

The Selection Process



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

What you will learn:

- How to walk a prospect through each step of the selection process
- How to say “no” if a candidate is not a match

Five Steps of the Selection Process

Fill in the blanks as you complete this section of the course.

1. Once a person comes forward, we now have a _____.
2. Walk each _____ through the steps of the OCC _____.
3. List the five steps of the Operation Christmas Child selection process:
 - a. Initial _____
 - b. _____ Packet
 - c. _____
 - d. _____ Checks
 - e. _____ a _____

The 7Cs

Fill in the blanks as you complete the course.

- A. The 7Cs are seven _____ that _____ our selection at any stage of the selection process.

(7Cs continued on next page)

The Selection Process



The 7Cs (continued)

B. List the 7Cs of the selection process:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

C. Listen for _____ of each of the _____ throughout each step of the process.

D. Selecting is discovering those God has _____ to partner with us in ministry who will make a _____.

E. _____ must permeate every step of the process.

Initial Encounter

Fill in the blanks as you go through the course.

1. The initial encounter is the first _____ or _____ with a person who has been _____ or shown interest in _____ with Operation Christmas Child.
2. The initial encounter is not a _____.

The Selection Process



Initial Encounter (continued)

3. The initial encounter is an informal brief meeting to accomplish three things:
 - a. To _____ a little about the _____ with a few pointed questions
 - b. To _____ an overview of Operation Christmas Child and the specific Area Team _____
 - c. To give them or give them access to an _____ packet and to _____ the next steps
4. The initial encounter gives both the _____ and _____
_____ a _____ way to _____ the ministry fit.

Reflection Questions

1. *What did you discover about the candidate in the scenario?* _____

2. Take a quick review of the 7Cs. What did you learn about the candidate's ...
 - Calling _____
 - Character _____
 - Compatibility _____
 - Competency _____
 - Condition _____
 - Commitment _____
 - Consistency _____

The Selection Process



Application Packet

Fill in the blanks in the statement below as you complete this section of the course.

1. If all goes well in the _____ encounter, give the prospect the _____ packet to _____ review.
2. The initial encounter may be by _____ or in _____.
3. The application packet may be sent by _____, handed to the candidate, or accessed _____.
4. The application packet has several important purposes:
 - a. To _____ about the candidate
 - b. To let the candidate safely _____ being a part of the OCC ministry
 - c. To test the _____ of the candidate.
5. Use the list of _____ to review the _____.
6. As you review the application, make a list of _____ to ask the candidate during the _____.

Interviewing the Candidate

1. List below tips regarding the interview:
 - a. Be _____.
 - i. _____ must _____ the interview.
 - ii. Take good _____.
 - iii. Ask questions about the _____.
 - iv. Share the _____, _____, and _____ of the ministry.
 - v. Go over the _____ for the position.

The Selection Process



Reflection Question

Fill in the blanks in the statement below as you complete this section of the course.

- b. Ask _____ - _____ questions.
 - i. The best _____ of _____ behavior is _____ behavior.
 - ii. Avoid asking _____ questions in interviews.
- c. Ask questions you fear may _____ the candidate.
 - i. As a leader, you have the responsibility to “_____ _____.”
 - ii. Asking a difficult question may be the most _____ thing you can do for a candidate.
- d. Share _____ of the ministry.
 - i. Provide an _____ of the _____ of OCC.
 - ii. Review the _____ of the Area and Ministry Team.
 - iii. Go over the Ministry Description in detail—talk about _____ and _____.
 - iv. Talk about meeting _____ and _____ requirements.
- e. At the end of the interview,
 - i. Give the _____ a chance to ask questions.
 - ii. Encourage the candidate to _____.
 - iii. Set a _____ to get back with the candidate about a decision.

The Selection Process



Checking References

Fill in the blanks in the statement below as you complete this section of the course.

1. OCC asks for a minimum of _____ references with one being the candidate's _____ or _____.
2. Keep reference information _____.

Making a Decision

1. A High Impact key principle is select _____, _____ volunteers.
2. Look to see if the _____ possesses enough of the _____ to indicate a likely good match.
3. Weigh _____ and _____ higher than the other 7Cs.
4. _____ is something that comes from _____ and _____ can only be developed over time.
5. When making a decision,
 - a. Earnestly _____.
 - b. Use the _____.
 - c. Take the _____ through each step of the _____.

Official Welcome

1. Call and officially _____ each new team member with _____ and _____.
2. Remind the new volunteer of initial _____ requirements.
3. _____ for the new team member.

The Selection Process



Continued – Official Welcome

Fill in the blanks in the statement below as you complete this section of the course.

4. Have other team members send _____ of _____.
5. Make sure the new volunteer is able to access _____ and _____ through the OCC _____.

Reflection Questions

Make a list of the dangers or risks if we say “no” to a candidate who is not a match. For example, you might say, “They could speak poorly about OCC.” _____

Make a list of the dangers or risks of saying “yes” to a candidate who is not a match.

The Selection Process



Saying "No" or Redirecting a Candidate

Fill in the blanks in the statement below as you complete this section of the course.

1. If you have the wrong person on your team, you will _____ have to say "no" anyway.
2. When we have a person who is not a match, it is essential that we handle this with _____ and _____.
3. If you select _____ who applies or shows interest, you will likely not have a _____ team.
4. You should say "no" or redirect a candidate as soon as you _____ the individual is not a good _____.
5. List ways to deal with someone who is not a match:
 - a. Self-_____.
 - b. _____ a prospect.
 - c. Careful _____.
 - d. Show them how it's in their _____ not to be involved.
 - e. Use the candidate's own _____.

The Selection Process



Essential Activities

Essential Activities (below) 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.

- Download and save to your computer in a folder entitled “Operation Christmas Child Selection Paperwork” the following document resources: Volunteer Interview Questions, Seven Cs Analysis, and Volunteer Reference Questions.
- Observe another leader on your team or your regional point of contact conducting an interview.
- Conduct an interview with your regional point of contact on the phone or conduct an interview with a Ministry Coordinator and talk with your regional point of contact about its effectiveness.
- In this lesson, you learned about each of the five (5) steps of the selection process. Complete the selection process for a candidate, applying what you learned.
 - Schedule and conduct an initial encounter with a prospect. Give the prospect the application packet or access to the application packet, if appropriate.
 - Use the list of 7Cs to review an application that was submitted by a candidate. Can you identify signs of Calling, Character, Compatibility, Competency, Commitment, Condition, and Consistency? Did you identify anything that raises a question about any of the 7Cs? Discuss your findings with your regional point of contact.
 - Schedule and conduct an interview with a prospective candidate. Before the interview make a list of specific questions to ask the candidate based on your review of the candidate’s application. These are questions you will want to ask in addition to the list of questions you ask every candidate.
 - Check references for a candidate you have interviewed.
 - Talk with your regional point of contact about the decision you feel you should make about the candidate and why you believe that is the right decision.