

Dave Wilcox

BUILDING AND CARING FOR A TECH TEAM

PART 2: RECRUITING, TRAINING, ADMINISTRATING

THE GOAL

I. The Chief End of Tech Team Leadership

- A. God-Centered Servants
- B. Purposeful Servants
- C. Peaceful Servants

LEADING TOWARD PEACEFUL SERVICE

I. Structure

- A. The importance of good team structure
 - B. The benefits of good team structure
 - 1. Each person knows what they are responsible to do
 - 2. You know that everything is getting done
 - 3. You know when you have unfilled “needs”
 - 4. A new volunteer knows what he or she needs to learn
 - C. What can be structured?
 - 1. Roles
 - 2. Relationships
 - 3. Times
 - 4. Frequency
 - 5. Commitment Length
 - D. Suggestions for good structure
 - 1. Create roles that are significant enough to keep a person busy
 - 2. Create roles that are simple enough for a new person to really learn in four hours or less.
 - 3. Write up job descriptions and an organizational chart
 - 4. Identify a healthy serving frequency with your pastor
 - 5. Determine when to give people an “out” from the team
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II. Recruitment

- A. Some things are too great a mystery for me
 - 1. Recruitment is – without a doubt – the hardest thing a tech team leader faces
 - 2. Recruit to a role with vision
- B. Target the right church members
 - 1. More than being excited about the role, the person should be excited about the mission
 - 2. Character is more important than gifting
 - a. Faithfulness
 - b. Teachability
- C. Use every avenue possible
- D. Lock in the interested
 - 1. Memorize the path from “Hey, I’m interested” to “Welcome to the team.”
 - 2. Shorten that path as much as possible
 - 3. Each step should have a “next step” for the potential volunteer.
 - 4. Talk people through what to expect of the process.
 - 5. Be faithful to follow through quickly.

III. Training

- A. Know what they need to know
 - 1. Teach to the test
 - 2. Make the test as easy as possible
 - 3. Give them the test to study from ahead of time
 - 4. Checklists are a great training tool
 - B. A four-step training process
 - 1. You do it, they watch.
 - 2. You do it with them.
 - 3. They do it, you watch.
 - 4. They do it.
 - C. Clarifying the training process
 - 1. If this isn’t enough time for them to learn it, the role may be too complicated or the person may not be the right fit.
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2. “They do it” doesn’t mean perfectly or as good as you do it. It means they are sufficiently competent to not be a distraction.
3. When they make a mistake, they should know it was a mistake.

D. Applying the training process

One-on-one or one-on-two is best.

IV. Deploying

A. Communicating in Advance

B. Communicating Consistently

Documentation for Repeatability

1. Stage Plots
2. Input and Output Lists
3. Checklists
4. Service Schedules

C. Watching, Listening, and Learning

D. Be an Advocate with Church Leaders

V. Retaining

A. Goal: Build Life-Long Volunteers

B. Build Relationships

C. Encourage – can’t say “thank you” enough

D. Evaluate

E. Help Volunteers Grow

1. Evaluate Character (from Romans 12)

- a. Faith
- b. Humility
- c. Faithfulness

2. Evaluate Execution

- a. Aiming for Excellence
 - b. Excellence is different than perfection
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3. Reposition

- a. Strong Character + Strong Execution = Ask them to do more!
 - b. Strong Character + Weak Execution = Either...
 - 1) Needs more training
 - 2) Needs to be repositioned
 - c. Weak Character + Strong Execution = Either...
 - 1) Needs to be challenged
 - 2) Needs to be removed from service
 - d. Weak Character + Weak Execution = Both...
 - 1) Needs to be removed from service, and
 - 2) Needs pastoral care
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