



## TEAM TRAINING

Feb/Mar 2021

### HEART

#### Ministering When We Gather - *Calling, Readiness & Responsibility*

##### Your calling is from God!

###### 1 Peter 2:9 (NLT)

...you are a chosen people. **You are royal priests**, a holy nation, God's very own possession. As a result, **you can show others the goodness of God, for he called you out of the darkness into his wonderful light.**

##### Your readiness is **YOUR responsibility: WILL**

###### Ephesians 5:18

Don't be drunk with wine, because that will ruin your life. Instead, **be filled with the Holy Spirit...**

- Our ministry is merely a reflection of our walk with Jesus and our submission to His Spirit
- Step 1 for ministry, then, is **spiritual preparation**--get yourself ready!

##### Your readiness is **OUR responsibility: SKILL**

###### Ephesians 4:7, 11-13 (NLT)

However, He has given each one of us a special gift through the generosity of Christ...Now these are the gifts Christ gave to the church: the apostles, the prophets, the evangelists, and the pastors and teachers. Their responsibility is to **equip God's people to do His work and build up the church, the body of Christ.** This will continue until we all come to such unity in our faith and knowledge of God's Son that we will be mature in the Lord, measuring up to the full and complete standard of Christ.

**FACT:** "Equip" is the Greek word "Katartizo", which means **to perfect by way of a path of progress, or to prepare or form** as creation was formed by God's word (Heb. 11:3)

##### Your ministry is **essential!** Eternal things hang in the balance each weekend!

- People are hurting more than we, or even they, know!
- Only Jesus can heal and transform us, meaningfully now and permanently later
- So, our calling is to encourage by speaking from a **heart of love** to **hearts of fear**

### HEAD

**Our Objective:** To equip you to move from cliche to connection using verbal & non-verbal skills

##### Context:

##### **So Much Has Changed!**

- Our world
- Safety protocols
- New roles
- New people

**Resources:**

**3 Non-Verbal Keys For Effective Ministry**

- 80-90% percent of the impact of a message comes from nonverbal elements, such as facial expressions, eye contact, body language, and tone of voice.
- 55% of what we communicate is in our body language, 38% in how we speak, and 7% in what we say
- *“It’s not what you say but how you say it.”*

PAT		
Posture	Attentiveness	Tone
Spiritual: Servant leaders <ul style="list-style-type: none"> <li>• I am here for YOU</li> </ul> Physical: <ul style="list-style-type: none"> <li>• Arms at your side</li> <li>• Fully facing others</li> <li>• No physical barriers between you and others</li> </ul>	Active Listening <ul style="list-style-type: none"> <li>• Eye contact</li> <li>• Attention (device- and distraction-free)</li> <li>• Appropriate facial responses</li> </ul>	Smile! <ul style="list-style-type: none"> <li>• Can’t be or sound unkind while smiling!</li> </ul> Warmth Assertiveness <ul style="list-style-type: none"> <li>• As opposed to Passive (victim-like) or Aggressive</li> </ul>
<b>Philippians 2:3-4</b> Don’t be selfish; don’t try to impress others. Be humble, thinking of others as better than yourselves. Don’t look out only for your own interests, but take an interest in others, too.		

**3 Verbal Keys for Effective Ministry**

PCH		
Personal	Clear	Helpful--The “4 C’s”
<ul style="list-style-type: none"> <li>• Ask for and use others’ names</li> <li>• Remember their names</li> <li>• Remember conversations and details</li> </ul>	Share our Vision <ul style="list-style-type: none"> <li>• Crossroads is a church for everyone</li> <li>• We consider the needs of others</li> <li>• We honor and protect everyone with a safe and clean environment</li> </ul> Find several ways to say the same thing	<b>C</b> larify concerns <ul style="list-style-type: none"> <li>• Mirror</li> <li>• Validate, validate, validate!</li> <li>• Apologize when appropriate</li> </ul> <b>C</b> ommunicate your intent to help <b>C</b> onfirm resolution <b>C</b> ompensate losses whenever helpful
<p>“I’m so glad that you’re not worried about COVID! Thank you for thinking of others who may be.”</p> <p>“We really appreciate your consideration for people who are more vulnerable or more careful.”</p> <p>“I love how this church focuses on the needs of others.”</p>		

**HANDS**

*Role-play scenarios...*