

What mid-sized—200 or more—churches often do that is meant for a smaller church—less than 200—or that could be negative for guests.

In worship

1. Have people help to lead or sing or announce who lack adequate excellence (hurts quality of service).
2. Name names. Refer to people in the congregation that guests do not know (makes guests feel like “outsiders”).
3. Practice habits that are uncomfortable for guests (Say “Amen”! Promote talking to your neighbor.)
4. Disregard the need to start and end on time.
5. Act like you are a church that has everything figured out, and that the “others” are all wrong.
6. Sing no familiar-to-some-guests songs.
7. Start with a song unfamiliar to everyone, so there is little spirit at the start.
8. Have ushers criticize the way people dress by their comments or glances.
9. Use recorded music as background for choir or solos.

In general

1. Have one main coffee stop where everyone goes (can only hold 40-90, and hard for guests to break in).
2. Greeters hand bulletins or open doors, and add nothing personal.
3. People rush to greet only friends before and after services.
4. No organized contact with guests, or ways to meet the pastor.
5. Inadequate signage, inside and outside of the building.
6. Unclean or sloppy hallways, restrooms, nurseries, lawns.

About groups

1. Use initials (acronyms) that confuse guests (ABFs, SMM).
2. Never explain the purpose of groups.
3. Scare people when explaining the purpose (“intimate, small groups”).
4. Never invite one or two to accompany you.
5. No one designated to greet and meet newcomers at the entrance to the groups.
6. Avoid having 2-4 week electives to get people to experience a group.