



FIRST COLONY CHURCH OF CHRIST

Usher Ministry Procedures: Lead Ushers

- I. Model God's nature with every person you encounter.
- II. Be a leader in ministry—not only to our guests and members—but also to the men on your Usher Team.
 - A. Meet briefly with your team prior to the start of your assigned service.
 - B. Invite questions and suggestions from the Ushers on your team.
 - C. Read a scripture, say a prayer, encourage, and thank your team members every Sunday morning.
- III. Insure that you have adequate staffing and recruit on the spot if needed.
 - A. Cultivate and maintain a list of alternates for your service.
 - B. Follow up immediately with any member of your team who doesn't show—not to say, "Where were you?" but, "I missed you and wanted to make sure everything is OK. Can I pray for you in some way?"
- IV. Be the "go to" man during your assigned service.
 - A. Know the elders and ministry staff and where to find one of them (other than Ronnie) at all times.
 - B. Know the doctors in our church, which service they attend and where they sit during worship.

(We are in the process of gathering this information (GH 3/8/03))

At present, they are David Galvan, Keith Kiser, Joan Smith, David Walker, and John Zerwas.
 - C. Know the location of the nearest telephone, emergency phone numbers, 1st Aid Kit, wheelchair, cleaning equipment, etc.
- V. Recruiting new Ushers.
 - A. Sources of new usher candidates
 1. New church members.
 - a) Meet them at Welcome Seminars.
 - b) Get their names from the orders of worship.
 - c) Names supplied to you by the office.
 2. Established church members.
 - a) Your church friends
 - b) Uninvolved or underutilized members

Church members are much more vulnerable to discouragement and to quitting when they have no meaningful role in which to serve. Always be looking/listening for these.

c) Names supplied to you by the office.

B. Pray before you ask anyone to do anything.

C. Take time.

There is a direct correlation between the amount of time you invest recruiting/training and how long volunteers will serve. A little extra time invested here communicates two things—you value this person and this job is important.

D. Recruiting is best done one-on-one.

Letters, announcements, or emails rarely recruit anyone. Use those to communicate & to inform but not to recruit. Nothing beats face-to-face connection for inviting someone to get involved in meaningful ministry.

Be high-tech *and* high-touch. Our business--our Father's business--is people.

E. Recruit to a vision - not to a job description.

Hype and perks won't pull in winners, but casting a compelling vision will. Speak to the *why* of the Ushering Ministry before you tell the *what*. For example:

Imagine arriving as a dinner guest at a huge, new & unfamiliar home. There are cars everywhere but no place to park. People everywhere but no one at the door to greet you. Everyone, except for you, seems to know each other and to feel right at home. There is no one to assist you, to answer your questions, to introduce you, to take your hat & gloves or to show you to your seat in the dining room. How comfortable or welcome would you feel?

Repeat the story, but this time describe being welcomed hospitably and cordially. Your question about the restroom is answered discreetly. The Host's family and staff are attentive, gracious and show a personal interest in you. They go the second mile to make you feel at home and to put you at ease.

Which version should/does describe the experiences of our guests?

F. Be honest about expectations and requirements.

Don't "undersell" or minimize the ministry. Good men will respond quicker to a challenge than to something that is no big deal.

G. Don't push for an immediate answer.

Give each man time to think, pray, & if married, consult his wife about the decision.

Do give a time frame. One week is enough, two weeks for major leadership positions.

VI. Equipping new Ushers.

A. Before scheduling new men to serve on their own, take them through these steps:

1. You talk while he listens.
2. You serve while he observes.
3. He serves while you observe.
4. He serves on his own, with confidence.

B. Take time (*Repeated here on purpose*).

There is a direct correlation between the amount of time you invest recruiting/training and how long volunteers will serve. Extra time invested here communicates two things-- you value this person and this job is important.

C. Group training.

Conduct periodic training workshops—with quality resources, refreshments, nametags, etc. Include new recruits and current ushers. Make a special point to connect one-on-one, with each new man.

D. Individual training.

If someone signs-on right after a Training Workshop, don't keep him waiting until the next one. Make an appointment. Invest some time. Meet somewhere before or after church. Meet for lunch or for coffee. Go to his home or invite him to yours. If all else fails, schedule a 45-minute phone appointment to walk him through the Usher Procedure Handout and to field his questions.

E. Use new men ASAP. Depending upon how far off it is, don't wait until the next rotation.

VII. Being an effective recruiter means keeping your recruits, so remember three things:

- A. Express appreciation often.
- B. Provide quality training and resources.
- C. Do all you can to set them up for success.