

# 7 WAYS TO PUT PEOPLE OVER PROCESS

*You have to care more about who your volunteers are becoming more than what they do on your team.*

Your goal should be to create a community, not use people to push a button.

*Here are 7 ideas for helping you think about making sure the people are coming before the process:*

## **1. Know their name and their story.**

Knowing their name and some of their story (their salvation story, their family, their job) will show them you care.

## **2. Encourage three times more than you critique.**

Be consistent in calling out the good things your volunteers are doing. Encourage both in one-on-one settings and in group settings.

## **3. Schedule 2-3 times a week where you intentionally spend one-on-one time with volunteers.**

Intentionally schedule time with your volunteers where you can talk to them about their life and walk with Christ.

## **4. Give them grace when they mess up.**

Don't be afraid of these decisions. Mistakes will happen - its live! But in every mess up, small or large, offer grace. Your team how you react. Be gracious.

## **5. Set them up for success.**

Set your team up for success by offering extensive training before Sunday and by communicating details about the flow of your worship service.

## **6. Try to not make the technical parts of a volunteer position personal.**

Try to critique using the name of the position and praise using a person's name.

## **7. Be a friend in their life celebrations and struggles.**

People will remember your presence more than anything. Share life with them, and they'll know you care.