

1. The five steps of the High Impact process
2. The definition of High Impact
3. What it means to volunteer
4. Effectiveness: Reaching the **out-there** and **in-here** goals

*Briefly write about an experience you had when you felt like you received exceptional service. What made it exceptional? How was it different than just a transaction?*

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

# What is High Impact?



## The five steps of the High Impact Process

*The five steps of the High Impact process will provide the framework for your High Impact training. The five steps are:*



1. **Recruiting:** Communicating a truthful, compelling ministry message to discover prospects
2. **Selecting:** Discovering those God has called to partner with our ministry that will make a great impact.
3. **Equipping:** Providing our volunteers the resources and transferring the attitudes, competencies, and knowledge necessary for a volunteer to be effective
4. **Leading:** Coaching volunteers toward effectiveness: the **out-there** and **in-here** goals
5. **Developing Volunteer Leaders:** Selecting volunteers that will lead other volunteers; the path to multiplication of our ministry

# What is High Impact?



*Which step or steps of the process is your team practicing now?* \_\_\_\_\_

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*Which step needs the most improvement? Why?* \_\_\_\_\_

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## The Definition of High Impact

*Please fill in the blanks in the definition with the words listed below:*

High Impact is \_\_\_\_\_ a \_\_\_\_\_ model of  
\_\_\_\_\_ ministry and experiencing \_\_\_\_\_ ministry  
\_\_\_\_\_.

biblical                      effectiveness                      powerful  
volunteer                      restoring

# What is High Impact?



## Motivation begins in the heart

*"The mercenaries will always beat the draftees, but the volunteers will crush them both."*  
- Chuck Noll, former American NFL coach of the Pittsburgh Steelers

A mercenary is someone who takes part in a war solely for private gain or money. A draftee is someone who is forced against their will. A volunteer takes part because of their passion toward the cause.

Here are three key thoughts about motivation:

1. The motivation of a volunteer is directly tied to their heart.
2. The motivation of a volunteer is directly connected to their leader's heart.
3. The motivation of a leader is linked to their heart.

## Biblical Principles

*High Impact is based on biblical principles. What is your favorite scripture related to leadership? Why is this scripture important to you? How do (can) you personally apply it to your leadership work?* \_\_\_\_\_

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# What is High Impact?



## Volunteer

In High Impact, when we say the word **volunteer** we often mean **servant**.

Three biblical words for volunteer: *nadab*      *doulos*      *latreuo*

*Based upon the training, write the correct biblical word for volunteer above the corresponding description.*

Means "to serve" or "to make a sacrifice of offering"  Appears in Romans 12:1, where offering our bodies as a living sacrifice is compared to an act of service	Means "Bond Servant"  Romans 1:1, as Paul is a bond-servant of Jesus Christ; also in James 1:1, as James is a bond-servant of the living God and the Lord Jesus Christ	Means "spontaneous volunteer response"  Appears in the Old Testament in Judges 5 and Exodus 35; often refers to one with a "willing spirit"

## Reflection Question

*When was the last time you experienced the supernatural power of God? Write a brief description of a time you experienced God's power in your life.* \_\_\_\_\_

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# What is High Impact?



## Reflection Question

*How would you know if you or your team was being effective?* \_\_\_\_\_

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## OCC Mission Statement

*State the OCC Mission Statement in your own words.*

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# What is High Impact?



## Effectiveness

In High Impact, we define **effectiveness** as reaching both the **in-here** and **out-there** goals. Write a few examples of **in-here** goals for OCC on the inside of the circle. Then write a few examples of **out-there** goals for OCC around the outside of the circle.

### Out-There Goals



# What is High Impact?



## Developing *In-Here* and *Out-There* Goals

In this training module we discussed *in-here* and *out-there* goals. Write out three specific *in-here* goals for your team and three specific *out-there* goals for your team.

### ***In-Here*** Goals for my Team

1.

2.

3.

### ***Out-There*** Goals for my Team

1.

2.

3.



# What is High Impact?



## 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 two to complete.

- Discuss with your regional point of contact the answers you recorded on your workbook pages to these three questions:
  - Which step or steps of the High Impact process is your team practicing now? Which step needs the most improvement and why?
  - What is your favorite scripture related to leadership and why? How do (can) you personally apply it to your leadership work?
  - Write three specific in-here and out-there goals for your team.
- Find a creative way to communicate a High Impact concept you learned in this course to your team.
- Work with your regional point of contact to develop two small, short term goals to accomplish in each of three areas over the next month. Depending on the time of year these goals could be in the areas of:
  - Prayer
  - Developing your personal prayer team
  - Affirmation of your team members or of your partners in ministry such as churches community groups, media outlets, student groups, or prayer network partners
  - Recruitment
  - Selection
  - Team equipping/training
  - Collection Network growth
  - Shoebox growth/promotion

# What is High Impact?



## Elective Practical Exercises

Review the list of possible Elective Practical Exercises below with your regional point of contact and, ***with their guidance***, select one to two 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.

- Write out the leadership scripture you identified in this course on a note card and put it somewhere where you will see it each day.
- Memorize a scripture highlighted in this course and quote it to a friend or family member.