

Leading Volunteers

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- ◆ Churches are filled with volunteers.
- ◆ Yet pastors cry for greater involvement.
- ◆ This workshop outlines the
 - expectations of such volunteers and
 - suggests strategies for involving them as key players in the life of a local congregation



WANT TO BE INVOLVED IN CHURCH?

There are many areas where your involvement will make a difference to _____ Church. Come and talk to the pastor or elders.

Church Bulletin



MANDATE

◆ 1 Cor 12 - Body of Christ

- All gifted for the common good
- All belong - can't say I don't belong
- All are needed - can't say I don't need you

◆ Gal 3 - All of you baptised into Christ

- Commissioned for ministry
- Neither Jew/Greek, Slave/Free, Male/Female
- All one in Christ Jesus

◆ 1 Pet 2 - Priesthood of Believers

- Proclaim excellencies of Him who called out of darkness into His marvellous light



WHY VOLUNTEERS?

- ◆ To extend the ministry of the church beyond the few paid employees
- ◆ To fulfill Christian responsibility by finding service opportunities
- ◆ To feel good about giving

Douglas W. Johnson, *Empowering Lay Volunteers*



CHALLENGES

- ◆ People, yet no involvement
- ◆ Same people doing everything
- ◆ Expect the pastor to do it all
- ◆ Prefer employees
 - Pay people and they will work [if not fire them!]
 - Especially for the difficult tasks
 - Teen ministry
 - Pathfinders
 - Personal witnessing etc.



EMPLOYEES?

Always treat employees as volunteers. They can be made to turn up on time and leave on time. But when they are volunteers they will volunteer their heart and mind.

Stephen Covey, *7 Habits of Highly Effective People*



PARADIGM SHIFT

- ◆ FROM Institutional needs
 - TO Volunteers as people
NOT objects to be manipulated
 - Who are they?
 - What are their needs?
 - How do they view serving as volunteers?
 - How can the church challenge & enable volunteers to reach their potential?



WHO VOLUNTEERS?

- ◆ Someone who gives time and talent to help extend the mission and ministry of the church

Douglas W. Johnson, *Empowering Lay Volunteers*

- ◆ TWO significant groups
 - Retired
 - Young & single

Stephen J. Currow, *Challenges & Choices Confronting Congregations*



WHAT MOTIVATES?

- ◆ Interests & commitment
- ◆ Express ministry personally
- ◆ Contribute to God's mission on earth
- ◆ Desire to be treated as an insider
- ◆ Interested in getting to know the pastor



CONSTRAINTS

◆ AVAILABLE TIME

- Short-term & double assignments
- Specific & limited tenure
- Sunset clause

◆ FEARS OF INADEQUACY

- Addressed by training and support
- Leadership style determined by the readiness of followers
 - WILLINGNESS &
 - ABILITY



STRATEGY

◆ IDENTIFY SKILLS OF MEMBERS

- Get to know them

◆ IDENTIFY NEEDS OF CHURCH

- Programmes
- Maintenance
- Administrative

◆ MATCH *SKILL, TASK & TIME*

- Bite-sized pieces



HOW TO APPROACH

◆ PERSONAL INVITATION

- Quality of contact important
- Volunteers serve as a favour to another person
- Who is the best person to offer the invitation?



HOW TO APPROACH /2

◆ OFFER CHALLENGING WORK

- Why them?
- If anyone can, nobody will.



HOW TO APPROACH /3

◆ BE SPECIFIC

- What is involved?
 - TIME
 - ENERGY
- When does it finish?
 - Sunset Clause
- Kinds of tasks
 - PUBLIC
 - BEHIND THE SCENES
- Clear expectations & instructions



HOW TO APPROACH /4

◆ RESOURCES

- Budget
- Facilities & access
- Team/Personnel

◆ SUPPORT

- Who, Where, When & How
- Your commitment to them in response to their commitment to volunteer



HOW TO APPROACH /5

◆ BENEFITS OF VOLUNTEERING

- Personal response to God's salvation
 - Christian's responsibility
- Contribution they will make to
 - Church/community
 - God's mission in the world
- Feeling good about giving



MANAGEMENT

Effective managers manage *themselves* and *the people* they work with so that both the organisation and the people benefit.

Kenneth Blanchard & Spencer Johnson, *The One Minute Manager*



1 MINUTE MANAGEMENT

- ◆ 1 minute GOALS
- ◆ 1 minute PRAISINGS
- ◆ 1 minute REPRIMANDS

Kenneth Blanchard & Spencer Johnson, *The One Minute Manager*



The best ONE minute I spend
is the one I invest in people!

Blanchard & Johnson, *The One Minute Manager*



1 MINUTE GOALS

- ◆ Agree on goals - 3-6 goals
- ◆ Demonstrate good behaviour
- ◆ Write each goal - <250 words
- ◆ Read & re-read each goal each time you do it
- ◆ Review your performance
- ◆ Does behaviour match goals?



Goals begin behaviours. Consequences maintain behaviour

Blanchard & Johnson, *The One Minute Manager*



1 MINUTE PRAISINGS

- ◆ Tell people beforehand that you are going to let them know how they are doing
- ◆ Praise immediately
- ◆ Be specific - what was right
- ◆ How good you feel about what they did right - organisation & others
- ◆ Stop & let them feel good
- ◆ Encourage them to do more of same
- ◆ Demonstrate support for their success in the organisation



Help people reach their full potential ...
Catch them doing something right!

Blanchard & Johnson, *The One Minute Manager*



The best way to reward outstanding performance is to raise the level of challenge!

Max de Pree, *Leading Without Power*



1 MINUTE REPRIMANDS

- ◆ Tell people beforehand that you are going to let them know how they are doing
- ◆ Reprimand immediately
- ◆ Be specific - what was wrong
- ◆ Tell people how you feel about what they did wrong - very definitely
- ◆ Stop & let them feel how you feel
- ◆ Demonstrate honestly that you are on side
- ◆ Remind them how much you value them
- ◆ Reaffirm you think well of them but not of their performance in this situation
- ◆ Realise when it is over - it is over



Everyone is a potential winner.
Some people are disguised as losers.
Don't let their appearances fool you.

Blanchard & Johnson, *The One Minute Manager*



SUMMARY

- ◆ Church still the Body of Christ
- ◆ Members still Priesthood of Believers
- ◆ People still volunteer
 - Personal response to relationship with God
 - Greater time restraints
 - More selective - where they will grow & expand
- ◆ Churches should provide opportunities
- ◆ Change of paradigm
- ◆ If not used, will go elsewhere

Douglas W. Johnson, *Empowering Lay Volunteers*



BILL OF RIGHTS

- ◆ Volunteers have the right ...
 - To be recognised & rewarded for their work in the church
 - To assistance in clarifying their motives for service
 - Of being assured & of feeling that volunteering is their personal ministry
 - To be trained to do their jobs in the church effectively
 - To be assigned to tasks that will assist them grow personally and spiritually



BILL OF RIGHTS/2

- ◆ Volunteers have the right ...
 - To determine the amount of time they give to the church
 - To be treated as insiders in the church's organisational & institutional functions
 - To know they have easy access to the pastor

Douglas W. Johnson, *Empowering Lay Volunteers*



The more I consider human potential,
the more I believe that [volunteering in]
not-for-profit organisations are
increasingly where people turn to fulfill
themselves.

Max de Pree, *Leadership Without Power*



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