

# Equipping Volunteers



*Please print these pages and complete them as you go through the eLearning course.*

What you will learn:

- The High Impact definition of equipping
- The meaning of the acronym RACK
- The High Impact principle demonstrating an understanding and proficiency
- Four steps on how to successfully transfer a skill or competency
- How to utilize the Word of God in training volunteers

## Equipping

*Fill in the blanks or respond to questions as you complete this course.*

1. Equipping is \_\_\_\_\_ to building volunteer equity that will make your team members and your entire team stronger.

## Reflection Question

*Describe a time when you served as a volunteer and didn't receive adequate training.*

*What was that like? How did you feel? What were the results? \_\_\_\_\_*

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## High Impact Definition of Equipping

*Fill in the blanks or respond to questions as you complete this course.*

1. The High Impact definition of equipping is providing the resources and transferring the necessary attitudes, competencies, and knowledge for a volunteer to be \_\_\_\_\_.
2. In High Impact, effectiveness is reaching both the \_\_\_\_\_ - \_\_\_\_\_ goals and \_\_\_\_\_ - \_\_\_\_\_ goals.

## The Acronym RACK

*Fill in the blanks or respond to questions as you complete this course.*

1. List below each word that is represented in the acronym R-A-C-K.
  - a. R \_\_\_\_\_
  - b. A \_\_\_\_\_
  - c. C \_\_\_\_\_
  - d. K \_\_\_\_\_
2. What *resources* would a Church Relations Team Member need?
  - a. A list of \_\_\_\_\_
  - b. A sample \_\_\_\_\_
3. What *resources* would a Prayer Team Member need?
  - c. A prayer \_\_\_\_\_
  - d. Access to special prayer \_\_\_\_\_
4. Training is about ensuring that each team member demonstrates the right \_\_\_\_\_ - \_\_\_\_\_ *attitudes* as they serve.
5. What *attitudes* do all OCC team members need?
  - a. An attitude of \_\_\_\_\_ on God
  - b. An attitude of \_\_\_\_\_ toward other organizations

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## The Acronym RACK (continued)

6. What specific *skills* might a church or community relations team member need?
  - a. Know how to \_\_\_\_\_ project leaders
  - b. Know how to \_\_\_\_\_ other team members on how to effectively present OCC in a one-to-one situation or to a group
7. Area or Ministry Coordinators must *know* how to recruit, \_\_\_\_\_, and equip other volunteers.
8. All team members need to *know*:
  - a. The \_\_\_\_\_ of OCC
  - b. The strategy of OCC
  - c. OCC's Biblical \_\_\_\_\_
  - d. How an Area Team works
9. A RACK will tell us immediately what areas we are covering well and in what areas we may be \_\_\_\_\_.

## Demonstrating an Understanding and Proficiency

*Fill in the blanks or respond to questions as you complete this course.*

1. As a leader, it's important to remember that our training is not complete until those we are training have both—
  - a. Demonstrated an \_\_\_\_\_
  - b. Demonstrated \_\_\_\_\_ (right behaviors)
2. Effective equipping requires a continual \_\_\_\_\_ of the basic content.
3. In matters of knowledge and content, ask team members to demonstrate an understanding by \_\_\_\_\_ the content of what has been taught.
4. When it comes to \_\_\_\_\_ or skills have team members demonstrate proficiency—that is, the right behaviors.

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## Reflection Question

According to this session, how do you know when a person has been equipped effectively? \_\_\_\_\_

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## Transferring a Skill or Competency

Fill in the blanks or respond to questions as you complete this course.

1. List the four steps on how to transfer a competency or skill.
  - a. Tell them.
  - b. \_\_\_\_\_ them.
  - c. Watch them.
  - d. Let them \_\_\_\_\_ an understanding and proficiency.
2. It's crucial to carefully \_\_\_\_\_ to the reporting after you've entrusted a volunteer to do the ministry activity on their own.
3. Effective trainers understand that initial training is just the \_\_\_\_\_ of equipping, not the end.
4. Ongoing equipping is \_\_\_\_\_ throughout the entire leadership process.

## Conclusion

Fill in the blanks or respond to questions as you complete this course.

1. Let the \_\_\_\_\_ permeate your training.

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## Essential Activities

Essential Activities and Elective Practical Exercises are ways for you to apply what you are learning in your Leadership Development program coursework in real time, gaining “on the job experience” as you develop in your leadership role. These activities and exercises help align the tasks you would already be doing as a leader volunteer with what you are learning in the program.

Below you will find a list of Essential Activities to work on with your regional point of contact that relate to this particular course and your overall ministry as an Operation Christmas Child leader volunteer. You should complete each of these activities. There are no Elective Practical Exercises for this lesson.

- Develop a comprehensive RACK for each volunteer position on your Area Team (for ACs) or for the volunteer position on your ministry team (for MCs). Ensure resources are available to team members.
- (For ACs) At a leadership meeting, ask Ministry Coordinators to complete a RACK on their team member position and then review them together. (For example, a Prayer Mobilization Coordinator would complete a RACK for a Prayer Mobilization Team Member.) Based on the completed RACKs, identify areas that are being covered well and any areas that may be deficient. With MCs, develop a plan to work on areas where team members may be deficient.
- Create a chart of each person on your team which lists the following. Check off each item when completed.
  - An updated and signed ministry description for their current role.
  - Completed online training for their role.
  - Completed refresher training for the current year.
  - Completed their MyOCC profile or visited recently.
  - Completed any training requested by the regional office (i.e. Logistics training video for Logistics volunteers, etc.)