

Director Module 3 – Own and Drive a System for Recruiting, Developing, and Training Team Members

Core Competency 3

Own and drive a system for recruiting, developing, and retaining Team Members.

Read

Read *The Volunteer Project: Stop Recruiting, Start Retaining** by Darren Kizer, Christine Kreisher, and Steph Whitacre.

**Note: This book is primarily written from a children's ministry point of view, but the overall strategies are very applicable across all ministry environments.*

Discuss

1. What insight in this book shared stood out to you the most? Why do you think that stood out to you?
2. Would you say that The Ridge generally wants something **from** its volunteer team members or **for** its team members? Why did you respond the way you did?
 - a. What is one step we can take in your department to be more “for” our volunteers?
3. Would you agree with The Volunteer Project's assessment that greater retention will lead to more recruiting? Why or why not?
 - a. If your team members are not inviting others to serve them, why do you think that is? If they are, why do you think they are?
4. Why would someone want to serve as a team member on your team? Why wouldn't they?
5. Which of the 4 strategies to retaining team members challenged you the most? Why is that?
6. Based on the insights from this book, is there anything in your team member recruiting strategy to stop doing? What is that?
7. What are 1 to 2 things you need to start doing to recruit, develop, and retain more Team Members?
8. What accountability question would you like for me to ask you next time we meet?

Exercise

Create and implement a recruiting, training, and retaining strategy for your ministry department.

1. List ALL of the positions you have or need in your ministry area.
2. Write in all the names of the current team members you have in those positions.
3. Note how many slots are empty.
4. Create a preferred profile for each of these positions. (Examples include guest friendly, must like kids, able to play guitar, etc.)
5. Brainstorm WHO you would like to have fill these positions.
 - a. Don't just brainstorm yourself. Invite leaders and other team members in on this conversation.
6. Invite each person to consider serving and coach other team members to do the same.
 - a. Follow up until you schedule an orientation or get a hard no.
7. Next, type up your ONBOARDING PROCESS.

- a. Include, how is a new team member followed up with and how do they begin to serve?
 - b. What does their training look like?
 - c. Who trains and leads them?
 - i. When do they follow up?
 - d. Think through every step.
8. Finally, what is your plan to retain these team members?
 - a. How will you show gratitude?
 - b. How will you keep up with ongoing training?
 - c. How long is their commitment, and when will you have a conversation about the next season?
9. Type up your plan and share with your direct report. Once your plan is approved, set a date to check in and see how this is going.