

**Leadership**—A lay ministry needs leaders who build trusting and caring relationships. Leaders who inspire will help volunteers decide where and how they will give of their time and gifts.

**Relationship**—As we grow in our relationship with Christ, we look upon commitment in a new way. Guide people in volunteer ministry on a life journey of growing in Christ.

**Experience**—Experiences build our commitment. Even painful experiences may cause us to commit to a vision. Draw on people's experiences. Create energizing experiences for people. Share life stories and bond together to move forward as volunteers with purpose, passion and power.

**Success**—Successful experiences build commitment. Set volunteers up for success. Expect a fruitful experience for them. Help volunteers define success in new ways. Success

in lay ministry is when volunteers feel obedient in using their gifts and time to bring glory to God. A successful journey may not be an easy road. In fact, it may be filled with conflict or frustration. While the end results are important, it's the process, the journey, where success is created.

**Affirmation and Empowerment**—Affirm and empower volunteers to develop a sense of commitment. Volunteers who hear God-given words from us can become motivated to walk a new walk and talk a new talk.

**Music**—Music has its own message and ministry to stir a heart and move an attitude. Involve music as a vehicle for bringing people to feel the passion of commitment.

## Emphasizing Self-Discovery

As we encourage volunteers to look at their commitments, it's helpful for us as leaders to dig deep into what we are passionate about. A personal journey can be quite disclosing.

At a conference called, "Passion at the Crossroads," Pastor Mike Foss of Prince of Peace Lutheran Church in Burnsville, Minn., asked: "What are you personally passionate about? What crossroads are you at?" Some people got up and said what they were passionate about and where they felt God was leading them. They were absolutely clear and sure. Others admitted they were in transition and in the middle of discovering again where God was leading them. Other people said they didn't know what they were passionate about. They felt they had lost their passion because they were drained, burned out and used up. They couldn't see which crossroads they were at or even which path they were on.

How would you answer these two questions right now? What are you passionate about? What crossroads are you at? How would your

## DISCOVERING YOUR CALL AND PURPOSE

Use these questions to uncover your interests, call and purpose in life. Think about these questions. Tell your answers to a close friend. Journal about your answers. Reflect on how the answers to these questions bring meaning to your lay ministry.

### DURING YOUR CHILDHOOD:

What were your achievements?

What did you love playing?

How and where did you use your imagination?

When were you really excited about doing something?

How and where were you creative?

What did you hope to become?

Who were your role models?

What do you remember about learning about God and Jesus?

Who taught you about Jesus?

### DURING YOUR TEEN YEARS:

What were your achievements?

What did you love being involved with?

When were you at your happiest?

What type of person did you truly enjoy being with?

What was difficult for you to do?

What were the things that hurt you or made you sad?

What situations were you most comfortable in?

What did you long to do?

What did you think God was directing you to do in life?

How did you feel about the Church, God and Jesus in your life?

What did people admire about you?

### DURING YOUR ADULT YEARS:

What makes you energized?

What do you feel you do well?

What is your dream job?

What situations bring out the best in you?

What compliments do you receive?

What are your achievements?

Who are the people in your life that have made a tremendously positive impact on you?

What bothers you?

What brings stress into your life?

How would you like to stretch and grow?

What are the Scripture verses that touch, motivate and comfort you?

How are you using your spiritual gifts?

What experiences help you grow in your relationship with Christ?

Who are your role models?

What type of people do you most enjoy being with?

What do you sense God's purpose is for you?

Look at your answers. What patterns do you see? What are your true passions? How do your volunteer experiences weave into your purpose? What are you willing to commit to?

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congregation answer those questions? What about each of your volunteers?

A way to guide volunteers in figuring out where their passions lie is by giving them a copy of “Discovering Your Call and Purpose” from page 65. Volunteers can use this individually, in small groups or in trainings.

My sister, Karen Amundson Johnson, wrote the song, “Portrait of a Living Christ.” The song’s message is about a person who lives selflessly for the cause of Christ and seeks to abandon the old self to live anew in Jesus.

Karen died of two inoperable cancerous brain tumors in 1996. As Karen looked up at me from her hospice bed, she said, “Oh, if I could have run some errands today. If I could clean my house. Oh, if I could be on a committee at church.” She paused, closed her eyes, then opened her eyes before saying, “You dance, Susan, dance!”

I still can see Karen’s face, and I feel her words. As I reflect on her ministry impact, my response is, “You bet sister, I’m gonna dance—I’m gonna sing, shout, clap my hands and give praise to our Creator!” Each day is a gift.

This is what commitment is about. It’s about going to the length, depth and height of what we can give. It’s about tapping into our passion, purpose and commitment beyond our wildest expectations.

## Losing the Spark

There are times when volunteers feel absolutely drained. They don’t have one drop of energy left to give. They feel tugged and pulled in many directions, both physically and emotionally.

Yet sometimes volunteers don’t look drained. What may look fine on the outside, may not accurately reflect what is on the inside. They look like healthy trees. Yet a healthy tree



may surprise people when it gets completely uprooted by a sudden storm. If you examine the tree, you may find that the root system was shallow and the core of the tree was rotting. The tree was dying inside. How long would that tree have stayed standing? Maybe for a long time. Volunteers can act like that tree. While wearing a mask of a smile on their faces, they may inwardly be aching, maybe even dying.

In the 1980s, David Elkind wrote the book *The Hurried Child: Growing Up Too Fast Too Soon* (Addison-Wesley, 1988). It gave a taste of the busy lives children lead with jammed schedules. In the 1990s, Tim Kimmel wrote *Little House on the Freeway: Help for the Hurried Home* (Multnomah, 1994) that spoke of busy families on the go. Dr. Richard Swenson wrote a book in the 1990s called *Margin: Restoring Emotional, Physical, Financial and Time Reserves to Overloaded Lives* (NavPress, 1992). The premise of the book is that overload is the disease of the 90s and finding margin in our lives is the cure. Overload is filling our page of life to the max, which is not a healthy way to exist. We need to intentionally put serenity,



solitude and simplicity into our lives.

Many other resources are available to guide and encourage us to lead a balanced healthy life. Two helpful resources include *Too Busy Not to Pray: Slowing Down to Be With God* by Bill Hybels (Zondervan, 1998) and *Repacking Your Bags: Lighten Your Load for the Rest of Your Life* by Richard Leider and David A. Shapiro (Berrett-Koehler, 1996).

## Seeing Jesus as a Model

As we look at how Jesus spent his time on earth, we see how he was a wonderful role model and resource. Jesus demonstrated important life lessons for us to incorporate into our lives today. Jesus spent time with the masses, like when he fed the 5,000, that happy meal on the side of the hill. People were hungry, so Jesus turned to a child who had a little bread and fish. Through Jesus' miracle of love, there was enough bread and fish for everyone. There were even leftovers! Jesus taught us to delegate and to empower others in miracle and ministry. Jesus knows we will feel the demands of large groups and the masses. He journeyed there too. But he didn't stay there constantly.

Jesus also spent time with his team, the twelve disciples. He took team building seriously. As Jesus and his team gathered at the table for the Last Supper, Jesus took a bowl of water, an apron, and a cloth and knelt before his disciples to wash their feet. By holding the disciples' feet tenderly and washing the dust and dirt from their feet, Jesus taught us love, care and servanthood. He taught us the importance of spending time with the team. Who are the members of your team or teams?

Jesus also took time to be with a few close friends. Jesus was close to Mary, Martha and their brother Lazarus. As they spent time together,

they grew together in friendship. Jesus teaches us to spend precious, valuable time with our family and friends. We need these times to reveal what's in our hearts. We need time to grow memories, share our stories and develop deep relationships full of loving support, grace and trust. Who are the close confidants in your life?

To complete the journey, Jesus also spent time alone, in solitude. During those times, Jesus would pray to God. He would remain open and listen for God's voice. Whenever Jesus and his disciples had been out preaching, teaching and healing, they usually went to a silent place, a place of solitude afterward. We need times of renewal, revival and personal relationship building with our Creator. Spending time praying, reading scripture and being open for the guidance of the Holy Spirit renews us.

## Addressing Burnout and Brownout

A part of volunteer ministry is helping volunteers deal with brownout and burnout. Burnout is when a volunteer feels emotionally exhausted. Volunteers who have burnout are fatigued and frustrated because they've used up their personal energy, strength and resources. As a result, burnout leads to poor attendance, physical and emotional illness, negativity, behavior changes, attitude changes and low performance.

Brownout is when a volunteer gradually becomes less interested in her or his volunteer experience. Volunteers may have agreed to take on a certain lay ministry, but their hearts weren't in it. Brownout may happen to people who enter into a volunteer position unemotionally. They experience moderate satisfaction but only a small sense of accomplishment. Eventually brownout may lead to burnout.

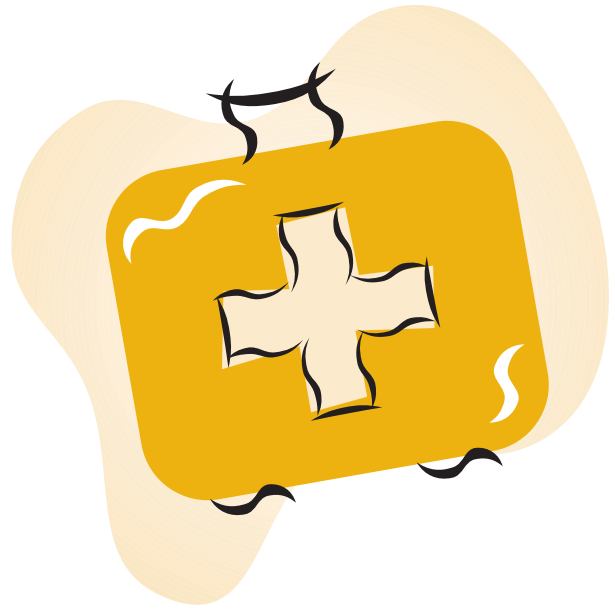


Brownout and burnout is more likely to occur when we:

- Seek a warm body to fill a volunteer position.
- Don't offer adequate training for volunteers.
- Place someone in a volunteer ministry experience that does not match the person's gifts, interests, skills and talents.
- Ignore people once they begin their volunteer position.
- Have unrealistic expectations for volunteers.
- Allow volunteers to feel insignificant and isolated.
- Don't give ongoing support for volunteers by the leadership team, trainers and recruiters.
- Don't make time to listen to volunteers or support them.
- Supervise volunteers in a territorialistic or overly controlling way.
- Have an apathetic or negative attitude.
- Ignore a situation that sets up people to experience frustration or failure.
- Allow shame-based management styles.
- Don't have healthy leaders.
- Fail to develop a strong purpose and vision that drives each volunteer experience.
- Don't focus on the overall mission of the church.

## Preventing Brownout and Burnout

Healthy congregations mobilize healthy, spirit-filled and energized volunteers. Volunteer ministry grows with people who have a strong sense of purpose, dedication, trust and mission. In volunteer ministry, we need to remember that people are our greatest assets and resources. Recognizing that the problems of brownout and



burnout are an overall ministry problem is the first step to prevention. When we are in tune to the symptoms of brownout and burnout, we can create a ministry that boosts rather than zaps our volunteers' energy.

"Typically, in many churches once you volunteer, you become locked into that ministry," says Pat Anderson, Coordinator of Hospitality Ministries, at Prince of Peace Lutheran Church in Burnsville, Minn. "Individuals should be invited to remain involved with the ministry for another season but also be supported and encouraged to move on to a new ministry if they desire," she says. "Everyone should feel called. No one should feel trapped."

Prevent brownout and burnout in these ways:

- Have a good screening and gifts-discernment process in place for matching people with the best lay-ministry experience.
- Listen to and give support to volunteers.
- Provide excellent on-going training experiences that ignite volunteers in lay ministry.

- Communicate the congregation's overall mission.
- Pray with volunteers.
- Create a sense of belonging for volunteers.
- Prevent territorialism at all levels of your lay ministry.
- Grow in a Christ-like attitude and nurture your volunteers' attitudes in this way.
- Immerse volunteer ministry in scripture.
- Treat volunteers with great respect.
- Be open to change and new ideas.
- Conduct an evaluation process throughout the volunteer experience.
- Recognize and thank volunteers.
- Provide quality volunteer supervision and management.
- Encourage leaders in your volunteer ministry to be permission-giving, delegating and empowering to those around them.
- Foster relationships among volunteers.
- Create a team spirit.
- Lift up all lay-ministry opportunities as meaningful and significant.
- Take an active role in encouraging volunteers to grow as disciples and to grow in their relationship with Christ.
- Affirm the personal development and the team development of volunteer ministry.
- Point out that volunteers make a difference through their contributions.
- Acknowledge that volunteers are called to serve God.
- Keep finding healthy Christ-like leaders.

There are many reasons why people leave a volunteer position. If brownout or burnout are the main reasons, reexamine your lay ministry. Tend to the needs of your volunteers. Identify

concerns and make the necessary changes to provide a healthy volunteer-ministry experience. Remember: People are God's great resource. Take great care of your precious volunteers.

# Unite Volunteers

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# Chapter 8

## Keeping People Mobilized: Ways to Unite Volunteers

*“Under his control all the different parts of the body fit together, and the whole body is held together by every joint with which it is provided. So when each separate part works as it should, the whole body grows and builds itself up through love” (Ephesians 4:16).*

The major portion of the journey for volunteers is actually doing the work, actually serving others. Keeping volunteers united as disciples and united as a team is the major work of lay-ministry coordinators.

There are so many procedures, programs, planning meetings and intricacies involved with lay ministry. It can get involved and complex. Yet if we lose sight of keeping our volunteers united, our lay ministry could fizzle.

### Keep Things Simple

Simplicity is a necessity in this world of overload. What can you unpack or eliminate in the whole process of volunteer ministry? Guide volunteers to live out a life of balance by setting an example. And in seeking to simplify things, keep in mind that in this complex world there are few simple decisions. Decide slowly and carefully as you simplify.

One major way to simplify lay ministry is to make the activity a ministry, not a meeting. “One of the biggest questions in the mind of a possible volunteer is about meetings,” says Pastor Harold Johnson of Church of the Risen Hope Lutheran Church in Albuquerque, N.M. “Meetings are important, but they are often the death of volunteerism because they might become the end, not the means.”

### Create Short Commitments

“Missions can last a lifetime,” says Pam Fickenscher, pastor at Spirit Garage in Minneapolis, Minn., “But most ministries are tasks that serve a particular purpose at a particular time.” She suggests to keep commitments short and to allow for graceful, timely closures. People may be more willing to commit to a one-time or short-term

volunteer experience and then commit to another one after the first one ends, rather than agreeing to do a four-year term for a volunteer ministry that requires that they do something weekly for three hours.



### Provide Necessary Resources

“I believe it is extremely important for a volunteer to know they will not be left high and dry when it comes to resources,” says Pastor Harold Johnson of Church of the Risen Hope Lutheran Church in Albuquerque, N.M. “It is extremely important for me to assure a volunteer that I will help in any way in acquiring resources to get the job done.”

Resources include tangible items, such as construction paper and markers for Sunday school teachers and music for choir members. But resources also include people. Helping volunteers connect with resourceful people who can help them be more effective volunteers also is important.

### Encourage Volunteers

Give on-going encouragement to volunteers. Encourage them by acknowledging their efforts, impact, giftedness and accomplishments. Praying for volunteers is an important ingredient that helps them grow. A huge emotional need for volunteers is to feel appreciated and to know they belong. When volunteers are encouraged by others, they feel that someone cares about them and their lay ministry.

Senior Pastor Lee Sather of Trinity Lutheran Church in Stillwater, Minn., encourages volunteers by empowering them. He uses his eyes, smile, handshake, thoughtful words and a positive attitude constantly to give encouragement. Sather recognizes the value of the people in God’s Kingdom and encourages their spirits to live enthusiastically in the Body of Christ.

### Give Volunteers Ownership

The best volunteers are those who feel ownership of their tasks, say Pastor Duane Paetznick and Pastoral Assistant Cris Ireland of Shepherd of the Valley Lutheran Church in Apple Valley, Minn. In order for volunteers to feel ownership, they need to know that they are truly needed. Emphasize how you’re counting on them and that without them, their tasks cannot be done.

Volunteers also will feel more ownership if they have a voice in planning, formulating, organizing or evaluating the task. Try to include as many volunteers in these processes as possible. Ultimately, not only will volunteers feel they have ownership, but you will probably have a better handle on the task.

Empowerment is a big part of giving volunteers ownership. Pat Anderson,

Coordinator of Hospitality Ministries, at Prince of Peace Lutheran Church in Burnsville, Minn. says to empower volunteers to make decisions. “Give the ministry away!” she says. Of course, some volunteers will feel insecure, but trust their choices and support them. “The ministry will truly become theirs in which they can grow in faith and share their love of Christ with others,” she says. And when that happens, “you will have succeeded in what we are all called to do—give the ministry away.”

## Recognize Volunteers

Receiving a card from someone who took the time to tell you what a great job you did means a lot. It’s important to recognize and acknowledge the ministry of volunteers. And it’s important that our words of gratitude happen more than once. Recognizing volunteers is a way to validate, appreciate and affirm them. The spirits of volunteers are lifted when they feel valued.

The typical process with recognizing volunteers is to give a gift, dinner or certificate. Yet, it’s essential to recognize volunteers as part



of a discipleship team. Jesus stressed the importance of community. Recognizing volunteers in a way that allows them to share their reasons for uniting can drive their passion.

When we recognize our volunteers, we show our gratitude for them. People are deeply touched when they are thanked. Sincerely thank God for volunteers and appreciate them. Let people know that the spiritual gifts that live in them are precious. Sometimes volunteer ministry can be stressful. Volunteers may feel unappreciated or they may feel that they have failed in some way. Recognize volunteers by showing them that your congregation is a grace-filled place where all are welcome to learn, grow and be lifted up.

A helpful book about recognizing volunteers is *Recruit and Nurture Awesome Volunteers for Children’s Ministry* by Christine Yount, (Group Publishing, 1998). The book includes fun ideas for recognition and uniting.

## Create a Buddy System

Connect new volunteers with at least one other veteran lay minister on that team, suggests Pat Anderson, Coordinator of Hospitality Ministries at Prince of Peace Lutheran Church in Burnsville, Minn. “Connecting the individual with another veteran lay minister has proven to be an invaluable step in creating a comfort zone for the new team member,” she says. “This buddy system offers a sense of belonging to the team from the very beginning and also provides an immediate support system for the new person.”

## Try New Things

Venture into new waters. The way you’ve done volunteer ministry before does not have to be carved into granite. There doesn’t have to be a second annual anything. Keep learning so





that your volunteer ministry grows and changes.

Many potential volunteers fear that they do not have the knowledge or expertise to participate in many activities. It would be wonderful if a church was full of experts but this is usually not the case, says Pastor Harold Johnson of Church of the Risen Hope Lutheran Church in Albuquerque, N.M. “Sometimes an expert is not the right person anyway. I would rather have someone who is willing to learn since learning new things can often be an exciting experience.”

## Expect Miracles

Expect miracles. They are all around us. Our God is an awesome God, and we serve a Savior who came not only to give us life but to give us a life more abundant than we could ever imagine. Celebrate, dance and rejoice in servanthood. Be ready for revival through lay ministry. Be watchful as to how God mobilizes the laity all over the world. The mobilization is real. Lay ministry is providing a relevant

platform and arena where God’s children are living their faith in life today. We live in a mission field; lay ministers are effectively spreading Christianity. Follow the light shining brightly on your path.

## Use Evaluations

Throughout the volunteer ministry experience, invite volunteers to take part in reshaping and revisioning the volunteer ministry of your congregation. Asking for evaluations shows respect for the volunteer’s opinions. Encourage people to offer their opinions through evaluations. Use either written evaluations or solicit people’s opinions verbally. (See sample evaluation in Chapter 6.)

Although evaluations are helpful throughout the volunteer experience, there are three main times to employ the evaluation process: following a training, midway through the volunteer experience and at the completion of a volunteer experience.

A training evaluation—Create an



## VOLUNTEERING AND CHURCH ATTENDANCE

The more regularly people attend worship services, the more likely they are to volunteer more, reports the Independent Sector in Washington, D.C., in its most recent study on volunteers: *Giving and Volunteering in the United States: 1996 Edition*. The average number of hours people volunteer each week according to how often they attend worship services:

### ATTEND RELIGIOUS SERVICES

Weekly

Once or twice a month

Only a few times a year

Do not attend services

### AVERAGE HOURS VOLUNTEERED EACH WEEK

3.0 hours

1.8 hours

1.5 hours

1.2 hours

evaluation that allows people to assess the training process. Use questions such as these:

- Did this training give you a better idea of the expectations involved with this volunteer ministry? If so, how? If not, what did you want to know?
- Has the training been a helpful experience in equipping you for this volunteer ministry? Why or why not?
- Have you been given adequate information about who you will be working with? Describe.
- What suggestions do you have to make trainings more effective?

**Midway evaluation**—A midway evaluation gives volunteer ministry leaders an idea about how the volunteer experience is going. It helps to identify any areas of concern. The information gathered can help you initiate changes that will enhance each volunteer's overall experience. Sometimes you may need to change people from one position to another. Or you may need to change the volunteer experience somewhat.

Use questions such as these:

- How would you evaluate your lay-ministry experience so far?
- What are you enjoying most about your lay-ministry experience?
- What are your concerns or frustrations about your lay-ministry experience?
- What have been some blessings you've experienced so far?
- How do you feel about the supplies, resources and personal support you're receiving?
- What recommendations do you have to enhance this lay-ministry experience?

It often is helpful to visit the volunteer site so that you can actually experience the climate. Talk personally with volunteers when you visit to learn how they feel about their ministry experience.

**Final evaluation**—Create an evaluation for the completion of a lay-ministry experience and for one-year anniversaries of volunteer experiences. Use questions such as these:

- What has been your overall impression of your lay-ministry experience?
- What have you learned about yourself

through this volunteer experience?

- What have you learned about others?
- How did you feel supported? By whom?
- Would you recommend this lay-ministry experience to others? Why or why not?
- Did you have adequate supplies or resources? If not, what were you lacking?
- How did you grow in your faith journey through this volunteer opportunity?
- How could this lay-ministry opportunity be improved?

Keep in mind that sometimes feedback can be frustrating, disturbing and even hurtful. Pray about every evaluation before you react. Respond to tough evaluations after you have first listened to God with your heart and mind.

Evaluations serve as planning lenses for future volunteer ministry development. Evaluations guide us in sensing a pulse as to how people are feeling, how they are growing and how they are embracing the heart of ministry. Grow and change through the evaluation process.

## Uniting Across the Miles

Celebrate volunteers at the beginning, in the middle and at the end of their lay ministries. Get excited. Recognize volunteer ministers through spontaneous celebrations and planned celebrations.

At Spirit Garage in Minneapolis, Minn., the only ongoing volunteer award is the Golden Plunger. Pastor Pam Fickenschier says the lay ministry gives the Golden Plunger to the volunteer who has most recently plunged right in to offer her or his gifts. Each year, the church tries to present this award to a new member of the congregation.

Each year a group of high school students at Trinity Lutheran Church in Stillwater, Minn., travels to Churburna, Mexico, on the

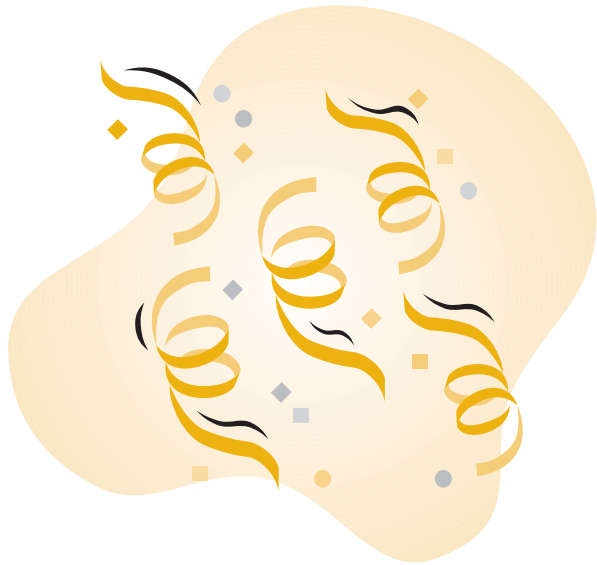
Yucatan Peninsula. There they construct roofs for the homes of impoverished families. Each student has a congregational support team that lights a candle for the student on the day the student leaves for Mexico. The candle continues to burn until the student returns. Each day the prayer team prays for the student, and each day the student prays for her or his prayer team.

Upon returning home, students invite their prayer team, parents and those who helped with fund raising, publicity, travel arrangements, training, recruitment and community outreach as well as church staff to attend a “Gracias Banquet.” This is a festive dinner celebration that recognizes and thanks the ministry team that assisted with the mission trip. It is a time to share stories of friendships, experiences, miracles, hard work, joy, difficulty and lessons learned. The “Gracias Banquet” is focused on giving thanks for connecting and uniting God’s people around the world through ministry. For more information on this banquet, contact Pastor Tim Coltvet at Trinity Lutheran Church in Stillwater, Minn.

## Unite Together

The journey of lay ministry transforms lives across the world. God is at work through each volunteer with the basin and the towel. Jesus Christ touches volunteers in their joys and victories, in their weakness and limitations and in their “everydayness.”

“Surely you know that many runners take part in a race, but only one of them wins the prize. Run, then, in such a way as to win the prize. Every athlete in training submits to strict discipline, in order to be crowned with a wreath that will not last; but we do it for one that will last forever. That is why I run straight for the finish line; that is why I am like a boxer who does



not waste his punches” (1 Corinthians 9:24-26).

As volunteers huddle together to unite, it’s God’s voice that volunteers focus on. It’s God’s plan that they want to play out. It is God’s presence that encourages volunteers to run the race of lay ministry. Together with God, volunteers can unite for the journey of lay ministry.

# Chapter 9

## Uniting People of all Generations:

### Team Lay Ministry

*“We have many parts in the one body, and all these parts have different functions. In the same way, though we are many, we are one body in union with Christ, and we are all joined to each other as different parts of one body. So we are to use our different gifts in accordance with the grace that God has given us. If our gift is to speak God’s message, we should do it according to the faith that we have; if it is to serve, we should serve; if it is to teach, we should teach; if it is to encourage others, we should do so. Whoever shares with others should do it generously; whoever had authority should work hard; whoever shows kindness to others should do it cheerfully” (Romans 12:4-8).*

People of all ages have something to offer lay ministry. It’s an incredibly energizing experience when people of multi-generations team together in volunteer ministry. Congregations have become the last regular weekly gathering of multi-generations. Congregations need to guard this endangered species of uniting the generations. When people of different ages are united, the lay ministry generates blessings of community, mentorship, support and growth.

### The Ministry of Multi-Age Teams

Multi-generation ministry is vital for the future of the Church’s lay ministry. Call this form of lay ministry a “GIFT”—Generations in Fellowship Together team. The impact of GIFT team servanthood ministry can be a catalyst for social change. Seeds of servanthood planted early in a child’s life bear fruit that last a lifetime. Creating lay ministry teams made up of people of many ages can create a powerful lay ministry.

As people from different generations experience the journey of volunteer ministry, they learn about others, themselves, the world and their God. They learn about giving and sharing in new ways. They mentor each other. They build relationships that might not

## THE PURPOSE OF GIFT TEAMS

**G - Generations**

**I - In**

**F - Fellowship**

**T - Together**

otherwise happen.

In organizing GIFT teams, emphasize the “why” of volunteerism and the “why” of connecting the generations. Gather children, teenagers and adults to discuss the process of team ministry in servanthood. Don’t assume everyone understands why they are involved in volunteerism and why they’re involved in a lay ministry that unites the generations.

### Three Models of GIFT Teams

Multi-age GIFT teams are empowered in lay ministry. During the summer of 1998, a 47-member Bible school GIFT Team traveled to Germany and Slovakia. The youngest participant was in third grade and the oldest was in her mid-60s. The team met four times before the journey for training, igniting and preparation. Team members learned how to be patient and flexible while appreciating the gifts, ideas and talents that each person would contribute.

Another GIFT team traveled to northern Minnesota to help families whose homes had been flooded in the Red River Valley area. The five-hour van ride proved to be a time of relationship building and project planning. Fifteen adults and children as young as 11 went on this trip. The work was difficult, yet everyone, of every age, was appreciated.

Pastor Ron Dahle of Concordia Lutheran Church in Crosby, N.D., invited people of all

ages from several towns and several congregations to come together for a multi-generation retreat day of renewal. His vision was to renew and equip the generations in celebrating who they are in Christ. Sixty people gathered on a Saturday, including babies, children, teens and adults up to their 80s. As part of the family in Christ, everyone united to sing, worship, do interactive experiential games of learning, tell stories, do skits, read scripture and eat together. The generations laughed together and talked with each other throughout the day. The multi-generational gathering stirred excitement and energy for future gatherings of this type in this community.

### How to Start a GIFT Team

The following are a few process ideas to consider as your congregation enters into multi-generational volunteer ministry.

- **Pray as a multi-generational group—**  
Pray that God will teach each volunteer





about servanthood. Pray that volunteers will be directed to how the multi-generation team will serve. Thank God for the lessons in the Bible on giving and loving. Thank God for blessing and loving each person. Pray to grow to be biblical servants.

- **Read the Bible together**—Go on an investigative search for passages and stories in the Bible that teach about servanthood. Explore the scriptures. Act out Bible stories. Draw pictures on paper. Go outside and use sidewalk chalk to draw pictures from Bible stories. Tell the story through puppets, rap, music or drama. These scriptures are helpful places to start: Mark 2:1-12 (four friends who help), Mark 6:30-44 (the feeding of the 5,000), Luke 10:25-37 (the Good Samaritan), John 13:1-17 (Jesus washes the disciples' feet), 1 Corinthians 12:14-20 (many gifts within one body), Galatians 5:22-23 (the fruits of the Spirit) and Ephesians 4:11-13 (everyone has gifts).
- **Discuss those who serve**—Talk about the people who serve locally. Who are they? What do they do? If possible, interview some of these people. Visit them where they serve. Invite them to your home, your congregation or your meeting. Ask them why they initially agreed to volunteer. Ask them why they serve others. Ask them what it means for them to be volunteer ministers. Ask them what it means to be a disciple of Jesus.
- **Discuss national volunteerism**—Learn about national organizations that need volunteers. Look at organizations such as

Habitat for Humanity. While many children are too young to actually work on a Habitat for Humanity team, they are not too young to help prepare snacks, lunch or dinner. As a GIFT Team, serve Habitat for Humanity volunteers by praying with them or singing for them. What other national volunteer organizations may you become involved with?

- **Discuss global personalities**—Look at world leaders who serve others. Mother Teresa was a wonderful example of servanthood. She looked into the eyes of everyone she met and saw Christ. Learn about those who serve globally. How can your lay ministry become involved with global volunteer ministry experiences?
- **Read thought-provoking books**—*The Giving Tree* by Shel Silverstein (Harper & Row, 1964) and *The Rainbow Fish* by Marcus Pfister (North-South Books, 1992) are two books that will appeal to children, teenagers and adults. Talk about each story, act them out, use fabric and face paint and incorporate a variety of creative props to enhance the message. Have fun teaching the lessons of giving and sharing. Search for other resources, games and videos that will help multi-generations learn about service. The book *Beyond Leaf-Raking: Learning to Serve/Serving to Learn* by Dr. Peter Benson and Gene Roehlkepartain (Abingdon, 1993) is full of inspiration and ideas.
- **Play together**—Use active learning experiential games to draw people together in laughter, discussion, fun and fellowship. One fun game is to try and

keep balloons up in the air as teams or as a whole group. Use party balloons, beach balls, weather balloons. Process the activity with questions such as “why is this activity similar to our volunteer ministry?” For other ideas for experiential learning activities, check out materials from Project Adventure in Hamilton, Mass., and Group Publishing in Loveland, Colo.

- **Talk together**—As multi-generations, process the “whys” of volunteerism. Discuss the talents and gifts represented in each GIFT team. Honor everyone’s ideas on how and where the group will volunteer. Emphasize that serving, giving and loving are a daily walk, a mind set and an attitude to strive to be more like Jesus every day. Encourage GIFT teams to move out of their comfort zones. Emphasize that God will direct them in wonderful ways. Be mindful that team building will be an incredible process. As team members talk with each other about their lay-ministry journeys, teams will be built. Use the photocopiable worksheet: “Questions for GIFT Teams” to get people talking.

## GIFT Team Opportunities

Multi-generation volunteer ministry teams can serve in many places. There is a smorgasbord of opportunities all around as volunteers open their hearts and minds to the journey of servanthood.

**At Home**—It’s often easy to overlook opportunities at home. Yet, people have a lot to give, just by starting at home. Volunteers can:

- Cook for others and deliver meals (soups, breads, desserts, main meals, etc.).
- Help each other at home with chores,

with homework or with special projects.

- Pray for each other as prayer partners.
- Listen to family members and look out for each other’s needs.
- Send handmade cards, pictures and notes.
- Invite others to be guests for a meal.
- Buy something for the local food shelf while grocery shopping.
- Recycle clothes, sports equipment, furniture and other household items through community agencies who help those in need.
- Support a local, state, national or global project. Write letters, send money, donate supplies or get actively involved.
- Host a retreat in your home. Invite others to come for prayer, praise and a scripture exploration time.
- Have family devotions.

**At Your Church**—Your congregation has opportunities for service tucked in to each nook of the church building and in each ministry. A helpful resource is *Hands-On Service Ideas for Youth Groups* by Steve Case and Fred Cornforth (Group Publishing, 1995). Volunteers can:

- Decorate the church for the seasons of the church year.
- Help maintain the church grounds, gardens and building.
- Clean, fix up or paint the church.
- Serve at funerals.
- Help with a wedding.
- Become coffee hosts, ushers or assist in welcoming people to worship services.
- Meet with your pastoral team and pray with the team before each worship service.
- Give umbrellas to people as they arrive and depart the church on rainy days.
- Pick up litter inside and outside the church.

## QUESTIONS FOR GIFT TEAMS

Talking together is important throughout the journey of volunteerism. Discuss the following questions during different legs of the journey. (Paraphrase for younger children.)

### BEFORE A LAY MINISTRY PROJECT:

- Why is volunteering important?
- What is servanthood?
- What makes volunteering a ministry?
- What are spiritual gifts?
- Why did we each agree to become part of a multi-generational ministry team?
- How will volunteering help others? How will it help us?
- What are the many gifts and talents represented in our ministry team members?
- What does the Bible tell us about serving others?

### DURING A LAY MINISTRY PROJECT:

- How are we feeling individually?
- How are we feeling as a team?
- What else would we like to do through this ministry?
- What should our team pray about?
- What is the best part of this experience? Why?
- What is the hardest part of this experience? Why?
- What should we change about this experience?
- What are we learning about ourselves?
- Where have we experienced success? Why?

### AFTER A LAY MINISTRY PROJECT:

- How do we feel after completing this volunteer experience?
- What did we actually do?
- What did we learn?
- Should we do this again as a team? Why or why not?
- Who did we meet through this opportunity?
- What are we grateful to God for?

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- Stuff and fold bulletins and programs.
- Initiate multi-generational mission projects and trips.
- Offer a servant camp at your church where the camp teaches about servanthood.
- Adopt a college student who has been a member of your church. Write to the student. Support the student in prayer. Send the student a care package before finals. Invite the student to visit your homes on break. Visit the student at college and take the student out for dinner. Pray with the student.
- Adopt a widow or widower in your congregation.
- Organize a multi-generational choir.
- Put on a musical or play.
- Help lead multi-generational retreats, camps or trips.
- Initiate a special project each day for families to do during Vacation Bible School. For example, families buy food that children bring to school one day.

**In Your Community**—Communities have many needs, and community agencies welcome the help of volunteers. A helpful resource is *Creating Intergenerational Community: 75 Ideas for Building Relationships Between Youth and Adults* by Jolene L. Roehlkepartain (Search Institute, 1996). Volunteers can:

- Build a play area for a shelter.
- Paint or fix up an area in the community.
- Collect food, clothes and books for your local food shelf.
- Contact the volunteer coordinator of a nearby hospital or volunteer center for volunteer ideas.
- Get involved in school service projects.
- Work with a Lutheran Brotherhood branch on a fund-raising or work project.
- Become involved with your local county fair.

**In the World**—Getting involved in global service projects is another way for multi-generation volunteers to serve in meaningful ways. Volunteers can:

- Help with world hunger by raising money, sending letters and planning multi-generational projects.
- Use the library or Internet to gather information on how to help with global issues, such as preserving the environment and advocating for conflict resolution and peace-making activities.

**Through Travel**—No matter where volunteers travel, service projects are everywhere. Volunteers can:

- Do short-term mission projects and service experiences.
- Make vacation time a multi-generational servanthood experience.

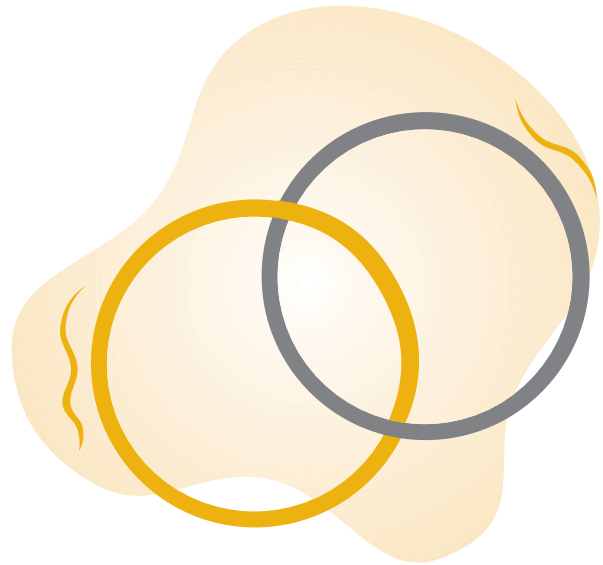
- Contact the Red Cross or your church's synod or district office for ideas on how to travel with a servanthood focus.

## **Together, Unite!**

When volunteer ministry experiences are made for all generations, they create a process of care, validation and appreciation. Immerse the experience in scripture. Make prayer a high priority. Whenever possible, make available books, videos, tapes, magazines, learning opportunities and resource people that will enhance the discipleship of all ages. Guide and assist everyone in the true meaning of servanthood. People will uniquely grow if they are guided through an intentional Christ-centered process toward servanthood.

The life journey of servanthood is a journey that is important at each and every age of life. Jesus calls volunteers to follow his example, to walk as those who care, to speak as those who love, to bless as those who have been blessed and to serve with a grace-filled heart.

Congregations are the world leaders in guiding generations of people to live out whole life Christian ministry. May God guide and bless each congregation with exciting purpose-driven, Christ-centered, multi-generation lay ministry experiences. Go forward enthusiastically together: hand in hand with children, teenagers and adults of all ages. By uniting together, people will serve in powerful ways through lay ministry.



# Resources

## Book and Audiotape Resources

Bauknight, Bruce Kelly, *Body Building: Creating a Ministry Team Through Spiritual Gifts* (Group Publishing, 1996)

Benson, Dr. Peter, *All Kids Are Our Kids: What Communities Must Do to Raise Caring and Responsible Children and Adolescents* (Jossey-Bass, 1997)

Benson, Dr. Peter and Gene Roehlkepartain, *Beyond Leaf Raking: Learning to Serve/Serving to Learn* (Abingdon, 1993)

Benson, Peter, Judy Galbraith and Pamela Espeland, *What Kids Need to Succeed* (Free Spirit Publishing, 1998)

Bugbee, Bruce, *What You Do Best in the Body of Christ: Discover Your Spiritual Gifts, Personal Style and God-given Passion* (Zondervan, 1995)

Carter, Jimmy, *The Virtues of Aging* (Ballantine Publishing Group, 1998)

Case, Steve and Fred Cornforth, *Hands-On Service Ideas for Youth Groups* (Group Publishing, 1995)

Collins, James G., and Jerry I. Porras, *Built to Last: Successful Habits of Visionary Companies* (Harper Business, 1997)

Easum, William, *Dancing With Dinosaurs: Ministry in a Hostile and Hurting World* (Abingdon Press, 1993)

Easum, William, *Sacred Cows Make Gourmet Burgers: Ministry Anytime, Anywhere, By Anyone* (Abingdon, 1995)

Elkind, David, *The Hurried Child: Growing Up*

*Too Fast Too Soon* (Addison-Wesley, 1988)

Glover, Donald R. and Daniel W. Midura, *Team Building Through Physical Challenges* (Human Kinetics Books, 1992)

Hestenes, Roberta, *Turning Committees Into Communities: A Surprisingly Effective Means of Preventing Worker Burnout While Boosting Morale at the Same Time* (NavPress, 1998)

Hybels, Bill, *Too Busy Not to Pray: Slowing Down to Be With God* (Zondervan, 1998)

Hybels, Lynn and Bill, *Rediscovering Church* (Zondervan, 1995)

Jaworski, Joseph, *Synchronicity: The Inner Path of Leadership* (Berrett-Koehler Publishers, 1996)

Jones, Laurie Beth, *Jesus, CEO: Using Ancient Wisdom for Visionary Leadership* (Hyperion, 1995)

Jones, Laurie Beth, *The Path: Creating Your Mission Statement for Work and for Life* (Hyperion, 1996)

Kimmel, Tim, *Little House on the Freeway: Help for the Hurried Home* (Multnomah Books, 1994)

Kise, Jane A.G., David Stark and Sandra Krebs Hirsh, *LifeKeys: Discovering Who You Are, Why You're Here, What You Do Best* (Bethany House Publishers, 1996)

Larned, Marianne, *Stone Soup for the World: Life-Changing Stories of Kindness and Courageous Acts of Service* (Conari Press, 1998)

Leider and David A. Shapiro, *Repacking Your Bags: Lighten Your Load for the Rest of Your Life* (Berrett-Koehler Publishers, 1996)



McCluen, Dennis, *Equipped to Serve: Youth Specialties Volunteer Youth Worker Training Course Volunteer Handbook* (Zondervan, 1994)

Nouwen, Henry J.M., *The Way of the Heart: Desert Spirituality and Contemporary Ministry* (HarperSan Francisco, 1991)

Ortberg, John, *The Life You've Always Wanted: Spiritual Disciplines for Ordinary People* (Zondervan Publishing House, 1997)

Rehnberg, Sarah Jane, *The Starter Kit for Mobilizing Ministry* (Leadership Training Network, 1994)

Roehlkepartain, Jolene L., *Creating Intergenerational Community: 75 Ideas for Building Relationships Between Youth and Adults* (Search Institute, 1996)

Schramm, Mary, *Gifts of Grace: Discovering and Using Your Unique Abilities* (Augsburg Publishing, 1982)

Smalley, Gary and John Trent, Ph.D., *The Blessing* (Pocket Books, 1979)

Stanley, Charles F., *A Servant's Heart: Requirements of Servanthood, A True Servant, Developing a Servant Spirit, Equipped for Service, Effective Servants and Key to Servanthood*, a series of six audiotapes, (In Touch Ministries, 1984, 1985 and 1986)

Steinke, Peter L., *Healthy Congregations: A Systems Approach* (Alban Institute, 1996)

Sweet, Leonard, *The Jesus Prescription for a Healthy Life* (Abingdon Press, 1996)

Swenson, Dr. Richard, *Margin: Restoring*

*Emotional, Physical, Financial and Time Reserves to Overloaded Lives* (NavPress, 1992)

Teske, David L., *What if They Don't Respond? Four Approaches to Influencing People With Style* (Stevens Foster Publishing, 1995)

Warren, Rick, *The Purpose-Driven Church: Growth Without Compromising Your Message and Mission* (Zondervan, 1995)

Wilson, Marlene, *How to Mobilize Church Volunteers* (Augsburg Publishing House, 1983)

Yaconelli, Mike, *Spiritual Challenge Journal WWJD: A 30-Day Faith in Action Adventure for Students* (Youth Specialties, 1997)

Yount, Christine, *Recruit and Nurture Awesome Volunteers for Children's Ministry* (Group Publishing, 1998)

## Congregational Resources

### Christ Presbyterian Church

6901 Normandale Road  
Edina, MN 55435

Phone: (612) 920-8515

Fax: (612) 920-4775

The LifeKeys resource materials were developed at this church. This congregation also has an inspiring youth-leadership program.

### Prince of Peace Lutheran Church

200 E. Nicollet Blvd.  
Burnsville, MN 55337

Phone: (612) 435-8102

This congregation hosts an annual national "Changing Church Conference," which

addresses a multitude of ministry areas that impact the entire congregation.

### **Willow Creek Community Church**

67 E. Algonquin Road

South Barrington, IL 60010

Phone: (847) 765-5000

Website: [www.willowcreek.org](http://www.willowcreek.org)

Willow Creek publishes a variety of helpful resources for congregations. Among the resources are several creative skits and drama booklets that may be implemented in a variety of lay ministry teaching situations.

## **Music Resources**

“24:7” by Robin Cain and Phil Kadidlo ©1999 Robin Cain and Phil Kadidlo (Contact the songwriters at 651-430-3076 for information on using their music.)

“Abide in My Love,” by Robin Cain and Phil Kadidlo ©1995 Robin Cain and Phil Kadidlo (Contact the songwriters at 651-430-3076 for information on using their music.)

“Do This in Remembrance of Me,” by Robin Cain Kadidlo ©1987 Robin Cain Kadidlo (Contact the songwriter at 651-430-3076 for information on using her music.)

“Each One, Reach One” by Babbie Mason ©1990 Word Music

“Every Time I Feel the Spirit,” arranged by William Farley Smith ©1986 United Methodist Publishing House

“Father, I Adore You,” by Terry Coehlo ©1972 Maranatha Music

“From Love to Love,” by Babbie Mason and Donna Douglas ©1991 Word Music

“Give Your Light Away,” by Babbie Mason and Cheryl Rogers ©1993 May Sun Music

“Go,” by Leon Patillo ©1981 Word Music

“Go Light Your World,” by Chris Rice ©1995 BMG Songs, Inc., Gospel Division

“God of Wisdom, Truth and Beauty” by Jane Parker Huber ©1984 Jane Parker Huber

“Great Is Thy Faithfulness,” by William Runyan and T.O. Chisholm ©1923 Hope Publishing

“Here I Am, Lord” by Dan Schulte ©1981 North American Literature Resource

“How Good It Is,” by Danny Chambers ©1980 Integrity Music

“I Am the Bread of Life,” by Suzanne Toolan ©1966 GIA Publications, Inc.

“I Give All My Service to You,” by Larnelle Harris ©1987 Life Song Music of Benson Music Group

“In My Life, Lord,” by Bob Kirkpatrick ©1986 Bob Kirkpatrick Music

“Lord, Be Glorified,” by Bob Kirkpatrick ©1978 Bob Kirkpatrick Music

“May I Be His Love,” by Kathy Troccoli and Madeline Stone ©1995 Sony Tree Publishing Co.

“Shine, Jesus, Shine,” by Graham Kendrizek ©1987 Make Way Music and Integritys Hosanna Music

“Show Me How to Love,” by Babbie Mason ©1988 Word Music

“Spirit of the Living God,” by Daniel Iverson ©1935 Birdwing Music/Sparrow Corp.

“Standing in the Gap,” by Babbie Mason ©1993 Word Music May Sun Music

“Thank You,” by Ray Boltz ©1988 Gaither Music Co.

“Unity,” by Babbie Mason and Vernessa Mitchell ©1996 May Sun Music Word Music

“We Are All One in Mission,” words by Rusty

Edwards ©1986 Hope Publishing Co.

“What in the World,” by Kyle Matthews ©1996  
Careers BMG Music Publishing, Inc.

“With All My Heart,” by Babbie Mason ©1990  
Word Music

“With God as My Guide,” by Jim Strathdee  
©1977 by Desert Flower Music

“A World of Difference,” by Babbie Mason and  
Cheryl Rogers ©1991 Word Music

## **Organizational Resources**

### **Augsburg Fortress Publishers**

426 S. Fifth St.

P.O. Box 1209

Minneapolis, MN 55440-1209

Phone: (800) 328-4648

Fax: (800) 722-7766

E-mail: AFP\_BOOKSTORE.topic@ecunet.org

Augsburg offers a wide variety of materials from books to videos to miscellaneous items that will enhance your lay ministry. Contact Augsburg Fortress for an extensive catalog. Augsburg Fortress also has retail centers in 11 states. Call for addresses and phone numbers.

### **Concordia Publishing House**

3558 S. Jefferson Ave.

St. Louis, MO 63118-3968

Phone: (800) 325-3040

Website: [www.cphmall.com/](http://www.cphmall.com/)

E-mail: [WebServant@cphnet.org](mailto:WebServant@cphnet.org)

This publisher offers a wide variety of “Christ-centered, Bible-based and life-directed products,” including materials on lay ministry. Contact the publisher for a catalog.

### **Evangelical Lutheran Church of America**

8765 W. Higgins Road

Chicago, IL 60631

Phone: (800) 638-3522

Fax: (773) 380-1465

Website: [www.elca.org](http://www.elca.org)

E-mail: [info@elca.org](mailto:info@elca.org)

Contact the Division for Global Missions for resources on global servanthood.

### **Group Publishing**

1515 Cascade Ave.

Loveland, CO 80538

Phone: (970) 669-3836; (800) 447-1070

Website: [www.grouppublishing.com](http://www.grouppublishing.com)

Group Publishing offers a wide variety of hands-on, active-learning activity books as well as several magazines for Christian leaders to use in churches. Contact Group for a catalog and for magazine subscription information.

### **Leadership Network**

2501 Cedar Springs LB-5, Suite 200

Dallas, TX 75201

Phone: (800) 765-5323

This ministry organization studies congregational resources, trends and ministry areas across the nation. The Leadership Network offers helpful, inspiring lay-leadership resources and conferences for church leaders.

### **Lutheran Brotherhood**

625 Fourth Ave. S.

Minneapolis, MN 55415

Phone: (800) 990-6290

Website: [www.luthbro.com](http://www.luthbro.com)

Lutheran Brotherhood is a member-owned fraternal benefit society of 1.1 million Lutherans joined together for financial security, benevolent outreach and volunteer service. Through active network of local branches, Lutheran Brotherhood members organize for volunteer service.

### **Lutheran Church of the Missouri Synod**

1333 S. Kirkwood Road

St. Louis, MO 63122-7295  
Phone: (888) 843-5267  
Fax: (888) 526-7329  
E-mail: INFOCENTER@lcms.org  
Contact the Lutheran Family Association for creative family and multi-generational resources.

### **Project Adventure**

P.O. Box 100  
Hamilton, MA 01936  
Phone: (508) 524-4632; (800) 795-9039  
Project Adventure publishes books, videos and educational materials in the field of Adventure Education. Its titles feature a wide variety of games and adventure activities. Contact Project Adventure for a catalog.

### **Search Institute**

Thresher Square West  
700 S. Third St., Suite 210  
Minneapolis, MN 55415  
Phone: (612) 376-8955; (800) 888-7828  
Fax: (612) 376-8956  
Website: [www.search-institute.org](http://www.search-institute.org)  
Search Institute introduced the ground-breaking concept of developmental assets—important building blocks that young people need in order to thrive and build a strong foundation for life. Search has launched the nationwide project Healthy Communities • Healthy Youth with major support from Lutheran Brotherhood. Search also does extensive work in the area of congregations. Contact Search for a free catalog.

### **Youth and Family Institute of Augsburg College**

Campus Box 70  
2211 Riverside Ave.  
Minneapolis, MN 55454  
Phone: (612) 330-1624  
Fax: (612) 330-1595

Website: [www.augsburg.edu/yfi](http://www.augsburg.edu/yfi)  
E-mail: [yfi@augsb.org](mailto:yfi@augsb.org)  
The Youth and Family Institute of Augsburg College provides training and resources on youth and family issues for churches. Contact the organization for a free catalog.

### **Scripture Resources**

- “Remember these commands and cherish them. Tie them on your arms and wear them on your foreheads as a reminder. Teach them to your children. Talk about them when you are at home and when you are away, when you are resting and when you are working. Write them on the doorposts of your houses and on your gates. Then you and your children will live a long time in the land that the Lord your God promised to give your ancestors. You will live there as long as there is sky above the earth. Obey faithfully everything that I have commanded you: Love the Lord your God, do everything he commands, and be faithful to him” (Deuteronomy 11:18-22).
- “He gives generously to the needy, and his kindness never fails; he will be powerful and respected” (Psalm 112:9).
- “You are like light for the whole world. A city built on a hill cannot be hid. No one lights a lamp and puts it under a bowl; instead he puts it on a lampstand, where it gives light for everyone in the house. In the same way your light must shine before people, so that they will see the good things you do and praise your Father in heaven” (Matthew 5:14-16).



- “You can be sure that whoever gives even a drink of cold water to one of the least of these my followers because he is my follower, will certainly receive a reward” (Matthew 10:42).
- “I was hungry and you fed me, thirsty and you gave me a drink; I was a stranger and you received me in your homes, naked and you clothed me; I was sick and you took care of me, in prison and you visited me. The righteous will then answer him, “When, Lord, did we ever see you hungry and feed you, or thirsty and give you a drink? When did we ever see you a stranger and welcome you in our homes, or naked and clothe you? When did we ever see you sick or in prison, and visit you?” The King will reply, “I tell you, whenever you did this for one of the least important of these brothers of mine, you did it for me!” (Matthew 25:35-40).
- “When you give a feast, invite the poor, the crippled, the lame, and the blind; and you will be blessed, because they are not able to pay you back. God will repay you on the day the good people rise from death” (Luke 14:13-14).
- “And now I give you a new commandment: love one another. As I have loved you, so you must love one another. If you have love for one another, then everyone will know that you are my disciples” (John 13:34-35).
- “For God’s Kingdom is not a matter of eating and drinking, but of righteousness, peace, and joy which the Holy Spirit gives. And when someone serves Christ in this way, he pleases God

and is approved by others. So then, we must always aim at those things that bring peace and that help strengthen one another” (Romans 14:17-19).

- “There are different kinds of spiritual gifts, but the same Spirit gives them. There are different ways of serving, but the same Lord is served. There are different abilities to perform service, but the same God gives ability to all for their particular service. The Spirit’s presence is shown in some way in each person for the good of all. The Spirit gives one person a message full of wisdom, while to another person the same Spirit gives a message full of knowledge. One and the same Spirit gives faith to one person, while to another person he gives the power to heal. The Spirit gives one person the power to work miracles; to another, the gift of speaking God’s message; and to yet another, the ability to tell the difference between gifts that come from the Spirit and those that do not. To one person he gives the ability to speak in strange tongues, and to another he gives the ability to explain what is said. But it is one and the same Spirit who does all this; as he wishes, he gives a different gift to each person” (1 Corinthians 12:4-11).
- “For the body itself is not made up of only one part, but of many parts. If the foot were to say, ‘Because I am not a hand, I don’t belong to the body,’ that would not keep it from being part of the body. And if the ear were to say, ‘Because I am not an eye, I don’t belong to the body,’ that would not keep it from

being a part of the body. If the whole body were just an eye, how could it hear? And if it were only an ear, how could it smell? As it is, however, God put every different part in the body just as he wanted it to be. There would not be a body if it were all only one part! As it is, there are many parts but one body” (1 Corinthians 12:14-20).

- “Remember that the person who plants few seeds will have a small crop; the one who plants many seeds will have a large crop. Each one should give, then, as he has decided, not with regret or out of a sense of duty; for God loves the one who gives gladly. And God is able to give you more than you need, so that you will always have all you need for yourselves and more than enough for every good cause” (2 Corinthians 9:6-8).
- “God has made us what we are, and in our union with Christ Jesus he has created us for a life of good deeds, which he has already prepared for us to do” (Ephesians 2:10).
- “You are the people of God; he loved you and chose you for his own. So then, you must clothe yourselves with compassion, kindness, humility, gentleness, and patience” (Colossians 3:12).
- “Whatever you do, work at it with all your heart, as though you were working for the Lord and not for men. Remember that the Lord will give you as a reward what he has kept for his people. For Christ is the real Master you serve” (Colossians 3:23-24).

- “Do not forget to do good and to help one another, because these are the sacrifices that please God” (Hebrews 13:16).
- “Suppose there are brothers or sisters who need clothes and don’t have enough to eat. What good is there in your saying to them, “God bless you! Keep warm and eat well!” —if you don’t give them the necessities of life? So it is with faith: if it is alone and includes no actions, then it is dead” (James 2:15-17).
- “Above everything, love one another earnestly, because love covers over many sins. Open your homes to each other without complaining. Each one, as a good manager of God’s different gifts, must use for the good of others the special gift he has received from God. Whoever preaches must preach God’s messages; whoever serves must serve with the strength that God gives him, so that in all things praise may be given to God through Jesus Christ, to whom belong glory and power forever and ever. Amen” (1 Peter 4:8-11).
- “If a rich man sees his brother in need, yet closes his heart against his brother, how can he claim that he loves God?” (1 John 3:17).
- “My children, our love should not be just words and talk; it must be true love, which shows itself in action” (1 John 3:18).
- “No one has ever seen God, but if we love one another, God lives in union with us, and his love is made perfect in us” (1 John 4:12).