



# Volunteer Management in the Church Today

# What's Inside...

## LEADERS, DOERS, AND SPECTATORS

### REFLECTIONS

By Bill Tenny-Brittian . . . . . 3

## THE ELUSIVE SEARCH: LOW-MAINTENANCE HIGH-IMPACT VOLUNTEER MINISTRY

By Andy Romstad . . . . . 6

## TRANSFORMING A LIFE NOT FILLING A SPOT

By Tom Cheyney. . . . . 12

## CHURCH TURNAROUND A TO Z

By Kyle Ermoian . . . . . 17

## MOVING FROM APPOINTMENT CHURCH TO ON-DEMAND CHURCH

By Paul Borden. . . . . 22

## CHURCH VOLUNTEERS:

### THE LIFEBLOOD OF A VITAL CONGREGATION

### THE PASTOR AS STEWARD

By Brad Stagg. . . . . 24

## CIVICS 101

### 101 THINGS YOU CAN DO TO HELP GROW YOUR CHURCH

By Bill Tenny-Brittian . . . . . 27

## CARING FOR OUR VOLUNTEERS

By Mary Frances . . . . . 31

## TWO WAYS TO KEEP VOLUNTEERS SERVING

By Christopher L. Scott . . . . . 34

## EMOTIONAL AND MENTAL HEALTH

### THE GREATER GOOD

By Rich Poirier . . . . . 37

## NOTHING BUT NET: A TOUCH OF HUMOR

Tim Oliphant, Cartoonist . . . . . 39

## VOLUNTEERS: THE LARGEST MIS-NAMED GROUP

### ADVANCE

By Paul Borden. . . . . 41

## I HATE THE "V" WORD

By Bill Easum . . . . . 43

## FACING THE TRUTH ABOUT POOR GIVING

Horizons Stewardship. . . . . 46

## VOLUNTEER MANAGEMENT

### PARTING SHOT

By Scott Musselman. . . . . 49



**Managing Editor:** Bill Tenny-Brittian

**Net Results, Inc.**  
308 West Blvd. N.  
Columbia, MO 65203  
Phone: 888-470-2456

**Email:** billtb@NetResults.org

**Home Page:** NetResults.org

**Please contact us for:**

1. Subscriptions, renewals, and email address changes:  
888-470-2456 -or-  
[subs@NetResults.org](mailto:subs@NetResults.org).
2. Permission to print a *Net Results* article (other than that already granted below):  
888-470-2456 -or-  
[billtb@NetResults.org](mailto:billtb@NetResults.org).
3. Advertising in *Net Results*:  
Contact Bill Tenny-Brittian  
[billtb@NetResults.org](mailto:billtb@NetResults.org).
4. Purchasing one of the Digital Theme Pax:  
[EffectiveChurch.net](http://EffectiveChurch.net).
5. Purchasing back issues of *Net Results*:  
888-470-2456 -or-  
[EffectiveChurch.net](http://EffectiveChurch.net).
6. Questions for *Net Results* staff:  
[billtb@NetResults.org](mailto:billtb@NetResults.org).
7. Writing an Article for *Net Results*:  
[billtb@NetResults.org](mailto:billtb@NetResults.org).

**Digital subscriptions (online) are \$29.95.**  
**Premium subscription (online) are \$59.95**

Copyright © 2021 by **Net Results, Inc.** All rights reserved.

*Net Results* ® (ISSN 0270-4900) is published digitally six times per year by The Effective Church Group.

Electronic queries and manuscripts are welcomed from both first-time and seasoned writers. Please see our writer's guidelines and upcoming issue themes at [NetResults.org/writers](http://NetResults.org/writers). Submit queries and/or manuscripts to [billtb@NetResults.org](mailto:billtb@NetResults.org).

**Unless otherwise noted, subscribers may print and photocopy *Net Results* articles to distribute in their local congregation.** Place the notice "Reprinted by permission from *Net Results*: [NetResults.org](http://NetResults.org)" on each article copy.

# Reflections

By Bill Tenny-Brittian

## LEADERS, DOERS, AND SPECTATORS

**I**T'S NOT POLITICALLY correct these days, but the old adage, "Too many chiefs and not enough indians" points to a larger problem in the church today.

Yes, there's a leadership vacuum in most churches today, but not for the reasons most people think. It's not that there aren't potential leaders there in the church, there are. But too often they don't get a chance to lead because the leadership positions are filled with the right people doing the wrong job.

Jim Collins made the bus metaphor the dominant image for the CEO, and in our case, for the pastor. The number one job of a leader is to get the right people in the right seats on the bus (*Good to Great*). The problem in many churches is that the wrong people are in the seats ... and they are convinced they own those seats.

In any organization there are at least three kinds of people.

There are the spectators who are perfectly willing to watch from the seats and be served – and they're supportive of it all.

There are doers. They're the backbone of every organization. They sacrifice their time and talents and skills to get the job done. Every church is built on the blood, sweat, and tears of these people.

There are leaders. They're the ones who see the big picture, who cast an inspiring vision that compels the doers, the hands and feet of Jesus, to get the job done.

All is well when the right people are in the right seats.

- Leaders Lead
- Doers Do
- Spectators Support

But problems come when good-hearted Doers and Spectators inadvisedly find themselves sitting on the nominating or HR teams ... because few Doers and Spectators understand that good leaders lead, they don't do.

Let me share two real-world examples.

Betty loved to cook. She was one of those rare talented people who could both bake a cake that rose to the heavens and whip up a gourmet meal with yesterday's leftovers. Betty was in the Church Women United organization and she was quick to volunteer for bereavement dinners and to cook for Wednesday evening fellowship suppers. Then the seventy-three year-old kitchen manager fell and broke her hip, so she resigned. Pretty much everyone turned to Betty and asked her to take over, and the nominating team made it official. She was flattered, but she was also pressured, so she said yes.



Bill Tenny-Brittian is the Managing Editor of *Net Results* magazine, the author of several books, and a congregational coach and consultant. He's the senior minister of the Raytown Christian Church (Disciples of Christ) in Kansas City, Missouri where he's putting into practice what he's taught and learned over the past thirty-eight years. His passion and mission is to be a resource for church transformation. Bill is available

as a speaker for almost any church training event. You can reach him at [billtb@NetResults.org](mailto:billtb@NetResults.org).

Bill Easum AND Bill Tenny-Brittian

FOREWORD BY Ed Stetzer

EFFECTIVE STAFFING  
FOR VITAL CHURCHES

The ESSENTIAL GUIDE  
to Finding + Keeping the Right People

# There's More to Staffing than Hiring and Firing

- Discover the Four Core Processes every effective church must staff.
- Uncover the secret to effectively staffing the small church by "hiring" unpaid staff.
- How to not make the #1 staffing mistake almost every church makes.
- Ask the right questions so you can hire the right people with confidence.
- Master the skill of coaching your staff ... including how to hold them accountable for results.
- Discern when it's time to hire the next staff member, and what position you need next.
- Explore the skills you need and the personal values that must change as you lead your church through each growth barrier.



"This book is a winner!"  
*Rick Warren, Saddleback Church*



"A tremendous help for church leaders."  
*Dave Ferguson, Seacoast Church*



"I wish I had this book when I started."  
*Darrin Patrick, The Journey Church*

**Available  
Almost  
Everywhere!**

Betty loved to cook, but she was not a leader. She could convince volunteers to help, but coordination wasn't one of her strengths, so she compensated by trying to do pretty much everything else. She went to Costco to buy the paper plates. She developed the menus for Wednesday night fellowships. She was the chief chef and bottle-washer on top of it all. To her credit, she kept it all going for years, but it cost her her joy. Over time, she became less patient with those who didn't do it "her way," and she became possessive of the kitchen – heaven help you if you didn't put the spatula in the far-left-drawer-but-one. She earned the reputation of being a strong worker with a short temper.

Betty was on the right bus ... but she was in the wrong seat. Doers do – and they do it well. But put a Doer in a leadership position, and they'll either fail completely or they'll own it completely. And in the end, the job will own them.

Hector was hired as the Youth Director. He replaced Gary who had left the position to attend seminary six months earlier. Gary was one of the "beloved" Youth Leaders. He was young, hip, spoke the language of the kids, and was the life of the youth group. Gary had been hired to be the youth's leader, but more important, he became their best adult friend. On the other hand, Hector was hired to grow the youth group. There had never been more than a dozen youth, even though the church had been in a growth spurt for five years.

When Hector stepped into the position, the adult youth sponsors thought they'd turn over the youth group to him. Instead, Hector met with the sponsors and asked them to continue leading. He began formally meeting with these leaders every month, but he also sought them out every week or so. Hector implemented some changes in the curriculum, in the schedule, and in the youth activities. Instead of focusing on pizza, Coke, and fun he worked with the leaders to introduce the youth to meaningful hands-on ministry in the community. He guided the leaders in shifting the weekly "Youth Bible Study" to a time of prayer, reflection, and accountability for personal discipleship practices. In just a few months, the group began to grow as the youth began inviting their friends to join them in making a difference in the community.

But there was rising tension by the church's spectators over Hector's position. Some of these vocal congregational members complained that Hector wasn't hanging out with the youth. He didn't lead the Youth Sunday School Class or the Wednesday Evening Youth Group. As far as they were concerned, Hector wasn't "leading" the youth.

Hector was a leader, not a doer and in too many churches, that's a problem. Congregations have become so used to hiring staff to "do" ministry, that they've lost sight of the biblical model for church leadership: church leaders equip the saints to do ministry (Ephesians 4:11–13) as modeled in Acts 6:1–4. Hector was leading the youth ministry and he was doing it well as evidenced by the growth, but he was challenging the church's understanding of leadership.

In the book *Effective Staffing for Vital Churches*, Bill Easum and I go into more detail about the role of effective church leaders and church staff in today's church. In the book we even write about how to transition willing and able doers who are in leadership positions into effective leaders, no small feat for churches today.

The bottom line is that it's time for churches to come to grips with the difference between doers and leaders. Every congregation needs lots of doers who give generously of their time, skills, and talents. It's these faithful members that get 'er done in church. In addition, every congregation needs effective leaders who have the skills to lead the church in a faithful, effective, and sustainable direction. And every church needs both. To paraphrase Jim Collins' metaphor, let's get the right people on the right bus and sitting in the right seats so that the bus can leave the station and take our churches to the Promised Land.

This issue of *Net Results* is dedicated to what Bill Easum and I have come to call "Unpaid Staff." These leaders and doers are the backbone of the church, as Brad Staggs points out later in this issue. But both Bill and I have come to seriously dislike the title "volunteer." You'll get a chance to learn why in Bill's article on page 43. This is a BIG issue, so there's no doubt you'll find some really great ideas to help grow your church.

**NET**  
**Results**

# THE ELUSIVE SEARCH: LOW-MAINTENANCE HIGH-IMPACT VOLUNTEER MINISTRY

By Andy Romstad



**T**ODAY, I HAD morning coffee with six old guys at church. They show up most mornings. They're not paid. They're not on staff. They're not on a schedule. They can get coffee anywhere. They can quit anytime. They don't. They come here.

Important question: How come?

Years ago, a part-time staff member had a scary diagnosis. We held his job. We kept paying him. We didn't hire a temporary replacement.

How come? We had plenty of retired guys. We told them, "If you cover his duties at church, then the church can pay him during this difficult time. Will you help?" They were eager. They showed up happy to assist. All highly skilled men with different specialties, there wasn't a problem they couldn't fix. (One had overseen the construction of multi-story hotels.)

Even after our custodian recovered, they never stopped showing up. We've gone through a few custodians since then. The group has grown. They laugh. They show up. They serve. The coffee is free. They're available.

Why?

## Motivation to Serve

That is the elusive question. Pastors and ministry leaders continually ask: What motivates people to serve?

Show me the button to press that makes someone want to serve. The answer is an enigma. We're all seeking the formula. No one seems to have it. Once we think we have it, it changes. What is the secret? I don't have it.

One of our staff axiom's is this: "Give away the ministry." The job of staff is not to do ministry but to lead people doing ministry. If you're doing ministry instead of giving away the ministry, you're not doing the job we're paying you to do.

The challenge: "But pastor, show me the people who will serve?! I can't find enough."



Andy Romstad has served as Sr. Pastor, Cambridge Lutheran Church, Cambridge, Minnesota since 2005. (Avg. weekly worship: 530.) He has also served as an ELCA Mission Developer and Associate Pastor in urban, suburban and exurban settings. In addition to an M.Div. from Luther Seminary ('94), he has a Masters in Organizational Management.

## Changing Context

I started pastoral ministry as an “intern pastor” in 1992 in Florida. Everyone was retired. Everyone served. Church was life’s hub. Eager volunteers were everywhere. I glimpsed the end of Christendom.

I moved to South Milwaukee in 1994. Big factories. Blue collar “doers.” Everybody works. It’s the culture. People actually completed our “Time & Talent” forms! It was “church.” Do your part! Don’t complain!

Soon, I was planting a church in a Chicago suburb with big beautiful new houses. I must know something, I thought, because they asked me to be a “mission developer.” (Little did I know.) Our suburb was 85 percent Catholic background, 71 percent unchurched with a smattering of every tradition. Our mission was to “reach the unchurched.”

But something was different. People commuted over an hour each way to work. They were young. They had kids. They were “soccer moms” and dads. They coached. Baseball. Dance. Weekend tournaments. Big house payments. New car payments. Stressful work settings. Neighbors they didn’t know.

Life was full, busy, intense, and expensive. But the search for meaning and community had not gone away. It was more important than ever. People came to church looking. Can you give me what I lack? Show me the way.

The mission developer axiom for integrating people was simple: “Give ‘em a job. Give ‘em a group.” That’s the glue. But for some reason, getting up early on Sundays to haul speakers and setup chairs wasn’t the hoped-for experience of meaning and community. Ushering and greeting was, well ... okay.

And if I’m giving, show me how I’m changing the world. Help me handle my stress, raise my kids, make life-long friends and reduce world poverty. That is what I want.

So, these suburban professionals and I created our strategic plan. We devised systems to solve serving issues: matrixes, schedules, groups, callers. Problem solving is what they did all day. But ...

Ultimately, it came down to this: “I really only want to do what truly gives me life. I have no room for anything else. That is where I’ll serve.”

There were some amazing examples: Our unpaid sound tech drove his Geo Metro an hour each way early on Sun-

day mornings. He bought new equipment for the church as needed. For years, a musician took two trains from downtown Chicago plus a car ride to lead worship. Stellar commitment. Somewhere, somehow, they were finding life. But the struggle to fill basic serving roles was still elusive and high maintenance. You want me in a group? Do you know how late I work?

How do you crack the code of “too busy, too broke, too tired”?

Five years later, having served retirees, urban America and suburban America, I moved to exurban America into the thirteenth fastest growing county in the nation (by percentage), Isanti County, Minnesota. The same challenges awaited. (The more things change, the more they stay the same.)

Thankfully, we had a system. On paper. With phone callers. With letters sent via snail mail. Everyone was assigned their “month” to serve. But as our “builder” generation faded, so did the *yes’s* which left new leaders scrambling and frustrated.

What are the available solutions to the never-ending struggle? There must be experts.

## Forty Years of Expert Help

As Christendom continued to fade, mainline ministry leaders were forced to find biblical solutions to **1950s** program-era problems. “The latest” new approaches to effective volunteer ministry continuously evolved in response to our “failing” systems. Every decade a “new” solution emerged.

The solutions on my shelf from the **1970s** name a shared dilemma. The first sentence of *Training and Equipping the Saints*, by Donald Abdon (1977), begins, “Nothing seems to be working.” (Ever heard that before?) *The Parish Planning Resource* by Lou Accola, John Dewy and Jon Joyce (1978, Augsburg) has steps, grids, transparencies and a cassette tape. It begins “Congregational leaders ... have become increasingly concerned.” (Some things never change.)

My father’s handwritten notes on those pages describe problems not unlike mine today. But as I page through the program, a feeling of dread comes over me. I sense the countless committee meetings, “commissions,” and conversations necessary to accomplish it.

Moving into the **1980s**, *How to Mobilize Church Volunteers*, by Marlene Wilson (1983, Augsburg) moves the conversation toward better management methods to address volunteer “burn-out,” “pew-sitters,” and church leaders who find it “too hard to ask for help.” But the comprehensive planning and management, plus hours and necessary skill set, feel unrealistic for the average church.

In the **1990s**, the move from top-down management to bottom-up grass roots ministry gained steam. Decentralization was a global trend, an economic trend and it emerged strong in the church. “Spiritual gifts inventories” became all the rage. “Concerning spiritual gifts, friends, do not be ignorant ...” 1 Corinthians 12:1.

Serving became more about you and less about the church. “Discovering How God Wired You Up” was the well-worn sermon series title. “We are served by our serving,” I still say. “We serve out of our giftedness, not guilt-edness.”

The pendulum was swinging back toward Martin Luther’s priesthood of all believers. Let’s unleash our people for ministry in the world. *All God’s People Are Ministers*, by Patricia Page (1993, Augsburg) was part of the conversation moving away from our need for volunteers towards the need of all God’s people to serve God’s world.

You can serve God wherever you are in whatever you’re doing using whatever gifts God has given you. “Your vocation is not your job,” St. Olaf’s Howard Hong taught. “Your vocation is serving Christ. All the rest is details!”

Authentic ministry is the free expression of your God-given giftedness used in service to the world, wherever you find yourself, not unlike Adam Smith’s concept of the invisible hand of the marketplace.

As is so often the case, the evangelicals were ahead of the Lutherans in implementing Luther’s theology. Two leading expressions of this movement were Network and S.H.A.P.E. Willow Creek’s Network Ministry was six sessions to “motivate church members to discover their personal gifts, style, and ministry so they can give back to



## Take Your Small Group From Participants To Leaders In Only Eight Weeks

*The Apprentice Workbook* is an eight week tool you can use to train small group participants in small group leadership. From being an excellent host to leading prayer, Bible study, handling offerings (if taken during the small group), and even basic pastoral care of the membership. In addition, during each week the apprentices are introduced and experience a new spiritual disciplines, so that they grow as quickly spiritually as they do in leadership.

### Topics Include:

- Your Prayer Place
- Hospitality: Set Up and Serving
- Developing a Worship-Filled Life
- Small Group Worship
- Accountability
- Solitude and Retreats
- Inviting the Neighborhood
- Following-Up with Guests
- Mentoring
- ... and much more!

A book by Managing Editor  
Bill Tenny-Brittian



God what God has given them.” Saddleback’s S.H.A.P.E. is a four-hour “Class 301” to help people discover their (S)piritual Gifts, (H)eart, (A)bilities, (P)ersonality and (E)xperiences to help direct them into ministry that fits their individual shape. You were shaped for serving God. We include people in serving because of their need to be included, not our need for more people to do church jobs.

These were (and are) plug and play. Help people discover their gifts. Connect them into ministry. But as time went on, as helpful as such classes were, the mantra became “don’t wait for them to take a class”! Just get people involved. Strike while the iron is hot! Meanwhile, churches learned pretty quickly that one approach doesn’t match another church’s culture or theology.

In the **2000s**, volunteer ministry went digital. Digital ministry training was offered by The Rocket Company and Church Fuel, influenced by Northpoint Ministries. By the **2010s**, larger ministries had increasingly integrated their volunteer structure with their membership database using Fellowship One, Church Community Builder or more recently, Breeze. This has allowed the automation of serving invitations, reminders, etc. Our current Serving Ministry Director works five to eight hours a week, maximum, using these tools.

Using the Breeze database, we have implemented a paperless sign-up and reminder system for our in-house serving systems. Are there still aspects of the old system I like better? Yes. But I don’t live in that world anymore.

Most recently, a “Leadership Pipeline” is the cutting edge ministry, a concept originating with GE in the 1970s. It is defined as a “systematic, visible system of identifying candidates for succession, combined with the processes for their development.” (Forbes) Ministry Grid, Leadnet, Auxano and the Aubrey Malphur Group all do ministry training in the Leadership Pipeline.

## The Crucial Variable: Culture

In 2019, I was standing in one of our sound booths during worship. Four volunteers were serving. As they controlled the sound, lights, projection, and cameras, something occurred to me: All four were Catholic. Four Catholics were controlling all the equipment for a Lutheran worship service. Some weren’t even members. (More folks from a Catholic background have joined our

tech team since.) Not only did they serve, they all gave financially. Meanwhile, we had a roomful of Lutherans aware of our volunteer shortage not serving.

What did the Catholics do right? That didn’t happen by accident. (I asked one of the people serving. “Guilt,” he answered.)

There is something that happens in some churches, often small churches, where the culture becomes “everyone serves.” If you’re part of the tribe – see Seth Godin’s *Tribes: We Need You to Lead Us* – the unwritten code of the tribe becomes “this is who we are and what we do.” So, if you want to be part of us, then ... serve. Group members teach one another by example. That is how culture spreads.

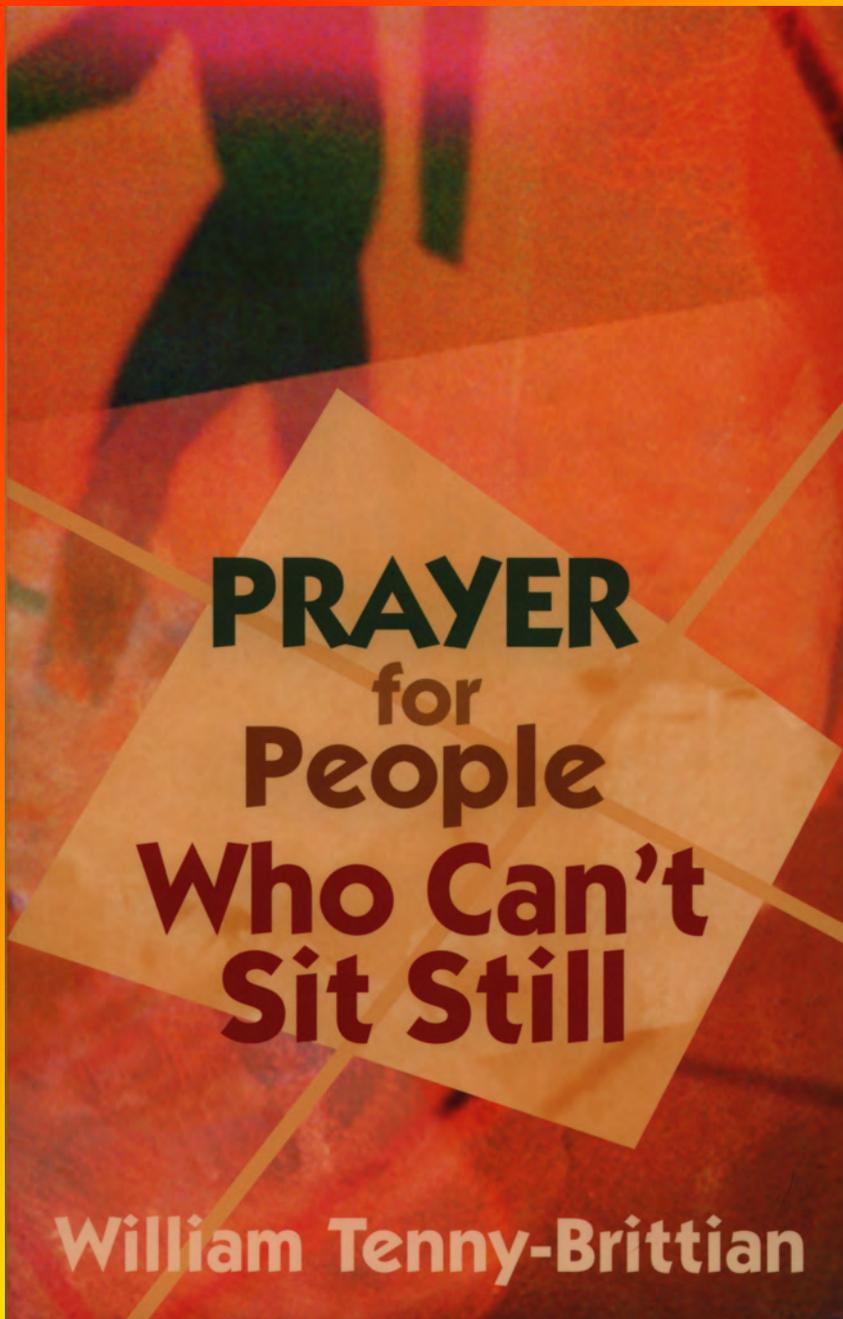
Anecdotally, it has been said it doesn’t matter what you say at your new member class. New people pick up the cultural code at your church (about things like giving, attending, serving, etc.) and then adopt it. After two years, it’s hard to change them. (We should still try.) People retain the culture under which they became part of the group. Good luck to you pastoral change agents trying to push or pull the elephant, (a reference to *Switch: How to Change When Change is Hard*, by Chip and Dan Heath).

In serving, the conversation has moved past systems (“how do we recruit”) and excuses (“people are so busy”) to the challenge of “shaping culture.” How do we create a culture of serving as the norm for Christian behavior in our church?

## Broad Overview: Culture Shaping Steps

Creating culture is a complex, time-consuming “no guarantees” process of change.

Changing culture begins with a change in you. Change begins at the top. In *Effective Staffing for Vital Churches*, Bill Easum names the characteristics of leaders shaping healthy cultures: Long-range vision-casters who preach for transformation and growth, hand off ministry to paid and unpaid leaders, embrace accountability, hold leaders accountable, and are unafraid to fire both paid and unpaid leaders. (p. 103) We start there by speaking and modeling the new culture.



## The Prayer Book for ADHD Children and Adults

If you or someone you know finds it difficult to sit still during prayer, this book might not be a lifesaver, but it might be a spiritual sanity saver.

*"Whether ADHD or not, Tenny-Brittian effectively persuades readers that kinesthetic prayer is a new way to experience communion with God."*

–Publishers Weekly

**From \$9.99 at Amazon.com**

The Rocket Company names five characteristics of a healthy volunteer culture in their article, “The ABC’s of Finding Volunteers”:

**A – Attract** people through a written plan for how you will include people in ministry.

**B – Build** up the confidence level of new volunteers through communication and training.

**C – Connect** new volunteers relationally with other volunteers who mentor them.

**D – Develop** existing volunteers for their next role through “CARE” [Communication, Appreciation, Recognition, and Encouragement].

**E – Evaluate** your system through measurable results.

*Connect: How to Double Your Number of Volunteers*, by Nelson Searcy, a pastor out of the Saddleback ministry family tree, provides a broad overview for creating a culture that attracts, keeps and grows volunteers: Mindset, opportunity, ladder, reproduction, and celebration.

Question: Why is it there are some churches who create cultures where the worship value of “serve one, attend one” is practiced despite our “too busy” world. Mean-

while, other churches struggle with people who do neither.

Somewhere along the way, the leader named the values. The staff led by example. People set the norm for being in the group. Years ago, I asked someone why they were serving. “How could I say no to Darlene?” she said. “She does so much.” Darlene, a staff member, was establishing a cultural norm. Who is doing that in your setting?

## The Ultimate Reason

The reason the old guy’s still gather for coffee every morning is because my former colleague, Dennis Tollefson, challenged them to organize their lives and skills to make a meaningful difference in someone’s life. He raised the bar. They met the challenge. They never stopped. Along the way, they created a little community so contagious that, paraphrasing Acts 2, they gather daily with glad and generous hearts.

That is how God wired us up: To know and be known in community. To make a meaningful difference. If you give people that, plus some coffee, you’ll have no problems – well, fewer problems – finding volunteers to serve.

**NET**  
**Results**



### Coming Up ...

May 20 ... Role of the Lead Pastor

May 27 ... Building Connections On & Off Line

Jun 03 ... Meetings Matter

Jun 10 ... Make the Most of Networking

Jun 17 ... Dealing with Church Debt

*Lively conversations on life, church, and church life.*

Thursdays at 10:00 AM Central

**ChurchTalk.TV**





# TRANSFORMING A LIFE NOT FILLING A SPOT

By Tom Cheyney

**I**N THE SIXTH chapter of the Book of Acts we see the early church in action. In the Message: The Bible in Contemporary Language we read:

*During this time, as the disciples were increasing in numbers by leaps and bounds, hard feelings developed among the Greek-speaking believers – “Hellenists” – toward the Hebrew-speaking believers because their widows were being discriminated against in the daily food lines. So, the Twelve called a meeting of the disciples. They said, “It wouldn’t be right for us to abandon our responsibilities for preaching and teaching the Word of God to help with the care of the poor. So, friends, choose seven men from among you whom everyone trusts, men full of the Holy Spirit and good sense, and we’ll assign them this task. Meanwhile, we’ll stick to our assigned tasks of prayer and speaking God’s Word.” The congregation thought this was a great idea. They went ahead and chose – Stephen, a man full of faith and the Holy Spirit, Philip, Procorus, Nicanor, Timon, Parmenas, Nicolas, a convert from Antioch. Then they presented them to the apostles. Praying, the apostles laid on hands and commissioned them for their task. The Word of God prospered. The number of disciples in Jerusalem increased dramatically. Not least, a great many priests submitted themselves to the faith.<sup>1</sup>*

<sup>1</sup> Eugene H. Peterson, *The Message: The Bible in Contemporary Language* (Colorado Springs, CO: NavPress, 2005), Ac 6:1–7.

There was so much going on and those who were called to lead the church were unable to keep up with all the need of the membership. You know the story, I am sure. The church leaders gathered together the disciples and sought to bring some clarity to the issue of those who had needs that weren’t being met. We see in the passage, the pressures of a growing church and its ministry priorities required careful selection of others to help with the work of ministry. Those which were the spiritual leaders began to refocus their attention to the work of ministry. The laity were then empowered by these leaders to meet the needs within the congregation. The disciples of the church served and the leaders led and everyone was in agreement about the new plan. As these volunteers stepped up to serve the church, it continued to grow and expand. Those who volunteered were happy in the work of service while



Tom is the founder and directional leader of the RENOvATE National Church Revitalization Conference and leader of the RENOvATE Church Revitalization Virtual Coaching Network where he mentors pastors, churches, and denominational leaders in Church Revitalization and Renewal all across North America. He serves as the National Host of the weekly Church Revitalization and Renewal Podcast. Dr. Cheyney has written over 5,000 print, audio resources, guides, or books for church revitalizers, pastors, church planters, and lay leaders. Tom is a nationally recognized conference speaker and a frequent writer on church revitalization, church planting, new church health, and leadership development.

the spiritual leaders were happy in their call to ministry and prayer.

## Equip Members and Stop Filling Spots

Volunteerism is not as simple as asking someone, "Do you want to be an usher?" when you want to transform a life more than you want to fill a slot. Many churches are consumed with filling slots rather than equipping the membership for meaningful service. Remember that volunteering for ministry is God's design, not ours. Volunteering for ministry is an opportunity to serve, not a problem to avoid in the church. Volunteering enhances an individual church member's growth. It is something that pleases the Lord and brings us as his children pleasure. In fact, when we serve, this act of service unleashes the power of the Holy Spirit in our lives and increases the church's potential and reach. Care should be taken when enlisting volunteers that it does not become an emphasis on filling blanks on a page and an entry in a ledger.

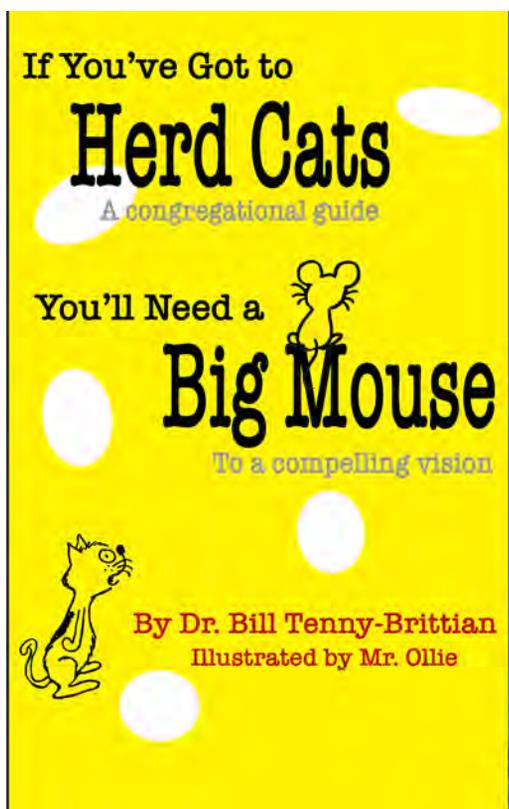
## What Keeps Members from Serving

Granted there are many a declining church filled with members who refuse to be involved yet complain about diminishing attendance. There's within these churches a degree of selfishness, laziness, and indifference which permeates the rapidly declining church. But for the rest of

the churches, why is it that more people don't serve? One of the most common reasons that many don't volunteer to serve is because no one has asked them to consider the opportunities which are open. I've heard so many times church members say that they weren't aware of the need until someone actually came to them and asked for them to pray about filling a need in the ministry of the church. In one church I worked with, there were individuals who should have stepped up and become part of the church's expanding music ministry. They had sat back because there was a team in place and it wasn't until the church needed to add an additional worship services that they were finally willing to step forward. There was a sense of being intimidated by the current workers and their talents. Even then, someone had to go to them and ask them to begin serving the Lord through music. I'd venture to say in some churches there are those who don't serve because they're burned out from prior times of service when a church just kept dumping on them more and more rather than enlisting others.

Many of those sitting in the service week after week are unaware of options available or they feel untrained, ill-equipped, inexperienced, and ungifted.

There are others who fall into another realm as they're not willing to own the cause and to be all in for the ministries of the church. They could have a fear of the actual responsibility required to volunteer for service. Some have



Without a big ol' vision  
Revitalization will never  
become reality

If You've Got to Herd Cats is the story of Pastor Kent Clark who desperately wants to lead his church into an effective, successful, and sustainable future. Travel with Kent and you'll discover how to develop a vision so robust, so compelling, that your congregational "cats" will surrender their own good ideas in order to chase one audacious Big Mouse Vision.

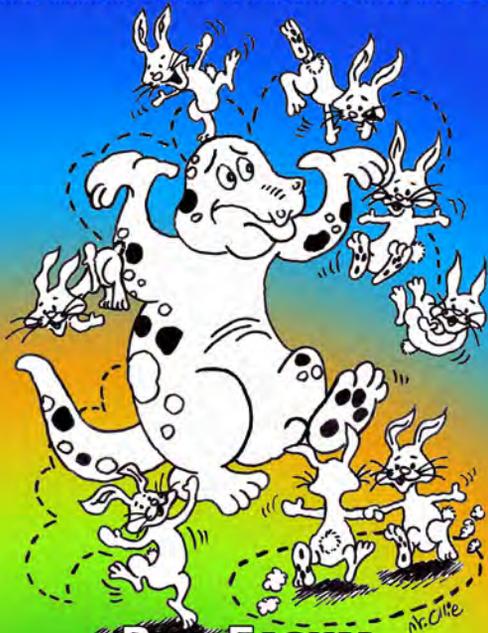


Available at [Amazon.com](https://www.amazon.com)



# DINOSAURS TO RABBITS

TURNING MAINLINE DECLINE TO A MULTIPLICATION MOVEMENT



**BILL EASUM**  
**BILL TENNY-BRITTIAN**

Many observers have talked about mainline decline, but few have offered any real thoughts on how to reverse it, that is, until now. In *Dinosaurs to Rabbits*, Easum and Tenny-Brittian offer insightful perspectives on this important issue. Building on their experience as successful pastors in North America's mainline denominations, they add years of fruitful ministry as church consultants to provide a **radical and doable approach for turnaround** among America's mainline churches. Believe me, it's worth your time to read it. Even more, it's worth your time to put their ideas into action.

Gary L. McIntosh, D.Min., Ph.D.  
Professor, Writer, and Speaker  
Talbot School of Theology, La Mirada, CA

Many of the mainline churches in North America were once multiplication movements. With years of wisdom and practical experience, Easum and Tenny-Brittian are **prophetic voices** calling mainline churches back to the foundation of church multiplication. If you want to unleash a disciple making movement within your denominational context, I highly recommend this book!

[Available at Amazon.com](https://www.amazon.com)

## Dinosaurs Weren't Designed to Multiply Rabbits Were

Dinosaurs are Extinct  
Rabbits are Everywhere

*Don't Be a Dinosaur ...*

### What People Are Saying About *Dinosaurs to Rabbits*

Having first met Jesus in a mainline "dinosaur church," I am thankful for their faithfulness. Having also spent my life multiplying autonomous congregations, I believe the **future hope of mainline churches** is found in the pages of this book. If you are interested, you can multiply "rabbits" by following the trails outlined by Easum and Tenny-Brittian. Our culture awaits you.

Ralph Moore  
Founder  
Hope Chapel Churches

I do a lot of work with leaders of mainline denominations. A lot of it is grief therapy. It doesn't have to be this way. In *Dinosaurs to Rabbits*, the authors give practical, grounded, proven suggestions for church leaders who want to shift their church culture from church-as-institution to church-as-movement. **This book nails it** – from diagnosis to prescription. Nothing less than creating Jesus-followers who view and lead their lives as a mission trip will give mainlines a shot to move beyond paleontology.

Reggie McNeal  
Speaker, Consultant and Best-Selling Author

Dr. Winfield Bevins  
Director of Church Planting  
Asbury Seminary

never been taught about the biblical paradigm for ministry and think only the pastor and staff should do the work. I'd also include in this group those who have occupations that consume them or have personal agendas such as hobbies that are more important than service to the Lord and his church.

Did you know that there are usually more volunteers than actual employees in a not-for-profit organization? The Red Cross has over one million volunteers annually. Special Olympics utilizes over half of a million volunteers annually. Local community Fire Companies in the United States alone have 74 percent of their firefighters who are volunteers.

## What Volunteers Need Most If They Serve

Those who serve the Lord through the local church need to be first respected for the sacrifice they're making to come alongside of the church and its ministries. Initially, they need to be discovered, developed, and deployed. The discovery part begins with lay leaders looking across the church for possible individuals who might be willing to minister because of their unique giftedness in an area you're leading. Interviewing these potential servants would be next so that you can see if there's a match for a particular ministry. If they need to be developed, then you must consider what steps need to be taken to equip these candidates before they're deployed. When recruiting these ministers, you will want to discern if this ministry will a passion for them and a meaningful usage of their time in the church. If you will take the time to train well and supervise well in the initial six months of service, usually they will grow in their love for the work to which they have committed.

Volunteers also need to become involved in the planning and evaluating stages of the work. That is all part of the buy-in. Their opinions matter in the work of ministry. Begin as a leader in a ministry area to more fully understand the uniqueness of those who volunteer on your team. You must value their contribution, but first you must value them as individuals.

Lastly, your team members need to be recognized in ways that are valuable to who they're. For some that might mean a weekend off to just get away from it all. For others it might mean a coffee card with a nice note thanking them for their contribution. But in the end, here is what

we all need to realize: the volunteers within a church are not helping the pastors and staff do their ministries – rather we are helping our church people do their ministries.

## Steps for Recruiting Volunteers

The best reminder for all of us is to begin by praying. Jesus before naming any of his disciples spent an entire night praying before he began to call out his disciples.<sup>2</sup> As you begin seeking the Lord for his volunteers, ask for guidance in being led to the right individuals to serve in the right positions at the right time. Often church staff members have their eyes open, looking and praying for potential volunteers; so take the time to meet with and ask staff members what they're seeing in the realm of volunteers. Deacons or elders are another good place to go for ideas. Our Lord Jesus saw Peter's potential when others might not have been so sure. Jesus could always see potential in a person. Keep your search spiritual rather than going secular. What the world chooses is usually not what the Lord chooses. Spiritual qualities are the best barometer. Many of God's people are diamonds in the rough, waiting to be polished and trained to do his work. Pray for volunteers who can see and know God's wills, obey his commandments, and follow his leadership. Pray that God will lead you to those he has called out and chosen.

Start by developing a relationship with a potential ministry volunteer. That was the way Jesus did it. Find ways to get to know them. Take them out to eat. You will begin to learn more about their spiritual walk, and they will learn more about you. Once you feel comfortable in talking to them about your vision for your ministry, get with them in a one-to-one setting. Share your vision and passion for the ministry you're leading and why you believe they would be a great addition to the ministry team. Emphasize the importance of the working together and how this emphasis fits into the ministry's organization. Ask them to take some time to pray about the opportunity and then plan on getting back together in about a week to determine if you both should move forward.

It can be helpful to create opportunities for potential volunteers to discover their spiritual gifts. We as ministry leaders tend to get so caught up in what we are learning and doing, even when we know it's of God, that prayer takes a secondary role. Continue to rely on prayer first, foremost, and forever.

---

2 cf. Luke 6:12-16

## Wrapping It Up!

Remember that a serving heart is part of our redeemed nature. God's people will rise above their weaknesses and tap into a potential greater than their own when they're believed in and treated with dignity and respect. People will step out in faith in order to live above their fears when challenged with something meaningful. People will humble themselves and give themselves away when they see the power of Christ resident in you as you model a humble servant's spirit. General Norman Schwarzkopf, commander of the Allied forces in the Gulf War under President Bush was asked, "What's the greatest lesson you've learned out of all this?" He replied:

*I think that there's one really fundamental military truth. And that's that you can add up the correlation of forces, you can look at the number of tanks, you can look at the number of airplanes, you can look at all these factors of military might and put them together. But unless the soldier on the ground, or the airman in*

*the air, has the will to win, has the strength of character to go into battle, believes that his cause is just, and has the support of his country, all the rest of that stuff is irrelevant.*

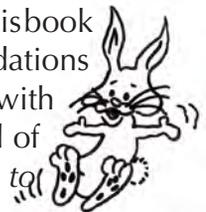
Without each person's conviction that the cause is worth the price, the battle will never be won, and the group won't succeed. There must be commitment. Ministry leaders are seeking to transform lives not just fill a position.

**NET** Results



## Don't Let the Mainline Church Go the Way of the Dinosaur!

"Provocative, challenging, and deeply insightful; this book is saturated with concrete practical recommendations that can readily be put into a practice by a pastor with a heart for the Great Commission. If you're tired of leading a slowly dying church then *Dinosaurs to Rabbits* is for you!"



– Bishop Mike Lowry  
Central Texas Conference  
United Methodist Church

"Whether your church is mega, mini or multi, denom or nondenom, mainline, oldline, sideline, or offline, you need this book to keep from flatlining."

– Professor Leonard Sweet  
Author of 60+ books



**Available at [Amazon.com](https://www.amazon.com) or [EffectiveChurch.net](https://www.EffectiveChurch.net)**



# CHURCH TURNAROUND A TO Z

**T & U:**

**By Kyle Ermoian**

**T**HE FOLLOWING IS an excerpt from my new book, *Church Turnaround A to Z*. The release date for the book is sometime in June 2021 ... just around the corner. These two chapter speak volumes to this issue's theme on volunteers.

## **T** **Turn Your Members Into Ministers** **– and Remember Every Member is a Minister**

My proudest accomplishment in ministry has always been developing leaders from within our congregation. At the time I retired as Senior Pastor from my last church, sixteen of the seventeen full or part-time staff members had all stepped into our facilities initially as a first-time guest. They all caught the vision that God had put in my heart and mind in 1996 and began serving in volunteer capacities in the church. Many of them went on and graduated from our mini seminary, Celebration Community Church Leadership Academy. C3LA was a nine-month-long church leadership curriculum which balanced reading and writing assignments about all five purposes our church was built upon. These students also participated

in hands-on training in ministry areas like children, youth, senior adult, and small group facilitation. One student organized a softball team as his end-of-semester project. He continues to lead this fellowship and outreach program which has expanded over the years to include as many as sixty C3 men each season on four different teams.

The ministry development that took place over those twenty-one years has reaped a harvest of great fruit. Over two dozen men and women have gone on to pastor or serve on other church staffs as well as missions' organizations throughout the country. How did these young men and women begin the process of becoming ministers and missionaries of the gospel of Jesus Christ? At one point in time or another they all raised their hands when I asked the question, "How many ministers do we have with us today?" That kind of question gets asked from the plat-



Kyle loves the local church and has committed over one half of his lifetime into breathing new life into congregations that are struggling in addition to planting and coaching new ones that are thriving. Kyle has poured his creative ideas, practical experiences and encouraging words to transform the lives and ministries of dozens of men and women he has mentored who are now in turn impacting churches, ministries and missions across the country and throughout the world.

form from time to time when the pastor knows that a visiting denominational representative is present who most always enjoy being singled out and acknowledged. Instead, I would ask that question in worship services with the expectation that every hand would be raised. I would continue to ask, “How many ministers do we have with us today?” until I everyone sitting in the congregation, at my prompting would raise their hand. It always took some of the people in the crowd by surprise because they, like most people, had incorrectly assumed that in a church setting, the pastor was the minister and those in attendance were not ministers, they were “just lay people.” For over thirty years I have been encouraging men and women to first acknowledge and then take ownership of the biblical principle that if you are called to be a Christian, then you have also been called to be a minister.

I often say that every member is a minister. Not every member is a pastor, but every member is uniquely shaped by God to serve and to use our gifts and passions in and through the Body of Christ. Pastors have a unique responsibility as noted in Ephesians 4:11–12

*It was he who gave some to be apostles, some to be prophets, some to be evangelists, and some to be pastors and teachers, to prepare God’s people for works of service, so that the body of Christ may be built up.*

The pastor’s responsibility is to prepare God’s people for works of service (ministry) and each member is to accept their responsibility as a part of that body.

The Apostle Paul also addresses the church at Rome by saying: “For just as we have many members in one body and all the members do not have the same function, so we, who are many, are one body in Christ, and individually members one of another.” Romans 12:4–5

As pastors, our responsibility is very much like the coach of a team. Growing up I have some fond memories of being on teams. How about you? Maybe it was a sport’s team or a debate team or choir or cheerleading team or some craft team, chess club, maybe you had a team in the army or the navy. I know many veterans who say the best years of their lives revolved around a group of guys who they served with. Some of my best memories in life revolve around teaming up with others to accomplish a purposeful task. The success of whatever you do in ministry depends largely on developing strong ministry teams who have a deep sense of commitment to the cause of Christ and to one another. Real successful teamwork is

built on three factors: a compelling purpose, crystal clear communication, and a code of commonly held values.

As a pastor you were never meant to minister to your church on your own. You were meant to be the coach of a team made up of different people with different gifts and talents and together you can learn to grow in your faith, encourage one another, serve those in need and share his good news with others. That is God’s team of ministers. That is the church!

## U

### Unleash Your Members for Ministry

“For we are God’s workmanship, created in Christ Jesus to do good works, which God prepared in advance for us to do.” Ephesians 2:10

The Apostle Paul writes that we are God’s masterpiece (work of art, workmanship). Our salvation is something only God can do. It is his powerful, creative work in us. We become Christians through grace, God’s unmerited favor, not as the result of any effort, ability, intelligent choice, or act of service on our part. However, out of gratitude for this free gift, we seek to help and serve others with kindness, love, and gentleness, and not merely to please ourselves. While no action or work we do can help us obtain salvation, God’s intention is that our salvation will result in acts of service. This is why I can say that every believer is created by God to be a minister of his love and to serve his church and beyond in ministry.

Paul goes on to say to the church at Corinth:

*Now the body is not made up of one part but of many. If the foot should say, “Because I am not a hand, I do not belong to the body,” it would not for that reason cease to be part of the body. And if the ear should say, “Because I am not an eye, I do not belong to the body,” it would not for that reason cease to be part of the body. If the whole body were an eye, where would the sense of hearing be? If the whole body were an ear, where would the sense of smell be? But in fact God has arranged the parts in the body, every one of them, just as he wanted them to be. If they were all one part, where would the body be? As it is, there are many parts, but one body. The eye cannot say to the hand, “I don’t need you!” And the head cannot say to the feet, “I don’t need you!”*

1 Corinthians 12:14–21

In the church, every ministry is important, just like everybody part is important. Every minister has a distinct ministry they are best suited to engage in.

Now in most mainline churches, a nominating committee chooses people from the congregation and asks them to serve on other committees to see that the ministry of the church gets done. In the process all that is getting done is that slots in an organizational chart are being filled. The reality is that the church is not an organization but rather an organism, a body, that functions well when each part of the body does what it is created to do.

At Celebration, new members attended a series of classes on the expectations of membership. In the third class we talk about how God has uniquely shaped them for ministry.

The Bible says that each believer is made up of a combination of five different factors. (I'm indebted to Rick Warren for his SHAPE acronym.)

### **S – Spiritual Gifts**

The Bible says, "Each man has his own gift from God; one has this gift, another has that" 1 Corinthians 7:7. There are at least twenty of these spiritual gifts listed in the Bible. Every believer has at least one and your gift is to be used to serve and benefit others. Every time you do something, and you do it well, you do it and you enjoy doing it, you are revealing your giftedness. God says every believer has a spiritual gift.

### **H – Heart**

Your heart is what drives you, what motivates you. What floats your boat. All of us have different motivations, different drives, different interests. Would you agree there are some things you care about very deeply and there are other things you could not care less about? That is revealing your heart. We have different hearts. The Bible says, "God has put it into their hearts to accomplish his purpose" Rev. 17:17. The Bible also says, "For it is God who works in you, inspiring both the will and the deed, for his own chosen purpose!" Philippians 2:13. God puts desires in your heart. The way you discover what your heart is, your basic motivation in life, is ask yourself: What do I love to do? What do I really love to do? What is it I think about when my mind can think about anything? What do I really dream about? What does my mind automatically turn to?

You cannot not get away from a basic interest that God has implanted in your life. You are unique in that. He has given you gifts, and he has given you a heart, inborn interests. He says those are for a chosen purpose. It is not by accident that you have certain interests and other people have other interests. God wants different kinds of motivations in life to accomplish different things.

### **A – Abilities**

1 Corinthians 12:6 "There are different abilities to perform service." A lot of people think they do not have any abilities, but we all do. God says that this is part of how he shapes us. Some of you are truly tech savvy. Others are not. Some of you have a natural ability with mechanical things. Others like myself do not know which way to turn a screwdriver. Lefty loosey? Righty tighty? Some are good with numbers. Some are good with words. Some are good at administration. Some at music. We all have different abilities. We all have different abilities. Those abilities are not by accident. God gave them to you for a purpose.

"I (God) have given him skill, ability, and knowledge in all kinds of crafts" Exodus 31:3.

God has given you spiritual gifts, he's given you a heart (basic motivations in life), he's also given you abilities (natural talents and skills).

### **P – Personality**

Some of you have personality with a capital P. Personality refers to three things: The way you act; The way you feel; And the way you think. The root of your personality is the way you think because the way you think determines the way you feel and the way you feel usually determines the way you act. Even the Bible says the root of your personality is your thought life. Proverbs 4:23 "Your life is shaped by your thoughts."

Years ago, there used to be a debate over "Is personality something you're born with or is it something that's acquired through the environment?" If you ever took Developmental Psych in college the debate was over the issue, Nature or Nurture. Which is it? Over the years, study after study shows that the moment a child is born, they already have a set pattern of some personality characteristics long before any environment affects them from the outside world.

In the class we taught to help people find a ministry that best aligns with their personality, I would present a mod-

ified Myers/Briggs Type Indicator. MBTI measures whether an individual is extroverted or introverted, whether they have a sensing preference or an intuitive preference when it comes to processing information, whether they prefer to make decisions by thinking or feeling and whether they have a judging or perceiving preference about how they do things. God has given us all unique personalities and some personalities are better suited to certain ministries. God wants to use your personality for a purpose.

## E – Experiences

God plans experiences in your life to help shape you. Romans 8:28 “And we know that all that happens to us is working for our good if we love God and are fitting into his plans.” God is both organized and purposeful in planning the personal experiences he prepares for us. He uniquely allows things in your life. He does not cause them all, but he sees them, and he allows even the bad to bring good out of your life and to be able to help others who may be going through what you did. He wants to work through your experiences.

For example, in my early days of ministry, I did not do very much pre-marital counseling. After I went through the experience of divorce, I became intent on helping pre-marriage couples do whatever they could to avoid the pain that I had experienced. God used my painful experience to minister to others.

After members discovered what their SHAPE for ministry was, we would direct them to ministries within the church that fit their SHAPE or encourage them to start a new ministry that appealed to their heart.

## Some Do’s and Don’ts in Starting New Ministries

***Don’t start a ministry without a minister.*** Many churches see that a need exists but without a person to lead that ministry it is destined to fail. I always like to remember John Maxwell’s words, “Everything rises and falls on leadership”

***Don’t over train.*** If someone has a burning desire to serve, don’t bog them down with excessive pre-ministry training. Help prepare them with the basics they need to know and then cut them loose. On-the-job training is most always the best.

***Don’t micromanage.*** Trust that God has gifted the person to do the ministry they feel called to do.

***Don’t let fear,*** pride, or your own control issues keep people in your congregation from fulfilling their purposes by developing their own ministries.

***Do encourage them*** to experiment and take chances while staying true to the church’s overall vision.

***Do give permission*** for people to fail and change ministries.

***Do support them*** with resources, not necessarily budget.

Your congregation will become healthier and stronger when you train up and unleash your ministers (and remember, every member is a minister) to do the ministry of the church.

**NET**  
**Results**





# Jumpstart your journey in ministry!

## The Ministry Training Program at Phillips Seminary

Are you looking to learn the foundations of ministry? Consider a Certificate in Pastoral Ministry from the Ministry Training Program at Phillips Theological Seminary. The program consists of 22 asynchronous courses available online. Each course lasts no more than eight weeks, and students can take more than one course at the same time. Each course is taught by instructors with theological graduate degrees and congregational ministry experience.



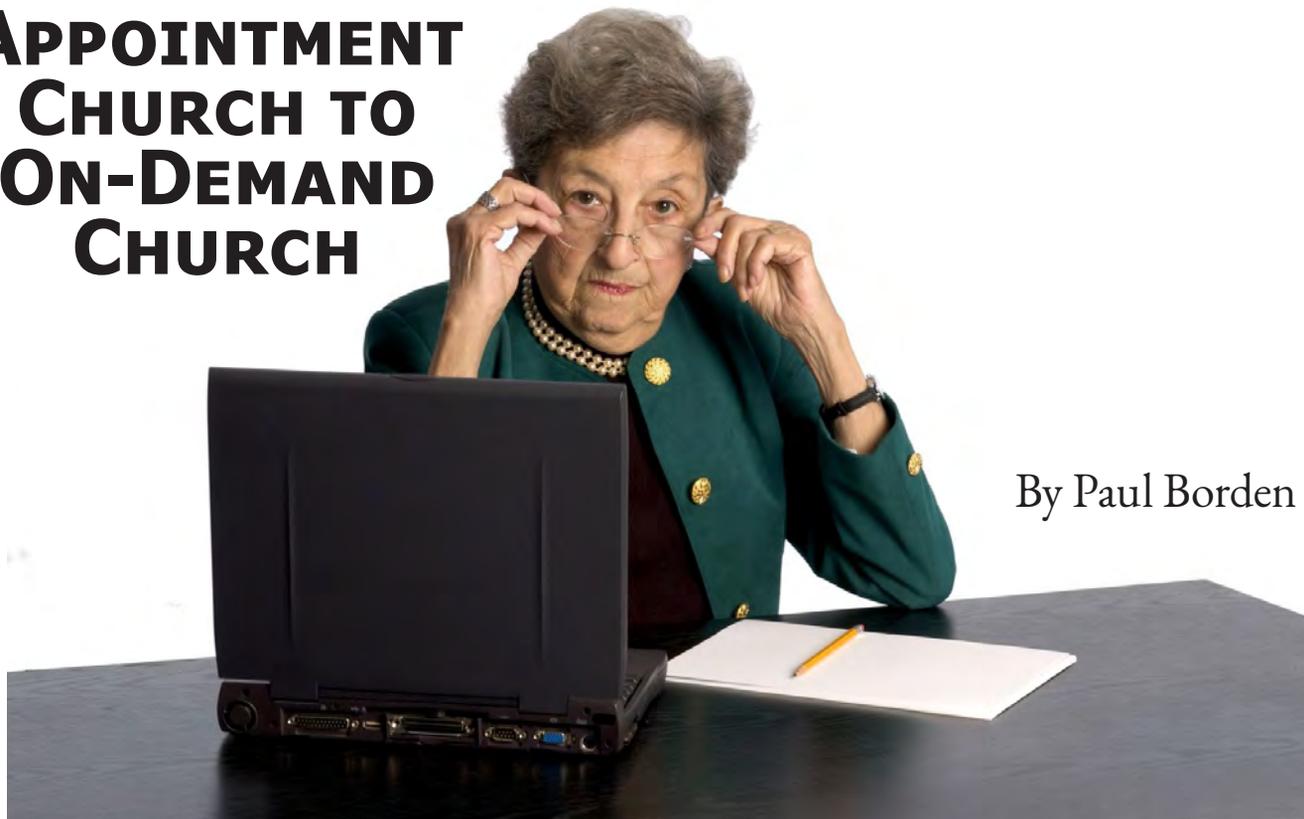
Ministry Training Program

PHILLIPS  SEMINARY

Visit [PTSTulsa.edu/MinistryTrainingProgram](https://PTSTulsa.edu/MinistryTrainingProgram) for more information.

901 N. Mingo Rd. • Tulsa, Oklahoma • 918.270.6471 • [Leslie.Lesieur@ptstulsa.edu](mailto:Leslie.Lesieur@ptstulsa.edu)

# MOVING FROM APPOINTMENT CHURCH TO ON-DEMAND CHURCH



By Paul Borden

**T**HE COVID PANDEMIC has revealed how the Church of Jesus Christ in North America has become tied to buildings and the regular meetings that occur within the buildings. Prior to the pandemic, the majority of Christians took meeting for worship on the weekend rather lightly. It often did not take much of an excuse for people to miss. However, in the pandemic, many of those same Christians have often become belligerent about not being able to meet. Often one assumption behind such an attitude is that Christians must gather at the appointed time in the appointed place for God's Spirit to instruct, correct, inspire, etc. Like television viewing in much of the twentieth century, we watched by appointment to see the shows we preferred. Now I want to be clear that the New Testament speaks about the benefits and need to meet together regularly. And as a preacher, throughout most of 2020, I missed not preaching to a live audience that had gathered together for worship. But I want to suggest that appointment discipleship (having everyone in the same room at the same time) for Christians is no longer the only option.

As someone who spends time coaching and consulting with congregations, the pandemic has created its special frustrations. During 2020 I had four congregations that I worked with in a formal manner and in all of those con-

gregations we never had all the people in the same room at the same time. In fact, in most instances, we never had all the leaders of the congregations in the same room at the same time. By the way, two of the congregations averaged about one-hundred in worship prior to the pandemic, one averaged about 170, and one averaged 400. So I was forced to figure out how to work effectively with congregations, all of which, were either in plateau or decline, to help them again become healthy and grow. The normal process of setting up meetings times (for smaller groups or the whole congregation) was impossible. I learned through trial and error how to jettison appointment church for on-demand church.

On-demand church coaching and consulting has meant conducting Zoom calls on different days, some at night, others during the day, and many on weekends. It has also meant dividing larger groups into two or three sections to conduct the same training several times. The dividing of groups has included, at times, the entire congregation so smaller groups could have meaningful interaction on the Zoom call. It has also meant recording training and then giving people a window of time (often a week or more) and a special link to access the training, followed with a Zoom call at the end of the time window. This process allowed people to ask questions and interact with me about

the material. This last tactic meant that people could watch the training at any time of the day or night that was convenient for them.

The point of communicating this concept is that when we are all back in our buildings and people again feel comfortable about being in large crowds, we do not have the option, I believe, of just going back to appointment church. Instead, we need to conduct congregational ministries in both the appointment world and in the on-demand world. After all few Americans watch television any more by appointment. DVRs and streaming net-

works watched on various devices, means that we all live much more in an on-demand world than an appointment one, when it comes to how we learn and take in content. It is not a matter of either/or but one of both/and.

We must remember that the basic meaning of the word for Church in the New Testament, means a gathering. In 2021 we gather in many ways, including virtually. This is particularly true of the world that many congregations do not reach, the younger generations.

**NET** Results

## Missional Small Groups

A How To Manual from Bill Easum



**\$24.95**

A small group model for churches wanting to retain and disciple 75% of their people. It also works well in helping a church

move from a traditional program based church to a missional small group based model that multiplies mission. 95 pages



## CHURCH VOLUNTEERS: THE LIFEBLOOD OF A VITAL CONGREGATION

**L**OVE ‘EM OR hate ‘em, church volunteers are the lifeblood of a vital congregation! Church volunteers provide energy, low-to-no cost labor, and teachable, discipleship moments. Too often, starry-eyed clergy naively believe that their preaching or personal charm sufficiently lulls submissive, docile volunteers to fulfill every pastor’s “visionary” whim. These ego-centric clergy too quickly forget their roles as servant leaders who vigilantly watch for the teachable moment. The wise church leader knows that leadership is about recruiting, training, equipping, and authorizing ministry. This usually means teaching individuals with few to potentially no skills or training to accomplish church work.

Above all, remember this: volunteers are first of all human beings. Church volunteers choose to give up their time and energy to serve your church. Just being there is a sacrifice in and of itself. Of all the hospitals, homeless shelters, community programs, food pantries, house-building programs, the volunteers that show up at your church to offer their free labor for the organization you lead! They can go anywhere else – Habitat for Humanity, the American Cancer Society, Shriners Burn Hospital, pediatric cancer wards – where first-class volunteer training is provided, banquets celebrate their efforts, and where they see their efforts making a difference first-hand in real time. So the first thing is to value them as individuals who said “no” to every other organization on the

planet so that they might work at your congregation alongside you. That is a privilege not to be minimized or slighted in the least. Treasure your volunteers for they are priceless!

Why do volunteers sacrifice so much time and energy for their church? Well, there are probably as many reasons as there are volunteers. However, several general motivating factors include:

1. Some volunteers seek greater meaning and purpose than what their place of work offers. Many church workers volunteer their time and energy because their jobs are relatively mindless, even soulless, institutions offering little connection to either the Divine or other human beings. Volunteering at church allows individuals to recover their inner sense of “worshipful work,” where the Holy Spirit flows through them without hesitation.



Rev. Dr. Brad Stagg - Since 2012, Brad serves as the Senior Minister of First Christian Church, Columbia, Missouri and as a Trustee of Columbia College. Married to Patricia Gonzales Stagg, MSW since 1992, they have three children. Brad serves as Trustee of Columbia College, a Disciples of Christ affiliated institution of higher education.

2. Some people volunteer at church because it's a form of fellowship and provides a social network of Christian support. Such as, a stay-at-home parent who needs an outlet to talk with other adults or the person seeking lifelong friends that will abide with one another through the thick and thin of life's ups and downs.

**Above all, remember this: volunteers are first of all human beings. Church volunteers choose to give up their time and energy to serve your church. Just being there is a sacrifice in and of itself.**

3. Others volunteer at the church from a sense of moral responsibility or spiritual connection to Christ and the mission of the church.

4. Other people volunteer from a place of love and generosity. The point is that each person volunteers for different reasons and it becomes the role of the clergy or church leader to discover what motivates each volunteer to serve and then learn how to utilize that for the church's and volunteer's mutual benefit.

Once the church leaders understands the volunteer's motivation and knows how to utilize that motivation for the church's benefit, then that volunteer needs to be trained and equipped for their area of responsibility. Are they responsible for cleaning communion ware? Then has someone actually sat down and showed them how to use silver, brass, or aluminum cleaner? Does the volunteer know where to find the cleaner, rags, and how to request more if those supplies run low? If they volunteer to serve on the church board, has anyone taught them the three fiduciary duties of care, loyalty, and obedience? Does each volunteer have a firm grasp of the distinct legal definitions of each duty and how they apply to their church and denomination? It is the responsibility of the senior leader to ensure that each church volunteer understands the particular responsibility related to their particular role. The more informed, better trained, and fully equipped the volunteer is to fulfill their role, then the more gratifying the experience for the volunteer and the fewer headaches for leadership.

A vital, growing church constantly trains, equips, and authorizes lay volunteers to do their jobs well and for the mission of the gospel. Church leaders that hold a wise-like

grip of control on programs, events, ministries, will soon find themselves working alone. The training-equipping-authorizing cycle goes something like this:

- First, you lead; volunteer observes.
- Second, you lead; volunteer helps you.
- Third, the volunteer leads, you help the volunteer.
- Fourth, volunteer leads, you observe.
- Fifth, you authorize the volunteer to run the ministry without you and then repeat the process with another volunteer in another area of ministry.
- Sixth, you lead a volunteer to train other volunteers, using the above cycle.

Pragmatically, volunteers provide free to low-cost labor. If a volunteer requires no training excluding a brief orientation, then they are virtually free labor, though that's rarely the case. Most churches and nonprofits recognize volunteers require coordination and management. Most nonprofit agencies hire volunteer coordinators to train and manage their volunteers. Unfortunately many clergy think they can bypass this crucial step of church management. The truth is most churches could never really pay out of pocket for the expenses they would incur if their volunteers required payment for their services. For example, the next time you're sitting in a church Stewardship & Finance committee meeting attended by a half dozen volunteers guestimate the combined salaries of the attorney, the two CPAs, the upper-management IT executive, the insurance regional sales manager, and the CFP investment professional. Their combined annual salaries and other sources of income probably approach \$1 million. If you divide \$1 million by fifty-two weeks and then divide again by forty-five hours/week, your meeting costs \$427 an hour. How many combined hours does that group offer in face-to-face meetings, virtual meetings, phone calls, emails, drafted congregational letters, time pouring over financial reports, and presentations made to the board and congregation? Say the group collectively puts in five hours per month, that's sixty hours annually then the cost to church is over \$25,000 per year. Got that in your budget? Probably not! Do that same exercise with your Administrative Board or Board of Elders and suddenly your costs will soar astronomically, if you had to pay them for their services. Volunteers provide untold dollar savings to their organizations by offering virtually no cost expertise and labor.

It is during a pastor's encounter with these volunteers that teachable and pastoral moments arise. After time spent in the church kitchen or around a table discussing finances, individuals open up about personal struggles, lift up biblical and theological questions, and reveal presumptions about faith and ethics (intentionally and unintentionally.) These are the teachable moments unavailable to minister from the pulpit, pastor's study, or hospital bed. This is where the rubber meets the road when ethical matters arise like accessibility for all people at the property committee meeting or workday; child protection from predators at the VBS planning meeting; generosity and equity at the personnel committee; racial justice, diversity, and inclusion at the elders' meeting. Simple training events or even the five-minute orientation for the Usher at worship is an opportunity to teach hospitality, evangelism, and inclusion to all people of all abilities.

The teachable moment is less the mechanics of what needs accomplishing as it is the framing, or often re-framing, of what they are doing represents Jesus Christ and is on behalf of the Kingdom. This is where representative

ministry comes to life for laity and clergy. Volunteering is not simply "herding cats" to satisfy a clergy person's need for relevance or high-quality programming. Church volunteering is the living offering of a person's gifts to the glory of God, deserving of Doxology by the pastors' witnessing this personal sacrifice from their congregants. And the quality of their gifts, often derided by pastors in secret or to one another, is actually dependent upon how careful the attention is given by those very same pastors. In other words, the health of the sheep is very much dependent upon the care given by their shepherds. Pope Francis has a phrase that he likes to repeat, "Shepherds need to smell like their sheep." The quality of work our volunteers produce is in direct correlation to the amount of time we spend with our flock.

How do you smell, like your flock or like something else?

**NET**  
**Results**



### Coming Up ...

- May 20 ... Role of the Lead Pastor
- May 27 ... Building Connections On & Off Line
- Jun 03 ... Meetings Matter
- Jun 10 ... Make the Most of Networking
- Jun 17 ... Dealing with Church Debt

*Lively conversations on life, church, and church life.*

Thursdays at 10:00 AM Central

**ChurchTalk.TV**





By: Bill Tenny-Brittian

# Things You Can Do to Help Grow Your Church

*Ideas for Everyone In Your Church*

## CIVICS 101

**I**F YOU LIVE in a village, town, suburb, or city then your local service depend on two key sources for funding – industry and commerce. These two provide the bulk of the taxes that keep the police policing, the fire department active, and the schools teaching.

Why is this important for you to know? Because there's an organization in your local hamlet that's committed to expanding and supporting your city's tax base via local commercial enterprises – and they do all kinds of events that bring business leaders, owners, managers, and entrepreneurs together. And since one of the keys to growing your church is getting to know and building relationships with people you don't already know, here's your chance.

Hopefully, your church is already a member of the Chamber (if not, convince someone to cough up the hundred bucks or so for your non-profit church to join). In many churches, getting a church member to represent the church at Chamber events is like ... well, let's just say it's often rather difficult. So, call your church office and volunteer. Of course, if your real-world employer is a chamber member, they too may be willing to let you be one of their representatives. Either way, find a way to attend some of the Chamber events.

Which brings us to step two: Find out what your Chamber's planning. Your Chamber will have a website with an

event calendar you can access. Most Chambers have at least one monthly membership networking event. It's often centered around a meal and a speaker. Some Chambers also host morning coffee connections and afternoon networking open houses in member businesses. In other words, there's probably some regular networking event you can attend no matter what your busy schedule demands!

Once you've found an event, get reservations (most Chambers require or at least expect reservations), and then get ready to go. If you're going to be one of the church's designated representatives then I recommend getting a magnetic name badge with your name and the church's name on it. You can get one engraved from your local office supply or from Amazon.com (and a host of other online vendors) for \$5 or less. These are way nicer than the handwritten name stickers most events seem to offer ... and the magnetic ones don't make holes in your clothes and as a bonus, they don't fall off halfway through the event.

*101 Things You Can Do to Help Grow Your Church* is a work in progress. Editor Bill Tenny-Brittian is in the process of writing a near exhaustive book of things the average church member can do to help grow their church. Each of these columns are sample chapters from the upcoming book ... look for it by the end of 2020.



## Is Your Church *Really* the Friendliest Church In Town?

Virtually every church claims to be friendly, but friendly to whom?

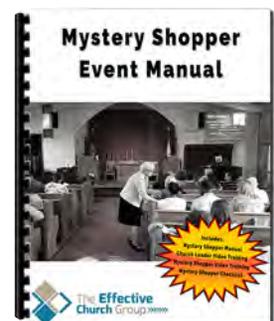
You can find out for sure with the

### **Mystery Shopper Kit**

Includes:

- A comprehensive manual for the Mystery Guest program
  - How to find a Mystery Guest
  - How to get ready for the Mystery Visit
  - How to debrief the Mystery Guest
- What to do with the information you learn
- Training videos for you and for your Mystery Guest
- The Secret Shopper Checklist to ensure the essentials get checked

**[ChurchMysteryShopper.com](http://ChurchMysteryShopper.com)**



Finally, attend the event. Be sure to bring your church cards (see Chapter 4) ... there's almost always a door prize, and besides, the goal of all this is to make a connection with someone.

A couple of networking helps:

Don't look for familiar faces. The point here is to meet new people. If you're just not a natural born networker, take a stand somewhere in the midst of the crowd (not on the outside fringes) and just make eye contact with people as they pass by. A good networker will find you.

Remember, this is a business networking event, so get the conversation going by asking what business they're in. Be sure to share the "business" you're in ... that is, the church you represent. If you're interested, ask more questions

about their business – but the goal is to “get to know them” as a person. When an opportunity opens up, ask them an appropriate personal question. I like asking, “Outside of work, what keeps you busy during the week?” If they sidestep the question, it's probably time to wrap up and move on, but most people rise to invitation to talk about their passion, be it their hobby or their family.

If you make a good connection, the next step is to make an appointment to have coffee or to drop by their business. You won't make a good connection with everyone you meet, but keep at it ... you will. As usual, as relationships are built, churches are grown.

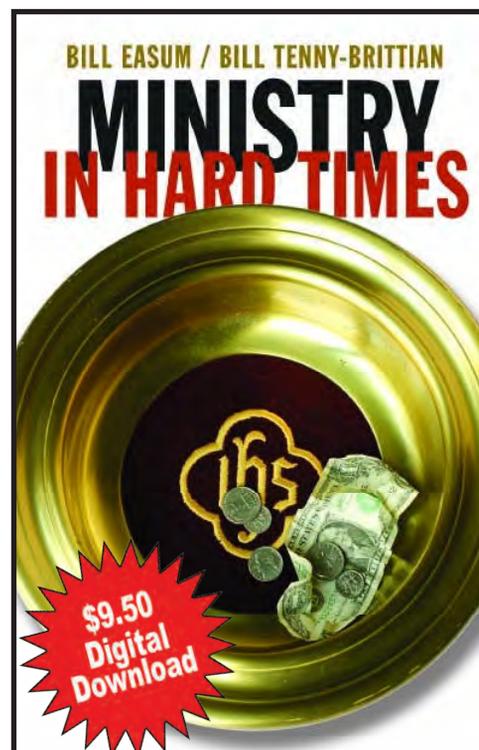
**NET**  
**Results**

## Hard Times Got You Down?

*Don't Just Survive – Thrive!*

### Contents Include:

- Living in a Wildcard World
- Strategic Dreaming Trumps Hard Times
- Now's the Time to Return to Basics
- The Hard Times Budget Formula
- Budget Items You Always Cut in Hard Times
- Overcoming the Beast
- Budget Items You Always Increase In Hard Times
- Leadership in a Wildcard World
- It's a Waste of Time if ...



**Download from: [ecCart.biz/hardtimes](http://ecCart.biz/hardtimes)**

# DINOSAURS TO RABBITS

TURNING MAINLINE DECLINE TO A MULTIPLICATION MOVEMENT



**BILL EASUM**  
**BILL TENNY-BRITTIAN**

Many observers have talked about mainline decline, but few have offered any real thoughts on how to reverse it, that is, until now. In *Dinosaurs to Rabbits*, Easum and Tenny-Brittian offer insightful perspectives on this important issue. Building on their experience as successful pastors in North America's mainline denominations, they add years of fruitful ministry as church consultants to provide a **radical and doable approach for turnaround** among America's mainline churches. Believe me, it's worth your time to read it. Even more, it's worth your time to put their ideas into action.

Gary L. McIntosh, D.Min., Ph.D.  
Professor, Writer, and Speaker  
Talbot School of Theology, La Mirada, CA

Many of the mainline churches in North America were once multiplication movements. With years of wisdom and practical experience, Easum and Tenny-Brittian are **prophetic voices** calling mainline churches back to the foundation of church multiplication. If you want to unleash a disciple making movement within your denominational context, I highly recommend this book!

[Available at Amazon.com](https://www.amazon.com)

Dinosaurs Weren't Designed to Multiply  
Rabbits Were

Dinosaurs are Extinct  
Rabbits are Everywhere

*Don't Be a Dinosaur ...*

## What People Are Saying About *Dinosaurs to Rabbits*

Having first met Jesus in a mainline "dinosaur church," I am thankful for their faithfulness. Having also spent my life multiplying autonomous congregations, I believe the **future hope of mainline churches** is found in the pages of this book. If you are interested, you can multiply "rabbits" by following the trails outlined by Easum and Tenny-Brittian. Our culture awaits you.

Ralph Moore  
Founder  
Hope Chapel Churches

I do a lot of work with leaders of mainline denominations. A lot of it is grief therapy. It doesn't have to be this way. In *Dinosaurs to Rabbits*, the authors give practical, grounded, proven suggestions for church leaders who want to shift their church culture from church-as-institution to church-as-movement. **This book nails it**—from diagnosis to prescription. Nothing less than creating Jesus-followers who view and lead their lives as a mission trip will give mainlines a shot to move beyond paleontology.

Reggie McNeal  
Speaker, Consultant and Best-Selling Author

Dr. Winfield Bevins  
Director of Church Planting  
Asbury Seminary

# CARING FOR OUR VOLUNTEERS



By Mary Frances

**O**VER THE PAST few weeks, I have heard the same thing from my clients over and over and over again.

Pastors tell me they want to “turn the corner” and “start to look ahead” and even to open up again but our volunteers are “just so tired!” Tired is perhaps the least of it. It would be hard to underestimate the short- and long-term impact that COVID-19 has had on congregations and their members. While many programs and routine practices have been placed on hold during COVID, a whole slew of mostly technology driven tasks have taken their place. I know of several congregations planning to curate an online campus in addition to the return to in-person worship, meetings and events. Others are navigating the hybrid approach. Some people may return to in-person worship while others stay at home in their pajamas and participate online otherwise known as the hybrid approach. And some are just not ready to leave the safety of the internet just yet.

While clergy and church leaders have been navigating the maze of options related to the above-mentioned choices, church members have had their own set of mazes to navigate. Will the kids be back in-person school or will they continue online? How does the hybrid option of learning impact day care and after school options? Will working at home be permanent or will they eventually have to re-enter the rat race of commuting and power lunches? How

can we work at home when our kids are still learning online at least one day a week?

The list of day-to-day challenges is long, and it doesn't even begin to touch on the emotional toll this past year has taken on our members. According to the New York Times, as of late April 2021, 1 in 10 people in the US has had COVID and 1 in 582 has died. It is highly likely that COVID has touched the lives of people in your church. Maybe some of your members had COVID; some could be dealing with long-hauler syndrome and still have health issues. Some may have lost a family member, a friend or a co-worker. And those are the losses that come to mind quickly. What about the loss of their social circle? Of favorite activities? Or the loss of seeing smiles because everyone you come in contact with is wearing a mask? There is also the loss of a sense of security, the loss of travel, the loss of lingering over a great meal in a restaura-



Mary served three ELCA congregations in the suburbs of Chicago that included a small church turn-around or redevelopment, the discipleship pastor in a large congregation, and a solo call following a church planter. Mary then served for seven years as the Associate Director for New Congregations at the ELCA. In addition, Mary opened a yoga studio ministry, Divine Power Yoga in 2010. She now offers coaching and training for pastors as well as new and existing congregations through **Frances Consulting & Coaching**. Mary lives in Naperville, Illinois with her husband, Kent, who is a holistic chiropractor and functional medicine physician.

rant. Some of these losses are major losses and some are what we might call micro-losses, but even micro-losses can add up to a significant toll over time.

So, what do we do? We can't just jump back into church life the way it used to be. Church isn't the same and our people aren't the same. Here are some thoughts about how to work with volunteers as we round the corner toward a post- COVID era:

Review your mission, vision, values, and programs: If the church has been changed by this past year and your people have been changed by this past year, it's worth taking the time to determine if your mission, vision, and values are still aligned with who you are and who God is calling you to be in the community. Perhaps the international missions program takes a back seat to some newly identified needs in your own community. Maybe some programs don't seem as relevant now as they did a year ago. If you are able to re-focus the ministry, you may find that some of the things you set aside a year ago can really stay set aside; you don't have to pick them up again. And if your ministry is streamlined, your need for volunteers

and leaders changes as well. More than ever, people will respond to mission, to what feels important to them and your congregation. Be sure that is what you are inviting them into.

Be intentional about leadership development and volunteer recruitment: if your congregation lived by the 80/20 rule before COVID (20 percent of the people doing 80 percent of the work), it probably shifted to something more like 90/10 during COVID. The same small group of committed people showed up to keep things moving forward, to learn the much-needed technology, to try to help people stay connected during this very disconnected time. Those people need a break! It is important to acknowledge their hard work and also to allow them some time to step back. And it's important that they do step back because as long as they are willing to do all the heavy lifting, there are others who are happy to let them do it. This is a time of discernment as you look for new faces to fill the void, to step up into leadership and volunteer roles.

We all know that new people don't step up because you put a request in the newsletter or mention it during the



### ***Turn your dreams into accomplishments***

Discover the Transformational Power of Conversation with consultant and coach, Mary Frances.

I can help help you:

- discover and clarify what you want to achieve,
- encourage you to develop creative solutions and actionable plans and then,
- hold you accountable for following-through to achieve goals.



[www.francesconsultingcompany.com](http://www.francesconsultingcompany.com)  
[francesconsultingcompany@gmail.com](mailto:francesconsultingcompany@gmail.com)

630-710-9104

announcements. New people say yes to a leadership or volunteer role because someone personally invited them. This is a good time to start scheduling one to one conversations with people you feel have the gifts to lead. This is a good time to ask current leaders to mentor someone into a new role in their ministry. Many people have been on the sidelines over the last year, passively taking in what you have offered online. It will take some direct and also caring conversations to move them off the couch once again.

Provide an opportunity for healing to begin: I may have left this one for last, but it is definitely not least. One of the ways that the church is set apart from non-religious society is our appropriate and skillful use of ritual. Our country has, over the last few months, offered some important rituals to acknowledge the tremendous loss we have suffered. We need to do this in our congregations as well; to acknowledge the challenges we have faced. Provide space for people to name their own losses, however big or small they may be. Create a ritual for this naming and also for the healing that come after. Name the losses and also name the healing promises of God. Here are a few ideas that my clients have been sharing recently:

- A healing tree in front of the church: Ribbons and markers are available for those from the church and the neighborhood. Each person can write their loss or losses on ribbons and tie them onto this tree.
- Outdoor healing service with prayers around a big cross of candles on the ground or in sand.

- Use a bidding style prayer naming some losses such as for those who have died, for those who are sick, for those who lost their job, for those who lost security ... giving space for people to add their own prayers.
- Writing losses on slips of paper and putting them into a bonfire around the summer solstice ... marking the mid-year day as a turning toward healing.
- Write the loss on a smooth stone and create or add to a garden at the church.

The possibilities for creating ritual around grief and loss are endless and, I believe, very much needed before we turn to our volunteers and ask them to do more. What rituals are you creating in your community?

## NET Results

**FaithX**  
www.FaithX.net

**Data-Informed  
Discernment  
for Powerful  
Missional  
Planning**

Learn how our tools and consultation  
can help **you** connect with **your community**.

Contact Us At: [info@FaithX.net](mailto:info@FaithX.net)



# TWO WAYS TO KEEP VOLUNTEERS SERVING

By Christopher L. Scott

**M**Y WIFE WAS excited to begin volunteering at a local homeless gospel mission near our home. With a bachelor's degree in Human Development and a master's degree in Social Work she was eager to use some of her skills to counsel, encourage, and support clients of the gospel mission. However, after my wife had explained her professional experience and ideal area for volunteering to the volunteer coordinator, she was placed in the waiting room of the gospel mission where she was supposed to "hang out" with clients and talk to them. Every time she showed up she was expected to randomly walk up to clients who were waiting to receive services and talk to them.

Do you think my wife volunteered for a long time? Of course not! She left two weeks after she realized this gospel mission was not using her skills or experience in a way to help clients.

Most of the time people are willing to jump in and help a good cause even if the work is something that is uninteresting to them. However, if you want to have volunteers stay and serve for a long period of time you have to put them in areas they are passionate and skilled.

## Passions: What Volunteers Want to Do

You can find volunteer's passion either by the ministries in which the volunteers serve or the task which the volunteers do.

My guess is that your church has many ministries that potential volunteers are passionate about.

For example, as an associate pastor I oversaw many ministry areas. I was in charge of small group ministries, greeters, communion servers, men's ministry, money count after Sunday services, facility maintenance, women's ministries, and janitorial services for our buildings. There were plenty of areas for service based on someone's area of passion.

In addition to individual ministries which volunteers might be passionate about, you also can find tasks that volunteers are passionate about. For example, some vol-



Christopher L. Scott has been leading volunteers for fifteen years at nonprofits and churches. Before moving to California to serve as a pastor he taught classes on how to recruit, lead, and keep volunteers for the Center for Nonprofit Management in Texas. Learn more about his writing ministry at [ChristopherLynnScott.com](http://ChristopherLynnScott.com).

unteers might be introverted and love to work quietly at a

desk. For these people they are happy to work folding bulletins, organizing the church food pantry, collating teaching materials, organizing clothes for a clothing ministry, etc. Other volunteers might be extroverted and only want to do ministry that has interaction with people. These volunteers want to answer the phone, serve as greeters on Sundays, make care visits to the hospital, and follow up with prayer requests by telephone. In this manner you can match volunteers with tasks they are passionate about.

Research shows that volunteers who serve in roles that match their passion for serving derive more satisfaction and enjoyment from their service. They also are more likely to continue serving.<sup>1</sup>

## Skills: What Volunteers Are Good at Doing

In addition to placing volunteers where they are passionate, you also need to discover what they are good at.

There are two ways to discover this. One is the use of formal assessments. There are assessments available such as *Maximizing Your Effectiveness* by Aubrey Malphurs, *Now, Discover Your Strengths* by Marcus Buckingham and Donald Clifton, and *Strengths Finder 2.0* by Tom Rath.

Sometimes assessments can be a barrier to getting volunteers involved in ministry. Several articles in nonprofit management and leadership journals reveal nonprofit organizations have more success by limiting the assessments of their volunteers in the initial offer to volunteer.

For example, parks and recreation organizations along with forestry and wildlife organizations have found that their volunteers are most successful when they simply allow the volunteers to go out and work instead of stopping the volunteers to complete assessments, do trainings, etc.

Don't let assessments get in the way of your volunteers doing work. Sometimes you don't need to assess the strengths and passion of your volunteers. Sometimes you just need volunteers to do a task that the volunteers already know how to do.

---

<sup>1</sup> See Clary, E. Gil, Mark Snyder, Robert Ridge, John Cope-land, Arthur Stukas, Julie Haugen, and Peter Miene. "Understanding and Assessing the Motivations of Volunteers: A Functional Approach." *Journal of Personality and Social Psychology* 74, no. 6 (1998): 1516-1530.

A second way to assess volunteer strengths is to talk about it. In addition to formal assessments to discover what volunteers are passionate about and good at, you can also talk with volunteers to discover what they are good at.

Help volunteers identify where they might excel. When volunteers come to you they might not know what volunteer job they want to do. Furthermore, the volunteers might not even know what they are good at. Your job as the leader of volunteers is to help those volunteers discover what they are good at.

If possible, find ways to match volunteers skills with their passions.

## Don't Go Too Far

Like most things in life, too much of a good thing can be bad. This idea of matching volunteers' passions and skills can cause problems if it is too strict.

Someone has to take out the trash. Someone has to type numbers into an excel spreadsheet. Someone has to unclog the toilet during services on Sundays. Someone has to fold flyers and letters for the mail.

You will not be able to match the passions and skills of every volunteer perfectly. But, your job as the leader of volunteers is to do your best to discover the passions and strengths of your volunteers and to place volunteers in the positions that best matches those passions and strengths.

**NET**  
**Results**

### CONGREGATIONAL STUDY GUIDE

How has our church recruited volunteers in the past?

Did those methods work? Why or why not?

What questions can we ask to better place our potential volunteers in our ministries based on the volunteers' passions?

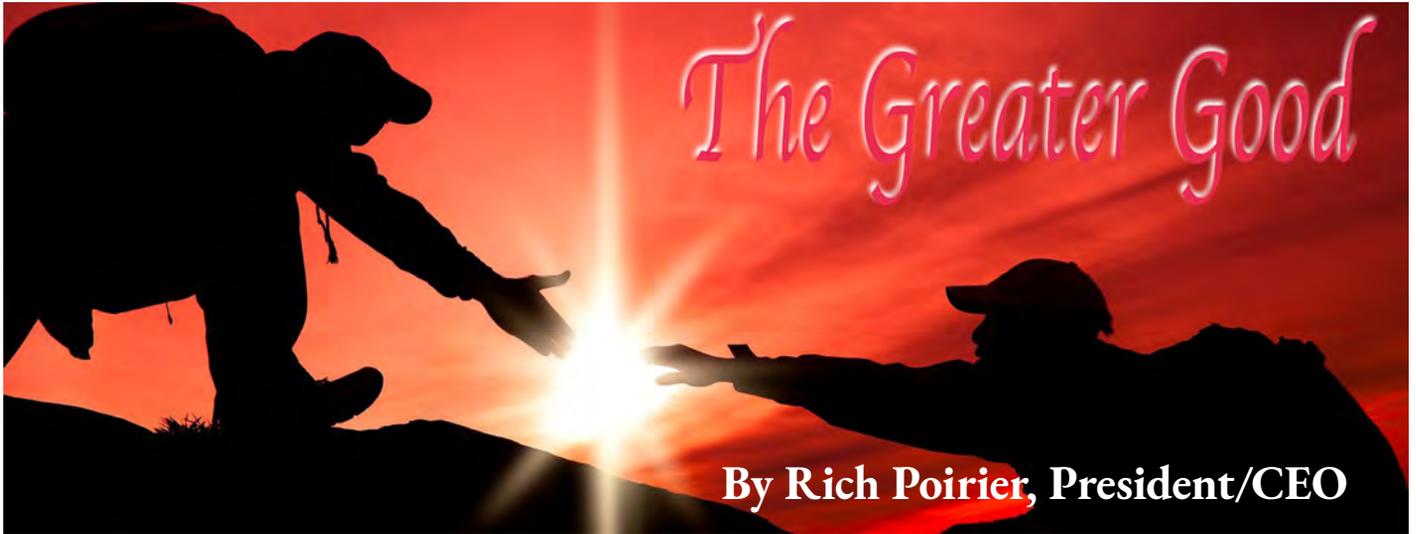
What questions can we ask to better place our potential volunteers in our ministries based on the volunteers' skills?



# Lost in the Church Growth Jungle?

Get your bearings at [ChurchTurnaround.com](https://ChurchTurnaround.com)

- Self-guided strategic turnaround process
- Step-by-step tools and resources



## EMOTIONAL AND MENTAL HEALTH: STEPS TO TAKE CARE OF YOURSELF AND SUPPORT YOUR COMMUNITY

**W**HILE IT HAS been heartening to receive more encouraging news in recent months, for many of us, the impact of the COVID-19 pandemic continues to take a toll on our mental and emotional health. This includes pastors, ministers and other religious leaders. Data released by the Pew Research Center in March showed that about one-fifth of adults in the U.S. are experiencing high levels of psychological distress. The study looked at anxiety, sleeplessness, depression, loneliness and physical symptoms of distress. Nearly half of people surveyed had felt lonely or depressed in the last week, while 62 percent felt nervous, anxious, or on edge.

As a religious leader, that likely does not surprise you, after more than a year of ministering to your congregation and community in such unusual and challenging conditions. Houses of worship needed to adapt quickly, moving services, events and activities from in-person to online – all while keeping members engaged and the organization running. From the beginning, many pastors have expressed concern about staying connected with their congregation through such a difficult time.

It's never easy to find a healthy balance in hectic moments, but it's vital. As a leader in an organization that supports houses of worship, I've found it helpful to take a fresh look at my daily habits and think about how I can protect my own mental and emotional health – as well as support others facing similar challenges. If you're on a similar

journey, here are a few ideas to help prioritize your health and offer encouragement to your staff, volunteers and congregation.

### Building a Solid Foundation: Your Health

First and foremost, it's important to reinforce that – even in light of the increased need among those you serve – your health and wellbeing is a priority. You're simply in a better position to help others when you are healthy and well. It's something we all know but is easy to neglect in times of stress.

In that vein, it's important to do all you can to follow critical restorative practices. Adequate sleep, regular exercise, and healthy eating are vital elements of overall good health. Do whatever you need to do to stay motivated, such as sharing exercise challenges or healthy meals with family and friends. And, though it's not always easy, get

PROTECTING  
THE GREATER  
GOOD®

**Church  
Mutual**  
INSURANCE COMPANY, S.I.

**"THE BUILDING IS WHERE  
WE HAVE GATHERINGS.  
BUT IT'S THE PEOPLE  
THAT MAKE UP THE CHURCH!"**

*-Pastor Jack Wright*

POLICYHOLDER SINCE 2007



First Assembly of God, Paradise, CA



The work you do to lift up your community in good times and hard is inspiring. As the leading insurer of houses of worship across the country, it makes us proud to be even a small part of your story.

Dig deeper into Pastor Wright's story and learn how our team of experts can help you stay strong at [ChurchMutual.com/StrongerTogether](https://ChurchMutual.com/StrongerTogether)

Rated "A" by A.M. Best for financial strength  
Additional information concerning A.M. Best ratings can be found at [ambest.com](https://ambest.com)

Follow us   

ting seven to nine hours of sleep each night will help you feel rested and maintain a clear and calm mind.

Nurturing your spiritual life also is central to your well-being and your ability to lead others. As full as your calendar may be, make time each day for meditation and other forms of mindfulness to supplement your ongoing prayer practice. Every minute of this time is an investment that pays long-term benefits – for you and for others in your life. As a complement to your faith-based practices, it may help to introduce something new to your routine, such as one of the many phone apps focused on self-centering.

## Supporting Each Other: Your Staff, Volunteers and Peers

In times of crisis, you are not alone. In addition to the faith that sustains you, it's important to find strength and support in the colleagues and peers sharing your experiences. Don't be afraid to be vulnerable and share the truth about how you're feeling and coping. While you'll want to be intentional and appropriate in what you communicate and to whom – especially your staff – when you're willing to be vulnerable as a leader, it reinforces that you're all in this together.

It's also well worth researching and sharing any counseling resources, family services, and group programs tailored to you as a leader as well as those available to your staff. You may find mental and emotional health resources available at the local, state, and/or national levels. Many organizations have been expanding or updating their of-



**“I AM committed to church. I go sometimes, once in awhile, and every now and then.”**

ferings as needs evolve, so checking in periodically will help you keep your finger on the pulse.

As you make use of these resources, whether from your denomination or other sources, it will be a good opportunity to check in and talk to fellow leaders and staff. People may be hesitant to reach out and start a conversation about how they're doing, or they may feel nervous about trying a new program or service in a difficult time. Hearing from you, with encouragement and feedback about your own experiences, may help them open up and overcome any apprehension about receiving help.

### **Serving the People: Your Congregation and Community**

Staying connected isn't just part of your job, it's a critical component of your emotional health and that of the people you serve. For now, it will be important to continue and even increase the opportunities for your congregation to gather online, whether for formal events like worship services and Bible studies or social activities such as game nights or casual catch-up sessions. The good news is that as vaccines continue to become available to more people and the weather gets warmer, there may be more opportunities to get together in person, especially for outdoor activities with small groups. Safety is still top priority, of course, so be sure to check CDC guidelines for the latest recommendations before making plans.

Additionally, much like your staff and your peers, your congregation may benefit from positive reinforcement

about the importance of caring for all aspects of their health. As a religious leader, you have a unique ability to encourage people to receive care for their physical health, and the same should be true for mental and emotional health. When leaders speak openly about the value of therapy or counseling, or simply make a point to share resources available to their congregation, it helps to destigmatize these dimensions of health care. Your support can help create an environment where people are more open to seeking help when needed.

### **Give Yourself Grace – and Extend Grace to Others**

As a leader, you may be both uplifted by the opportunity to serve others and burdened by your own stringent expectations of yourself. Try to be as kind to yourself as you would be to others. You are doing the best you can in an exceptionally difficult time. The more grace you can give yourself, the more grace you will be able to extend to your loved ones, your colleagues, and your congregation.

In a demanding world full of great need, it's not easy for faith leaders to prioritize their own mental and emotional health. However, caring for yourself creates a strong, sustainable foundation for caring for others. Your congregation needs the comfort and communion of your church more than ever, and protecting your health better equips you to lead a spiritually healthy community.

**NET**  
**Results**

**2021  
WORSHIP  
SUMMIT LIVE  
Summer**

**May 20, 10:00 – 3:00 CDT**  
**<https://bit.ly/3tDFgjq>**  
**Church Technology Training**  
**Free Online Event**



## VOLUNTEERS: THE LARGEST MIS-NAMED GROUP IN MOST CONGREGATIONS

By Paul D. Borden

*Director, Wooddale Advance*

**G**OD FROM THE very beginning expected his Church to be populated with what today, we call volunteers. In Ephesians 4:11–12 we are told that the work of gifted people (Apostles, Prophets, Evangelists, Pastors and Teachers) is to equip the people in congregations to do works of service. This means that from God’s perspectives volunteers are really servants who do ministry. Secondly, doing these works of service are an expectation of God and therefore are not voluntary.

However, in many congregations today the belief is that leaders are hired to conduct the overall ministry of the congregation (preaching, teaching, caring, leading in worship, etc.) while recruiting volunteers to do the grunt work, related to certain ministry areas, so the leaders are free to implement the fulfilling aspects of their assigned tasks, for which many are paid. This cultural view of volunteers leads to congregations that are both disobedient, in that many people in congregations are not servants in the Body, and filled with low morale because only 20 percent of the congregation is doing 80 percent of the tasks.

Therefore, the first thing that needs to occur in many congregations is to cease using the term “volunteer.” We may want to refer to members of the congregation as servants, ministers, or some other term that better reflects the expectation of the New Testament. We also need to

be clear that every believer is expected to have a place of service, beyond themselves and their families, that contribute to the growth of the Body. The Church of Jesus Christ is not a place filled with day laborers that Jesus Christ drives to every day looking for a few good people to work. Instead the Church of Jesus Christ is more like a naval vessel where everyone has a task and is expected to fulfill that task.

Secondly, this service that is expected by the Lord of the Church, is to be carried out with zeal, Romans 12:11. Zeal comes when people both know and embrace the mission of the congregation, which is to serve those not yet part of the congregation, rather than focusing on themselves. Congregations with a “lack of servants” problem are congregations where the mission and vision is neither compelling nor clear. All servants are motivated by serving in an entity that is not only bigger than them, but because of its size and mission are going to make a difference in the lives of individuals and communities. Therefore, leaders not only help the servants know the mission and vision, the leaders motivate servants to embrace the mission and vision by showing how each servant’s particular responsibility helps the mission and vision be achieved. Too many congregations get some to serve more out of obligation and need than seeing God change lives and communities. Often this happens because leaders do not understand how acts of service relate to accomplishing a mission and

vision and are just viewed as obligations that need to be met for the organization to be run somewhat efficiently.

Servants become extremely zealous when they find the mission and vision compelling and have a sense of how their particular ministry responsibilities assist in the fulfillment of the mission and vision. The zealotry is increased when those guiding them in their roles are highly engaged in demonstrating their care for them as servants. Too often servants, once recruited, are ignored and seldom thanked. Also, when constant training is provided in ways that are designed to help them become better at

their particular area of ministry, their morale increases. Finally, when servants realize that since being recruited, they have been cared for, trained well and as a result are better people than before being recruited, they become raving fans for the mission, the vision, and their leaders. They do not see themselves as volunteers but as integral participants in the mission of the congregation.

**NET**  
**Results**



### Take Your Small Group From Participants To Leaders In Only Eight Weeks

*The Apprentice Workbook* is an eight week tool you can use to train small group participants in small group leadership. From being an excellent host to leading prayer, Bible study, handling offerings (if taken during the small group), and even basic pastoral care of the membership. In addition, during each week the apprentices are introduced and experience a new spiritual disciplines, so that they grow as quickly spiritually as they do in leadership.

**Topics Include:**

- Your Prayer Place
- Hospitality: Set Up and Serving
- Developing a Worship-Filled Life
- Small Group Worship
- Accountability
- Solitude and Retreats
- Inviting the Neighborhood
- Following-Up with Guests
- Mentoring
- ... and much more!

A book by Managing Editor  
Bill Tenny-Brittian



# I HATE THE “V” WORD

By Bill Easum



**T**HE WORDS WE use denote who we are and how we view the world. Change some of the words you use and you're on the way to changing the system.

That's why I hate the “V” Word – volunteer. To me the word has come to mean “I'll give you what I want to give you; when I want to give it; and how I want to give it.” The word “volunteer” divides the church into two classes of people – those who do big things and those who do little things. In our contemporary context the word has come to mean a person who can do a task which is not as important as other tasks. In church language we call this person a “slot-filler,” or “warm body.” In many churches these people are seen as the ones who do “the little things.”

Instead, I prefer to use the word “servant.” A servant gives based on their master's wishes, which in our terminology means serving at God's pleasure rather than our own.”

When I work in thriving independent churches, I seldom hear the word “volunteer.” It simply isn't part of their culture. Instead, I hear them using terms like servant, team member, team-mate, worker, and leader. Churches that stay away from the “V” word have a better chance of developing leaders at a more rapid pace. The church doesn't consist of a class of people to serve and others to be served. We are not servants and seekers. We are all servants who sometimes serve and other times are served.

I prefer the word “servant” to “volunteer” because it usage sets the church up to have the kind of leadership development that is biblical. By that I mean the number

one measure of any Christian leader is not their individual performance, their commitment, their knowledge, or their personal leadership but rather their effectiveness in serving others. When we serve others we actually demonstrate what it means to be a leader and a Christian. The key measure of servanthood is: How effective are we in reproducing ourselves into others? The key role of every leader is to equip others to lead. This is true of pastors, of governing board leaders, of all the servants of the church. Servants are about their master's business. They aren't simply filling slots that churches think they need filling. They are living out their God-given gifts and talents.

## How Do You Train Servants?

So the question becomes “How do we train people to be servants?” You don't train them as much as you show them. Demonstrations are more powerful than training courses or programs. Perhaps some examples will help

I've been privileged to be at New Hope Christian Fellowship on several occasions. My first time there I had an eye opener when talking with Dan Shima, one of the Senior Pastors. During that conversation Dan told me the “pick up buckets” story.

I had taken a group of church planters to spend some time with Wayne Cordeiro, the lead pastor. During the time together Dan asked the group “What's the most important thing in the church service?” The group responded with things like “the message, the music, or the wel-

come.” Dan’s response to each of these was “No.” Then with a laugh he said, “The offering is the most important—that’s one of the easiest ways to involve new people in service. We ask first time guests to help with the offering. Like most things we do, it’s not hard. I say to a friend that I’ve brought to church, ‘I need you to help me today with my ministry here.’ They will say that they don’t know how to do anything or they don’t think they’re qualified. But I tell them it’s easy. All you have to do is pick up buckets.”

During the offering there are two jobs – pass out buckets – pick up buckets.

One Sunday morning we watched two people carrying paper buckets down the side aisles of the auditorium while one of the pastors was talking about the offering. One person was holding the buckets while the other person was giving hand signals about where to walk, how to take the top bucket and pass it to the first person. A hand waved across their mouth followed with a smile to remind the person to smile.

A few seconds later buckets were passed down to the end of the row where the new person, and when I checked, a first time guest was picking them up, stacking them inside each other and carrying to the back of the auditorium to hand to another person.

Later in the week we asked Dan if what we had seen was an application of his story. “Oh yes, I know her,” Dan replied. “That was one of our newest members that got her friend to help. The person was reached through that ministry. She brought her friend to the church for the first time that morning. She asked her to help her with her ministry, so she did. It’s not hard to pick up buckets.”

“How long has the new member been attending?” we asked. “I don’t know, maybe a month. She came with another friend who asked her to help with the offering her first visit and she trained her to do it. Now her first friend serves in another one of our frontline ministries. The offering is one of our initial types of ministries. Most people move on to more challenging things fairly quickly. Oh, by the way, I think that friend that helped the new member on Sunday prayed to receive Christ on Sunday.”

## **What I Learned about Servanthood from New Hope**

Keep the leadership track simple at the beginning. Pick up buckets, wave cars this way, and smile. They can be easily explained to another person and can easily be attempted with little or no training. Everyone needs a simple place to begin serving. Christ himself showed by his examples of simple servanthood the character of his followers.

The servants are recruited by other servants personally and quickly and the tasks are accomplished with a friend close by. It is friends involving other friends.

“Come help me” rather than “come help the church” or “be a servant.” The invitation to service often precedes the invitation to a relationship to Christ, and often is given on or before a visit to the church.

The roles are visible and therefore important. Others, who did not come with a friend, see everyday people serving. Do the servants, especially first timers, sometimes mess up? Sure, but these things can be corrected quickly when a friend is close by to help. Better to build a heart for service and servanthood than let the quest for quality inhibit people in developing their servant hearts.

The roles make simple tasks fun. Service should not be drudgery, no matter how hard the task. Part of the fun is doing the tasks with a team. Part of it is providing an atmosphere that encourages the servants to enjoy their tasks in the midst of accomplishing them.

The behavior is modeled not “taught. This form of equipping doesn’t require curriculum or classes to attend. It requires leaders who live what they teach. It is the Jesus way of equipping.

## **An Example from World Outreach**

Another example of servanthood can be found at World Outreach Church in Murfreesboro, Tennessee. When asked to share some of the measures they used to evaluate their success, Alan Jackson, the lead pastor answered: “How many service roles in our church and community have we created for day-old Christians?” His observation was that in many churches new believers were not adequately disciplined because they were not serving. So World Outreach made a strong effort in the past year to identify places to involve brand new followers of Christ into ministry

Alan continued: “We learned a lot from Steve Sjogren’s ideas on servant evangelism. With very little instruction and direction, people can create great service ministries to share the love of Christ with non-believers and develop servant hearts at the same time.”

### The Key to Training Servants

Behavior is modeled not taught. You and I are the curriculum. Modeling is much more powerful than cognitive approaches that focus on education and understanding. Of course training courses don’t hurt, but they aren’t as powerful as seeing servanthood in action and being part of the action.

Modeling goes like this: I do; you watch; and we talk. You do; I watch; and we talk. You do with another and they watch; and you talk. And so on and on.

### Moving On

How good are you in involving others in the joy of being a servant rather than a volunteer? Try it; I guarantee you you’ll like it.

**NET**  
**Results**

# Set Your Sights Higher

With marketing, communications and fund development counsel from Beth Hammock. She has a record of helping organizations blow past fundraising goals and dramatically increase membership.

Contact Beth at 314-896-4341 or [beth@hammockcommunications.com](mailto:beth@hammockcommunications.com).



[hammockcommunications.com](http://hammockcommunications.com)





horizons  
STEWARDSHIP

## FACING THE TRUTH ABOUT POOR GIVING AND ITS DEVASTATING CONSEQUENCES

**W**HEN CONFRONTED WITH poor giving and lackluster stewardship, church leaders often try to justify their situation rather than face the truth. Of course, it is easier to justify poor giving than to address it. However, the long-term consequences of believing the excuses are devastating. I've heard many justifications from stewardship chairs and pastors in my decades of working with churches. Here are a few of them.

“Our people are giving very well. We are meeting our budget.”

Making budget sounds great. There are many churches that would like to make a similar claim. However, meeting a budget is not reliable evidence that your people are giving well. I have encountered many churches that, in order to meet the budget, reduced expenses to match the level of giving. It might be good money management, but it is still poor giving. Even when church giving meets or exceeds the budget, most churches have a third or more of its members who contribute little or nothing at all. Churches who consider funding the budget as the ultimate objective have lost sight of their real mission – to make disciples. The truth is we are called to grow in giving, not to meet a church budget.

“Our people are very generous. Every time we ask them to step up for something, they do.”

Special projects can be a perfect opportunity to ask members to “step up” in financial giving or volunteer support. For some church members, special projects provide a chance for them to contribute beyond their annual giving and support a ministry they are passionate about. However, how many of your church members participate in your special appeal? Most of the time, only a small percentage of donors “step up” to make a special project successful. Poor giving remains a concern when only a few members are motivated to step up for special projects. While some are stepping up, others are giving little or nothing at all.

“We are so blessed to have two families who pay for the majority of our needs.”

It is indeed a blessing to have church members who have worldly wealth and are willing to give it to the church. However, the consequences of this situation can be devastating. While these two generous families are funding your ministries, are the remaining members saying, “We don't need to contribute. The big donors will take care of it?” What happens when either or both of the families leaves, dies, or moves? Finally, the other members may be missing out on opportunities to “excel in the grace of giving” (2 Corinthians 8:7 But since you excel in everything – in faith, in speech, in knowledge, in com-

30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

*Save The Date!*

**When Is Your  
Back to Church Sunday?**



**Be ready to leverage your return**

*Guaranteed to double your  
first-time visitor count*

**\$94.99**

**[ECCart.biz/gobig](http://ECCart.biz/gobig)**

plete earnestness and in the love we have kindled in you – see that you also excel in this grace of giving.)  
“Sometimes I preach about money and giving at budget time.”

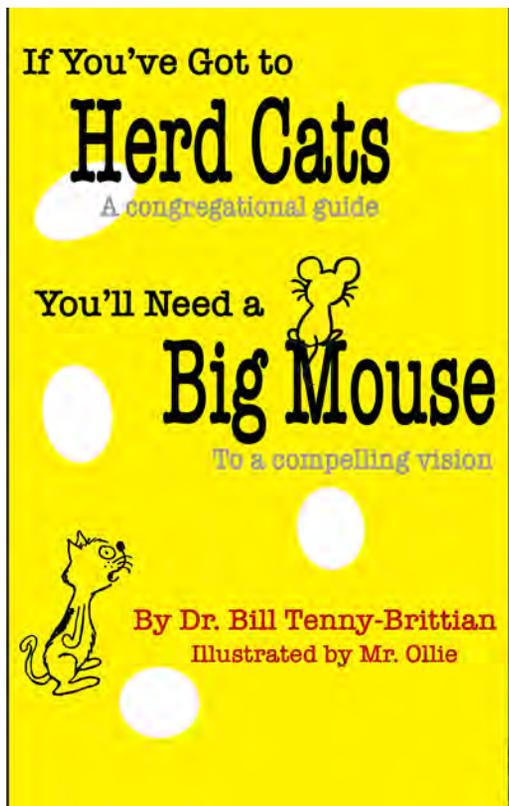
While preaching about giving once per year may be better than never preaching about giving, the truth is preaching around budget time is the worst time to do it. Giving should never be about what the church needs. Giving should always be about what the giver needs. Preaching on giving to fund your budget is uninspiring and will result in poor giving. Jesus had a different idea. Jesus suggested people should give to show they trusted in God more than they trust their money. Preach on money as Jesus did and you will be right on track. Jesus taught more about money than any other subject, except the Kingdom of God. Help people understand giving as a part of their discipleship journey and preach on giving year-round.

“I don’t want to know what my members give. I may treat members differently.”

When the pastor chooses to be unfamiliar with the church’s giving list, she/he is choosing to ignore important information about the discipleship journey

of her/his church members. In his book, *Rich Church, Poor Church*, Clif Christopher suggests not knowing the giving list puts the pastor at a disadvantage. The pastor may treat members differently as a result, but that does not mean preferential treatment for big donors and poor treatment for smaller donors. Knowing the giving list enables the pastor to guide those who need to understand giving as a spiritual discipline and thank those whose generous gifts provide support to life-changing ministries. Facing the truth about poor giving can help you avoid the devastating consequences. Creating a culture of generosity in your church requires open and honest reflections about giving and the involvement of your entire membership.

**NET** Results



Without a big ol' vision  
Revitalization will never  
become reality

If You've Got to Herd Cats is the story of Pastor Kent Clark who desperately wants to lead his church into an effective, successful, and sustainable future. Travel with Kent and you'll discover how to develop a vision so robust, so compelling, that your congregational "cats" will surrender their own good ideas in order to chase one audacious Big Mouse Vision.



Available at Amazon.com





# Parting Shot

With Scott Musselman

## VOLUNTEER MANAGEMENT

SO THE WIFE and I were watching an episode of *The Rookie* on television. There was a new rookie police officer who came from a soldier background. Her trainer said that would serve her well as long as she came to realize that the people they encounter are our fellow citizens and not the enemy.

Wow. Did that speak to church! Your enemy is not flesh and blood but spiritual forces. Okay, but what's that got to do with this *Net Results* issue on volunteer management?

We often call people volunteers in the church. Most people think of themselves as volunteers. Definition of volunteer: I don't get paid. So you'd better appreciate me. But we need to think of one another as servants. Even for those of us who get paid, we don't do what we do for money, thanks, or ego boost. We do what we do for the sake of following Jesus, for the purpose of serving God by serving people – loving one another in the manner that God loves us.

I think we need to be particularly clear about that as we consider volunteer management. Why are people signing

*Move from vision conceived to vision fulfilled*



**EXECUTE YOUR VISION**

The Practical Art of Ministry Leadership

**Bill Easum**  
Scott Musselman

Everyone has a vision, but it seems that few know how to achieve their dreams. Bill Easum and Scott Musselman walk you through the process to make your church vision a reality.

**Get Your Copy at Amazon.com**

up? Why are they not signing up? Am I putting tasks out there to be done because I think the church needs that? Or am I looking to discern the gifts and passions of people in our congregation to build off of those?

Think of the people in your church who do the tasks which take a good deal of time. Why do they do it? They do so because the opportunity is worthwhile for them. I see that in the hours provided by our person who puts together the worship video projection and online presentation, plus our administrator who offers countless hours for Jesus that most of the rest of us never see, and plus the really servant-oriented person who cleans all the toilets (sorry, Jesus, that's worse than washing feet).

When we have that servant-mindedness as the foundation, it makes "volunteer management" much easier. The people aren't doing something because the pastor says so or the board. Accountability becomes much more attainable as the people are working for Jesus. Indeed, that makes it smoother when a "volunteer" is in a position where things aren't going well.

Then we look at biblical spiritual gifts. God gave everyone at least one. Yet no one gets all the gifts. So everyone has something to offer which all of us need. Hence, when a role isn't going well, it's not a failure by the people. We just haven't yet found the right match for that person to serve in alignment with their spiritual gifts given by God for the sake of blessing others.

To me, we pay people when a task requires a significant amount of time and/or expertise. After that, management of paid and unpaid servants is really the same thing.

We all do what we do for the glory of God. If it's not going well, the faith community assists in finding a better fit. No guilt. No shame. No blaming. No anger. No leaving the church. (Well, that's the way it should be. Sometimes I think God should have spent a bit more than a day in creating humans. A tad more tweaking might have been beneficial. Just saying. But God didn't ask me.)

One of the toughest things about volunteer management is when it feels that there's a job to be done and no one steps up. To the best of our ability, just let it be. Wait. If it really is a calling and need for your congregation, God will supply the resources.

Again, whether dealing with a paid or unpaid role, the worst thing to do with a situation is to put a person in a position where they do not have gifts and do not see a passionate connection for serving God in that capacity. It will end badly. It will be worse than not having anyone for the task. Yes. That's difficult for us to accept as leaders.

Remember, we serve for the glory of the kingdom of God. Desire to make that an ever-greater observable reality in your life. Help others to see that that is your driving force. And invite them to do likewise. Seek first the kingdom of God and all volunteer management will go well (or something like that).

**NET** Results

