

Leading Volunteers



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

What you will learn:

- Four words that describe High Impact leadership
- How to coach team members toward effectiveness

Leadership

Fill in the blanks and answer the questions as you complete the course.

1. Leading is _____ team members toward effectiveness—the *out-there* and *in-here* goals.
2. Leadership, like equipping, is focused on effectiveness or _____.
3. In High Impact, leading can be summed up in four words:
 - a. Reflection
 - b. _____
 - c. Inspection
 - d. _____

High Impact Leadership—Reflection

Fill in the blanks and answer the questions as you complete the course.

1. High Impact is _____ and all transformation begins with our relationship with God.
2. A leader must seek God and soak up the presence of God through—
 - a. Prayer
 - b. _____
 - c. Study of God's _____
3. Leadership is demanding.
 - a. Increased _____ warfare
 - b. Difficult _____

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High Impact Leadership—Reflection (continued)

4. We have _____ access to His [God's] power to accomplish all that He has for us.
5. Ultimately, the success of ministry rests on _____ shoulders.
6. A key role for Ministry or Area Coordinators is to provide _____, an in-here goal, to those on our team.
 - a. James 4:8 reveals an incredible promise in the Word of God—"Draw near to God and He will draw near to you."

Reflection Question

Which Scripture in this section encourages you the most and why? _____

High Impact Leadership—Connection

1. Connection is—
 - a. Love
 - b. _____ relationships with volunteers
 - c. Being more _____ about the lives of our team members than what they bring back to OCC
 - d. Loving our volunteers apart from their _____
2. Few skills are more important to a leader than _____.

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Reflection Questions

How would you evaluate your relationships with your team members? _____

List some details that you know about each of your team members. _____

What behaviors might demonstrate that your team has authentic relationships/community? _____

What practices might move your team toward stronger authentic relationships? _____

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High Impact Leadership—Inspection

Fill in the blanks and answer the questions as you complete the course.

1. In High Impact, we say inspection is developmental _____.
 - a. Inspecting to _____ volunteers; not to punish or discipline them.
 - b. Catch them doing the _____ things.
2. Every Operation Christmas Child leader has the _____ and _____ to inspect the work of team members under their leadership.
3. Explore a volunteer's ministry by—
 - a. Observing
 - b. _____
 - c. Asking _____
 - d. Listen to _____.
 - i. Are they completing their ministry description responsibilities?
 - ii. Are they moving in the right direction?
 - iii. If they have a specific ministry assignment, are they working towards that?
4. Three tips on inspection:
 - a. Make sure new team members know that as a leader it is your responsibility to _____ their ministry.
 - b. Make sure your connection is _____ before inspection. *Connection precedes inspection.*
 - c. When team members are telling you about their ministry, encourage them to be _____.

High Impact Leadership—Correction

Fill in the blanks and answer the questions as you complete the course.

1. Correction is developmental _____.
2. In High Impact, two words define correction—
 - a. _____ (Matthew 25:21a)
 - b. _____

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High Impact Leadership—Correction (continued)

3. It's important to communicate affirmation with _____ - _____ language.
 - a. Here are some examples:
 - i. "I thank God for you!"
 - ii. "It's a blessing to serve with you!"
 - b. Try to avoid saying "_____ you!" or "Thanks for _____ us out!"
 - c. Volunteers are capable _____.
4. It's much easier to keep joy in an environment of _____, grace, and _____.
5. Admonish team members in _____. (Acts 20:31)
6. Establish the path of _____ in the early stages of a coaching relationship.
 - a. "What you allow, you teach." -Randy Stoddard, former president of Safeco Insurance
7. Admonition done in love makes relationships with our volunteers much _____ and longer _____.

One-to-One Coaching Meetings

Fill in the blanks and answer the questions as you complete the course.

1. Here's a simple format to follow for a one-to-one coaching meeting:
 - a. _____
 - b. Inspect
 - c. _____
2. **Connect:** Start each meeting showing concern for the _____ and _____ welfare of each team member.
3. **Inspect:** During the inspection stage—
 - a. _____ intently and take notes.
 - b. _____ what they are saying.
4. **Correct:** Seek to _____ those volunteer activities that you've observed or heard that are going well and _____ those items that need re-direction.
(Proverbs 15:2a)

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Conducting Team Meetings

Fill in the blanks and answer the questions as you complete the course.

1. A good outline for a team meeting is—
 - a. _____
 - b. Connection
 - c. _____
 - d. Correction
2. **Reflection:** Start the team meeting with _____ or with a devotional.
3. **Connection:** Have each team member _____ personal highlights or struggles.
4. **Inspection:** Have team members come prepared to share a ministry _____ on their area to the group.
5. **Correction:** Have a team member share something that went particularly _____.
6. Save admonishment for _____ meetings.

Continued on next page.

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Essential Activities

Essential Activities (below) and Elective Practical Exercises (found on the next page) 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. On the next page you will find a list of Elective Practical Exercises from which you should, with the guidance of your regional point of contact, choose an additional one to complete.

- In this lesson, you learned about the importance of “Connection” with team members. Think of some ways to strengthen relationships with your team members and ways to show that you care about their spiritual and personal welfare. Make a list and then implement those ideas. Below are a few suggestions. Be sure to talk with your regional point of contact about other ideas.
 - Perhaps there is someone on your team who needs a word of encouragement. Send the team member a hand-written note to let them know how much they are appreciated and how they are advancing God’s kingdom through the work they are doing with the ministry.
 - At a one-on-one meeting, be intentional about finding out how the team member is doing both spiritually and personally. How is the team member doing with their relationship with God? Their family? Their church family? Are they experiencing health issues? What are some joys they are celebrating? Listen and learn about them.
 - Host a team potluck dinner, picnic, BBQ, or game night. Invite the families of your team.
- Through “Inspection,” catch team members doing the right thing and use what you learn from inspection to develop volunteers on your team. Be sure to observe, listen, and ask questions to find out how they are doing in their ministry role. Below are some suggestions.
 - Join a team member as they contact a project leader or potential partner. Verbally affirm something they did well.
 - Ask specific questions to find out how things are going. For example, “How are your affirmation calls going this week? Were you able to contact the five churches we talked about?”
 - As you talk with the team member, be sure to listen to understand. Are they completing their ministry description responsibilities? Are they working toward specific ministry assignments? Then offer encouragement and provide guidance where needed. Be sure to affirm those activities that are going well.

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Essential Activities (continued)

- Plan a team meeting that includes the four High Impact elements of leadership:
 - Reflection – Start the meeting with prayer or with a devotional.
 - Connection – Have each team member share personal highlights or struggles.
 - Inspection – Have team members come prepared to share a ministry report on their area with the group.
 - Correction – Have a team member share something that went particularly well. (Remember to save admonishment for one-on-one meetings.)

Elective Practical Exercises

Review the list of possible Elective Practical Exercises below with your regional point of contact and, **with their guidance**, select at least one of the exercises to complete as a part of this course based on the time of year, the make-up of your particular Area Team, the goals you have developed for your own ministry and the ministry of your team, etc. You should be prepared to discuss the exercises you complete at your next meeting with your regional point of contact.

- As you learned in this lesson, a leader must seek God through prayer, meditation, and study of God's Word. Reflection with God comes before Connection with our team members. If you don't already do so, set aside time each day to spend with the Lord in prayer and in studying and meditating upon His Word. There are many daily devotional resources available that provide a guide for Bible study, prayer, and meditation, such as the Billy Graham Evangelistic Association daily devotion (<https://billygraham.org/devotions/>).
- Memorize one or more of the following Scripture verses to remind you of God's faithfulness:
 - Hebrews 4:16
 - 2 Corinthians 9:8
 - 1 Thessalonians 5:24
 - Luke 12:32