



# Training Volunteers

Office for Church Life and Leadership

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## Definitions and Introduction

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**Ministry** All activities motivated by our faith in Christ are ministry. This is the definition used throughout this booklet and in *The Ministry of Volunteers: A Guidebook for Churches*.

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**Volunteer** A person who does a task without financial compensation or without being forced to do it is a volunteer.

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**Volunteer Ministry** The ministry of Christians, the ministry of church members, is primarily the ministry of volunteers.

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**Volunteer Ministry Program** A church's intentional, planned work with its volunteers is its volunteer ministry program.

A church's volunteer ministry program, as described in *The Ministry of Volunteers: A Guidebook for Churches*, consists of the following ingredients or components.

- Developing a mission statement
- Preparing volunteer ministry position descriptions
- Identifying volunteers
- Matching volunteers and ministry positions
- Recruiting volunteers
- Training volunteers
- Supporting volunteers
- Completing volunteer ministries
- Evaluating the volunteer ministry program

These components are explained in a condensed form in "The Church and Its Volunteers." For more extensive information about each component of a volunteer ministry program, order the appropriate booklet as indicated on the inside back cover.

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## This Booklet

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This booklet is one of seven which together compose *The Ministry of Volunteers: A Guidebook for Churches*.

This booklet is written to guide the work of a group of persons in the church who have responsibility, or are given responsibility, for organizing and overseeing the church's efforts to provide opportunities for its members who are engaged in volunteer ministries to secure the necessary skills, knowledge, experience, information and perspective to do their ministries effectively and with confidence.

This booklet can be used as a self-contained resource by a group in the church even if there is no effort being made to develop an organized volunteer ministry program. If this is the case, it is recommended that the leader of the task group working on training secure and become familiar with some of the other booklets in this series.

Ideally, this booklet will be used by a group in the church that is part of an organized volunteer ministry program. Such a program will be giving attention to all or most of the components identified above.

The booklet in this series entitled "Guiding the Church's Volunteer Ministry Program" provides guidance for organizing a comprehensive volunteer ministry program. If the system described there is adopted by the church, then this booklet becomes the primary resource for the Task Force on Training.

# Training Volunteers

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*Training Volunteers, a booklet in the series,  
The Ministry of Volunteers: A Guidebook for Churches*

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One of the major elements in a church's volunteer ministry program is the training which is provided volunteers. Persons need perspective, knowledge and skill in order to carry out their volunteer

work effectively and with a sense of confidence. The church has a responsibility to assist its volunteers in securing these.

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### **Suggestions for Use**

This booklet on training volunteers is intended for use by a small group of persons who are given responsibility for the church's training program. This group will be referred to as the task group working on training. Some churches will have an educational or training committee that will be assigned this work. Other churches may find it best to select a special task group to work on this specific task for a period of time. A leader or chairperson of the group will be responsible for guiding the work of the task group and for coordinating its work with task groups dealing

with other aspects of the church's volunteer ministry program.

It is important that those who are working on the training program be aware of the activities of others involved in the volunteer ministry program. A brief introduction to a complete volunteer ministry program can be found in the booklet "The Church and Its Volunteers." It is recommended that all members of the task group on training have a copy of that booklet or have access to a copy as they begin their work.

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### **What This Booklet Contains**

This booklet is a guidebook for the task group on training. It is divided into three sections:

Section One presents a biblical and theological perspective on volunteer ministry.

Section Two outlines a series of principles which provide a foundation for the work of the task group on training.

Section Three outlines a series of meetings for the task group and identifies some resources to be used in the work of the task group.

The procedures outlined in the booklet are *suggested*. While they have been tested and found to be helpful in some churches, they cannot be used in the same way in every church. Each church is encouraged to adapt and alter the procedures so they are comfortable and compatible with the organizational life of the church. However, do not hesitate to attempt some new approaches simply because they have never been tried before in your church.

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### **Related Resources**

"Three Experiences with the Volunteer Ministry Program," which describes three quite different approaches churches can take in this program, is part of "Guiding the Church's Volunteer Ministry Program," a booklet in this series. These examples provide background information and may spark your own creativity in working on the training program.

The series of booklets, *The Ministry of Volunteers: A Guidebook for Churches*, is published by the Office for Church Life and Leadership of the United Church of Christ and is available from Church Leadership Resources, P.O. Box 179, St. Louis, Missouri 63166. Booklets may be ordered separately or in a notebook with the other booklets in the series.

# Section One: A Biblical and Theological Perspective on Volunteer Ministry

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*The Ministry of Volunteers: A Guidebook for Churches* is written by church people for church people. The booklets in this series attempt to articulate in simple terms an interpretation of what

God intends the church to be and do. This section contains a summary of some fundamental affirmations which undergird the principles and procedures outlined in the guidebook.

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All people are created and sustained in the mystery and power of God. God has a dream for us and works patiently and persistently to bring that dream to fulfillment. Through the centuries, people have perceived God's working uniquely in their time and have expressed their faith in the presence and power of God in their lives in ways uniquely meaningful to them. And yet, we are drawn together by our conviction that God's intention for a world of peace, justice, freedom and love has not wavered.

Our understanding of God has become clearer in the life, death and resurrection of Jesus Christ. We can say that to know Jesus is to know God. Moreover, God's love which was expressed so

completely in and through Jesus, changes us and leads us, as disciples, to witness and work for the fulfillment of God's dream—the coming of God's reign.

The church is entrusted with Christ's ministry in the world and is empowered by his loving Spirit. Each one of us—every man, woman and child who bears the mark of baptism—shares in this ministry. Ministry is not limited to the ordained clergy, but is given to all of us who call ourselves Christians.

The mission of the church is the mission of Jesus Christ—to witness to the living power and presence of God, to offer healing and hope in the world, to love people and to join God in the movement toward God's reign.

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## **The Mission of the Church**

One way we express our conviction that the mission of Christ is now the mission of the church is through the image of the church as the Body of Christ. This image is rich in revealing the meaning of our life together.

Just as a human body, though it is made up of many parts, is a single

unit because all these parts, though many, make one body, so it is with Christ. In this one Spirit we were all baptized, Jews as well as Greeks, slaves as well as citizens, and one Spirit was given to us all to drink.

*I Corinthians 12:12-13*  
*The Jerusalem Bible*

## **The Church as the Body of Christ**



**Body of Christ  
(continued)**

Each part in the human body contributes to and is sustained by the whole body, and so it is in the church envisioned as the Body of Christ. Christ is the head and we are members of the body. Each person is unique and precious and has a worthy ministry to perform. Christ's Spirit, working in and through us, draws the strengths of our ministries into mutual support and common purpose.

...[Christ] appointed some to be apostles, others to be prophets, others to be evangelists, others to be pastors and teachers. He did this to prepare all God's people for the work of Christian service, to build up the body of Christ.

*Ephesians 4:11-12  
Today's English Version*

**The Gifts of  
the Spirit  
for Mission**

God has not only empowered the church with the Spirit of Christ but has endowed it with the resources it needs to carry out its mission in every time and place. God's graciousness and initiative with us are seen in the gifts given to us—the talents, abilities, skills, knowledge, temperament and attitudes—which enable us to respond with faithfulness to the mission we have been given.

As the church discerns the gifts which have been placed within it and begins to apply them to its mission, it is responding faithfully. Persons need to discern and affirm the gifts they have been given and offer them to the church's mission. Some gifts seem to be simply inherent in a person. Others are developed through study, training, experience and discipline. Every person possesses gifts of ministry.

Each one, as a good manager of God's different gifts, must use for the good of others the special gift he [or she] has received from God.

*1 Peter 4:10  
Today's English Version*

The church, also, needs to discern and affirm the gifts of its members and apply them to its mission. Each church discovers the uniqueness of its mission as it discovers the gifts within its members.

Where needed gifts are not apparent, the church will challenge the potential in persons and find ways to inspire and support them in securing the training or experience needed that their gifts might blossom and grow. The most faithful response to Christ's Spirit is when the church becomes a sensitive and creative steward of the gifts of ministry.

The term *ministry* comes from the idea expressed by the Greek word *diakonos* meaning *one who serves*. In this fundamental way, all who serve in the name of Christ—those who are ordained and those who are not—share the Christian ministry together. Distinctions between the ordained and unordained have to do with mutually determined functions, not with more or less important ministries.

Every moment of our lives provides opportunities for ministry. All the many facets of our lives—our work, family life, leisure, public service—need to be seen in relation to ministry. We sustain and support one another in these ministries. Likewise, what we do in the life of the church should be experienced and affirmed as meaningful ministry. We should enable one another to appreciate the varieties of ministries being done in our midst. We are called, nurtured and sometimes remarkably transformed as we join our gifts with others in the Body of Christ to bear Christ's own ministry in the world.



Covenant is a theme which pervades all the Bible and expresses the church's understanding of its relationship with God. Our faithful ancestors in the Old Testament believed God selected them for special responsibility in relation to God's mission. They believed that the presence and will of God had been revealed to them in a special way and that they had a special responsibility and relationship with God. The relationship was one in which God promised sustenance and power in expectation of their faithfulness and obedience. This relationship was a covenant relationship.

The church continues in a renewed covenant relationship with God. This covenant relationship is characterized by the gift of Christ's Spirit to the church and the gift of faith to its members.

But you are a chosen race, a royal priesthood, a holy nation, God's own people, that you may declare the wonderful deeds of him who called

you out of darkness into his marvelous light. Once you were no people but now you are God's people; once you had not received mercy but now you have received mercy.

*1 Peter 2:9-10*

*Revised Standard Version*

## **Covenanting Together in Mission**

Through our commitment of membership in the church we not only bind ourselves in covenant with God, but with those who have made the commitment of membership with us. To be a covenant community suggests a group of persons are bound by vows of loyalty to one another; care for, serve and minister to one another; stand beside and support one another through the experiences of life. When we are in covenant we form a visible and concrete expression of the Body of Christ in a specific location and time. It is our covenant with God and one another which keeps us together and provides us with energy for mission.

Christ's ministry is now our ministry, for we are the Body of Christ. As the Body of Christ we are sustained by his Spirit and given the gifts for ministry. As we discern, affirm, offer and apply our gifts to the church's mission we respond faithfully.

All of us who call ourselves Christians are called to bear Christ's own ministry in our homes, jobs, community service and church. Persons like ourselves, with all our strengths and frailties, are chosen to proclaim the wonderful acts of God and to witness to a world of peace, justice, freedom and love which God intends and is bringing into being.

## **Summary**

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# Section Two: Principles Underlying the Training of Volunteers

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Churches often make the mistake of assuming that once a person has said “yes” to doing a volunteer ministry, the responsibility of the church has ended. They assume the person moves into the ministry, does it with skill and effectiveness and everyone

lives happily ever after. This overlooks the need and right volunteers have to be prepared to do ministry and to increase their effectiveness, skill and knowledge during the time they are doing the ministry. Training is a vital part of any volunteer program.

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## **Types of Training**

This resource uses three categories to describe the variety of training opportunities available to volunteers.

One type of training is *orientation*. Orientation helps persons prepare to do the ministry before they actually begin. For church school teachers, for example, this might involve reading and studying the teacher’s and pupil’s books, observing an experienced teacher for several weeks and attending a workshop on teaching methods offered by the conference. For a member of the official board this might involve reading annual reports of the church from recent years and minutes from past board meetings, studying the purpose statement, constitution and bylaws and goals of the church and attending an orientation session on the relationship of the local church to the conference and denomination.

A second type of training is “*on-the-ministry*” training. The volunteer learns while engaged in the task. This training should be intentional. The assumption cannot be made that just because ministry is taking place, so is learning. Specific learning goals should

be established and a training plan developed for each ministry position. For example, a new church school teacher may team with an experienced teacher and begin by accepting responsibility for a portion of the lesson. The new teacher might consult with the experienced teacher about what he or she intends to do and agree to spend a period of time following the class discussing what was done and how effective it was.

Committees and boards might provide a time at the beginning and end of each meeting for new members to raise questions they have about the work of the committee, operational policies, past experience and their own participation.

A third type of training is *continuing education*, the lifelong learning that a responsible member of the church will be pursuing regularly. It may or may not be directly related to a specific ministry or position the person presently holds in the church. Continuing education is growth and development in faith and faithful living. Minimally this will involve greater familiarity with, and knowledge of, the Bible,

church history, ethics and Christian beliefs; as well as basic skills needed to communicate clearly, be an effective committee member or leader and participate in group decision-making and problem-solving. Continuing education is the outcome of a well-rounded adult education program in the church.

The goal of training is either knowledge or skill building. To discover what type of training is needed, ask "What does this person or group of persons need to know to be effective in their ministry?" or "What does this person or group of persons need to be able to do effectively to fulfill the assignment?"

In planning a training program a church will need to give attention to the following factors:

1. What needs to be taught. This will need to be determined for each ministry. One way to approach this task is to ask persons presently or previously in the position what it is necessary to know or to be able to do in a particular ministry; what they would have liked to learn when they first started; what helped them get started. Ask the new volunteers to identify any questions they may have about the church or the volunteer ministry and what help they think they might need.
2. Who should plan and conduct the training program. Consider who in the church has the knowledge or skill needed by the volunteers. The pastor(s) could play a key role in training. There may be a special training task group or education committee established in the church. The conference often has training programs designed for specific local church volunteers or might be willing to offer a training program if requested. Community resources should not be overlooked, including high school and university extension courses or evening classes. Check to see what other churches nearby are doing which might be open to members of your church.

3. How the person will be involved in determining the training he or she needs. Training should be individualized as much as possible because persons are not at the same point at the same time. By involving the learner in planning his or her learning program it is possible for personal goals to be pursued along with the church's goals. Personal growth and development beyond what is needed for the ministry should be provided, if possible.
4. Training needed for ministries beyond the local church. In many cases members will feel inadequate or unprepared for the ministry which they have undertaken in the larger church or in the community. In considering its training program, the church may want to survey its members for the kinds of training which could help them be more effective Christians and volunteers in their other ministry settings. To offer training in response to these identified needs would be dramatic witness to the church's understanding of the many opportunities and settings for ministry and its role in preparing and supporting its members in these ministries.

### Factors in Training

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## Section Three: Procedures for Training Volunteers

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This section of procedures is a guide to the group responsible for developing and administering the training program for volunteers in the church. This group will be referred to as the task group working on training. Careful thought should be given in deciding who should be a member of this task group and how they should be recruited to serve.

The booklet in this series "Guiding the Church's Volunteer Ministry Program" describes a comprehensive system for the total volunteer ministry program which is led by a team and four task forces, including a Task Force on Training. This section on procedures does not assume the team and task force plan is being used. However, the church which uses that plan or an adaptation of it will find that the procedures outlined in this section may easily be used by the Task Force on Training. The sample ministry position description for a task force member contained there may be particularly helpful as you begin.

The materials in this section are designed primarily for a church beginning the volunteer ministry program and provide procedures for assessing training needs and developing a training program in response to those needs. Once the volunteer ministry program is in operation, the materials in this section can be used to review and keep the training program vital and sensitive to changing needs.

A person needs to be designated as leader or chairperson of the task group. This person should become familiar with all the materials in this booklet and have a broad understanding of all the components in the volunteer ministry program and the place of training in that program. This leader should have a clear understanding of the meaning of *volunteer ministry* as used in this booklet and should consult with the pastor or another resource person (e.g., conference staff person) if questions arise which cannot be resolved.

At several points, the task group members need copies of a portion of this booklet. You may choose to provide a copy of the booklet for each task group member rather than to make copies of portions of it.

*This training section contains detailed instructions for the following activities to be carried out by the task group working on training volunteers.*

## Activities Outlined in This Section

Activity	Time	Purpose
First Meeting of the Task Group*	2 hours, 10 minutes	Orient the task group to its activities
Second Meeting of the Task Group	2½ hours	Plan how to gather information about training needs and information about training programs and resources
Individual assignments		Collect information
Third Meeting of the Task Group	1½ hours	Continue work on identifying training needs and resources and plan ways for persons to take advantage of training opportunities (This meeting should not occur until the task group has access to completed ministry position descriptions.)
Individual assignments		Inform persons and groups about training opportunities
Fourth Meeting of the Task Group	2 to 2½ hours or 2 sessions	Plan to offer training opportunities within the church
Two meeting plans for orientation and training programs within the church are included in this section:		
Orientation for Groups within the Church		
Orientation for Persons in Ministry beyond the Local Church		

\*This meeting will be omitted if an orientation for task force members already has been held as outlined in "Guiding the Church's Volunteer Ministry Program."

## Planning and Leading Meetings

Suggestions for planning and leading task group meetings:

1. Study the list of materials needed for each meeting and make provision for all supplies and resources.
2. Begin and end the meetings promptly at the announced time.

### **Planning and Leading Meetings (continued)**

3. Provide brief group building activities at the beginning of the meetings and a time for reflection and sharing about the meeting at the end.
4. Continually look for ways to relate the work of the task group to ministry using the principles of the volunteer ministry program.
5. Provide a break for each hour or hour and a half of the meeting.
6. At the beginning of each meeting always share the objectives for the meeting and preview the agenda. (It is good practice to outline these on newsprint.)
7. At the end of each meeting, summarize accomplishments, review assignments to be done between meetings and preview the next meeting.
8. Each meeting plan has suggested times stated for each step. It is important to maintain the pace of the meeting to complete the agenda in the agreed-upon time. The task group chairperson should keep in mind that the meeting plans are flexible and feel free to make the needed changes. However, it should be noted that the meetings build on one another, and tasks not undertaken or completed may affect later plans and the work of task groups dealing with other aspects of the church's volunteer ministry program.
9. The size of the task group affects how the group works together. If the task group is only 4-6, then all group work can be done together. If there are more than four members, some group assignments could be done in sub-groups. For example, the personal sharing in each meeting plan could be done in small groups of 2-3 persons.

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## **First Meeting of the Task Group Working on Training Volunteers**

### **Background and Preparation**

This is the first meeting of the task group working on training volunteers. (If the church is using the plan described in the booklet in this series "Guiding the Church's Volunteer Ministry Program" and has held the orientation for task force members, this meeting should be omitted and the task force should continue with the second meeting plan which immediately follows this one.)

One member of the task group (chairperson) should be selected to plan and lead this meeting. This person should

have a clear understanding of the church's volunteer ministry program and what will be expected from this task group.

If other groups in the church are working on other parts of the volunteer ministry program (e.g., identification, recruitment, support), the chairperson should be familiar with the activities of those task groups and share them with the task group working on training volunteers.

The members of the task group on training volunteers will understand the concept of *volunteer ministry* and what it means for their work and for the church.

The members of the task group will

understand their responsibility and will become familiar with the resources available to them.

The members of the task group will understand the components of the church's volunteer ministry program and what will be expected of them.

### Objectives of the Meeting

- A list of the components of a volunteer ministry program for each member of the task group or these displayed on newsprint. (The components are found on the inside front cover of this booklet.)

- Newsprint, markers and masking tape
- Light refreshments (optional)
- A copy of the booklet "The Church and Its Volunteers" for the leader

### Materials Needed

2 hours, 10 minutes

### Time Required

- Welcome, objectives, agenda
- Personal sharing and theological reflection
- Introduction to the volunteer ministry program and its components
- Development of familiarity with the aspects of a volunteer training program

- Development of a beginning list of training currently being done in the church
- Development of familiarity with the work of the task group and scheduling of activities
- Worship and closure

### Overview of the Meeting

**1**  
The chairperson welcomes members of the task group to the meeting,

expresses appreciation for their attendance, shares the objectives of the meeting and previews the agenda. (10 minutes)

### Detailed Outline of the Meeting

**2**  
Each person reflects for a few minutes on the question:

What gives you the most satisfaction in your present leadership or volunteer work in the church?

If the group is less than 4-6 persons, each person shares his or her response with the group. If there are more than 4-6 persons, break into smaller groups for sharing. (15 minutes)

### 3

The chairperson leads the group in a discussion of volunteer work as ministry, first inviting the group members to share how they feel their own volunteer work is ministry and then sharing the definitions of *ministry* and *volunteer ministry* found in this booklet and in the

introduction to "The Church and Its Volunteers."

The chairperson may use the materials from "Section One: A Biblical and Theological Perspective on Volunteer Ministry." The discussion should refer to ministry within the local church, the wider church and the community. (15 minutes)

### 4

The chairperson introduces the volunteer ministry program as a way to enable a church to be more caring and supportive of all members engaged in ministry.

The chairperson introduces the components in a volunteer ministry program by referring to copies of the outline found on the inside front cover of this

booklet, or by reproducing it on newsprint.

The chairperson shares work that any other groups are doing or planning related to the volunteer ministry program.

The chairperson interprets the task of this group which is to be responsible for the component dealing with training. (20 minutes)

### 5

The chairperson introduces and defines the three types of training described in

the principles section: orientation, on-the-ministry, continuing education. The chairperson leads in discussion until the task group members have clarity about the concepts. (15 minutes)

### 6

Break. (10 minutes)

### 7

The chairperson labels three sheets of newsprint: Orientation, On-the-Ministry, Continuing Education.

The task group identifies, from its own experience, how these types of training are currently done within the church for persons engaged in a volunteer ministry. (20 minutes)

### 8

The chairperson places the outline of activities of the task group (page 11)

on newsprint and reviews what is involved in each step. The group schedules its next meetings and activities. (15 minutes)

### 9

The chairperson thanks the members for their participation and leads worship

which affirms the task group's activities as ministry, renews their commitment to that ministry and expresses support for one another. (10 minutes)

## Second Meeting of the Task Group Working on Training Volunteers

Orientation for task group members has occurred which has introduced the concepts of *ministry* and *volunteer ministry*, and has familiarized task group members with some of the principles in training volunteers.

Work by any other groups on components in the church's volunteer ministry program is being coordinated with the activities of this task group.

### Background and Preparation

The task group chairperson or another designated leader plans and leads this meeting. If a copy of the section on principles of this booklet is not available for each group member, the leader should be prepared to present them to the group (Step 3).

The task group members will deepen their understanding of ministry and the biblical foundations undergirding their work.

The task group will begin to identify training being done and training needed in the church and make plans for securing additional information about these.

### Objectives of the Meeting

- If ministry position descriptions have been developed for volunteer ministries within the church, copies of as many ministry position descriptions as possible should be secured for the meeting. If ministry position descriptions are not available, the chairperson should consult with the pastor and other leaders of the church to begin to develop a list of training offered to volunteers in the church.
- If the orientation meeting included developing three lists of training

currently being done in the church, display those lists on newsprint.

- A copy of the section on principles of this booklet for each person (optional)
- A copy of the "Information Form: Training" (page 18) for each task group member
- Newsprint, markers and masking tape
- Bible or Scripture passage
- Light refreshments (optional)

### Materials Needed

2½ hours

### Time Required

- Welcome, objectives, agenda
- Theological reflection and personal sharing
- Study of principles of training

- Identification of training being done and training needed
- Plans to secure additional training
- Reflection on meeting and closure

### Overview of the Meeting

## Second Meeting

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### Detailed Outline of the Meeting

**1**

The task group chairperson welcomes members of the group and expresses appreciation for their work on this important ministry task.

The chairperson reviews what the task group accomplished when it met during the orientation meeting, shares the objectives for this meeting and previews the agenda. (10 minutes)

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**2**

The task group chairperson reads I Peter 4:10 and shares some thoughts about "gifts of the Spirit" from "Section One: Biblical and Theological Perspectives on Volunteer Ministry." Each person reflects on one gift he or she has

been given by God. Persons describe their gifts to one another.

The chairperson invites task group members to share how they have developed or nurtured their gifts—through study, training, experience or discipline. (15 minutes)

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**3**

If copies of the section on principles of training are available for everyone, task group members are given a few minutes to read this material. If copies are not available, the chairperson or another

leader makes a presentation based on the principles section.

The chairperson leads the discussion until the group is clear about the principles underlying training volunteers. (15 minutes)

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**4**

The task group chairperson posts the sheets of newsprint developed at the first meeting on training underway labeled: Orientation, On-the-Ministry, Continuing Education.

The task group reviews the list and adds any additional current training opportunities within the church for persons doing volunteer ministry. If this list was not begun at the last meeting, begin listing training underway. (10 minutes)

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**5**

If copies of ministry position descriptions have been secured for this meeting, these are divided among the task group members and each reads the section on training and prepares to report the following information:

Name of Ministry Position  
Training Being Provided  
Training Needed

If ministry position descriptions have not been secured, the chairperson shares information he or she has secured prior to the meeting, places it on the above outline (Step 4) and invites members to add to it. (15 minutes)

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**6**

Break. (10 minutes)

## 7

The group reconvenes and each member shares learnings about training being provided, which is added to the newsprint lists. (15 minutes)

## 8

The group then reports on training needed. This information is recorded on

a new set of newsprint using the three categories from Step 4 and should list the ministry positions and the training needed for each. (20 minutes)

## 9

The group determines how it can secure a complete picture of training being done and training needed in the church and decides how to go about it. One method is use of the "Information Form: Training."

The chairperson introduces this form. The group decides whether or not to

use this form and how to adapt it, if necessary, or determines another method to use; decides what individuals and groups to contact to secure information; and assigns members to conduct the interviews. The training needs of each position within the church should be covered in some manner. (30 minutes)

## 10

The chairperson reviews the accomplishments at this meeting, reviews individual assignments which have been

accepted and previews what will be done prior to and during the next meeting. The group establishes the time, date and place for its next meeting. (5 minutes)

## 11

The chairperson gives members an opportunity to reflect on the meeting and share any feelings, learnings or insights. The chairperson takes a few minutes to remind the task group

members of their role in the total church's volunteer ministry program and that their work on the task group is ministry, and to close the meeting with a Scripture reading and prayer. (5 minutes)

## Information Form: Training

(This tool is used by the task group on training volunteers. A member of the task group uses the form as a guide for conducting an individual or

group interview to secure information which will assist the task group in planning a training program for the congregation.)

1. Ministry position \_\_\_\_\_
2. What would someone beginning this ministry position for the first time need to know, or need help with, in order to do the ministry well?
3. What experiences, training or resources have been helpful to you as you have done this ministry?
4. What would you want to say to the person who follows you in doing this ministry?
5. What suggestions would you like to make to the task group working on training volunteers?
6. Other comments:

## Third Meeting of the Task Group Working on Training Volunteers

Before this meeting the task group members will have secured information from individuals and groups within the church using the "Information Form: Training."

The task group chairperson plans and leads this meeting.

In Step 2, the chairperson or pastor should be prepared to share information from "The Mission of the Church" in "Section One: A Biblical and Theological Perspective on Volunteer Ministry."

### Background and Preparation

Task group members will deepen their understanding of ministry.

The task group will develop a clear understanding of major areas in which training is needed for volunteers in the church.

The task group will make plans for securing information about training opportunities and resources outside the local church.

### Objectives of the Meeting

- The newsprint lists of training being provided and training needed which were developed at previous meetings of the task group

- Newsprint, markers and masking tape

### Materials Needed

1½ hours

### Time Required

- Welcome, objectives, agenda
- Theological reflection and personal sharing
- Reports on interviews about training needs
- Identification of major areas of training needed

- Plans for securing information about training resources and programs
- Reflection on meeting and closure

### Overview of the Meeting

## 1

The task group chairperson welcomes

the task group members, shares the objectives for the meeting and previews the agenda. (5 minutes)

### Detailed Outline of the Meeting

### 2

The chairperson or pastor shares material from "The Mission of the Church" in "Section One: A Biblical and Theological Perspective on Volun-

teer Ministry" and then asks task group members to share aloud ways in which they feel their church is sharing in the ministry of Christ. (10 minutes)

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### 3

The chairperson posts the newsprint lists of training being provided and training needed in the church. Members of the task group report

additional information they secured through their interviews since the last meeting (using "Information Form: Training") and this information is added to the lists. (20 minutes)

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### 4

The task group begins to group the training needs identified on the newsprint. It identifies common elements

from several volunteer ministries which could be addressed with a single training experience. (25 minutes)

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### 5

The task group makes plans to secure information about training programs and resources beyond the local church which could be made available to the church's volunteers. The group decides which of the following to research and whom to contact and makes group assignments:

- a. Conference or association programs and resource persons. Suggestion: arrange an interview with a conference staff person to inform him or her of the task group's work and learn what programs, resources and resource persons are available to the church. Keep in mind the list of training needs already identified by the task group.
  - b. Community educational and training programs. Check with adult evening educational programs at high schools, technical institutes or colleges and with other organizations, such as the agricultural extension agency and public libraries.
  - c. Other churches in the area. Discover what they are doing in training volunteers, any opportunities for participating in their programs and their interest in jointly developing training programs. (25 minutes)
- 

### 6

The task group chairperson reviews the work of the meeting and individual assignments to be completed before the next meeting.

The task group sets the date and time for its next meeting. A member of the task group closes with prayer. (5 minutes)

## Fourth Meeting of the Task Group Working on Training Volunteers

In preparation for this meeting, task group members are engaged in individual assignments to secure information about training resources and programs offered by the conference, available in the community or being done by other churches or agencies. These persons should be prepared to report their findings at this meeting.

The chairperson plans and leads this meeting. The chairperson should be familiar with the additional designs in this booklet and be prepared to introduce them to the task group. The additional designs include:

Orientation for Groups within the Church

Orientation for Persons in Ministries beyond the Local Church

If each person doesn't have a copy of "Section One: A Biblical and Theological Perspective on Volunteer Ministry," the chairperson or pastor should be prepared to share the ideas found there (Step 2).

This is the final meeting outline for the task group contained in this booklet. It is hoped that the task group will continue its work using the experience of these meetings as a guide for organizing its meetings.

### Background and Preparation

Task group members will deepen their understanding of ministry.

The task group will develop plans for providing and securing training

opportunities for persons and groups in the church.

The task group will plan next steps for its work.

### Objectives of the Meeting

- The newsprint sheets from previous meetings listing training being provided for and training needed by volunteers in the congregation
- "Section One: A Biblical and Theological Perspective on Volunteer Ministry" for each task group member
- A copy of the following meeting plans found in this section for each task group member or the information displayed on newsprint:

Orientation for Groups within the Church

Orientation for Persons in Ministries beyond the Local Church

- Newsprint, markers and masking tape
- Light refreshments (optional)
- Bible for the leader

### Materials Needed

2 hours, 40 minutes.

There is much to be accomplished in this meeting. The task group or chairperson may decide to divide this meeting into two meetings in order to provide more time to accomplish the necessary activities.

### Time Required

## Fourth Meeting

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### Overview of the Meeting

- Welcome, objectives, agenda
  - Theological reflection and personal sharing
  - Report on assignments
  - Matching of training needs with training resources
  - Consideration of a plan for orientation training with groups within the local church
  - Exploration of training options and plans for next steps
  - Reflection on meeting and closure
- 

### Detailed Outline of the Meeting

#### 1

The task group chairperson welcomes the members, shares the objectives for the meeting and previews the agenda. (5 minutes)

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#### 2

The chairperson or pastor invites the members to read the section, "The Church as the Body of Christ," from "Section One: A Biblical and Theological Perspective on Volunteer Ministry," or shares that material with the members in a brief meditation period.

Each task group member is invited to share one way in which he or she has ministered to someone or was ministered to by someone since the last time the task group met. Prayers of thanksgiving are offered for their ministries. (15 minutes)

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#### 3

The chairperson posts the newsprint sheets developed at previous meetings

identifying training needed by volunteers within the congregation. The group reviews the list. (5 minutes)

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#### 4

The chairperson posts the newsprint sheets developed at previous meetings identifying training being provided. Task group members report on their individual assignments on training programs

and resources available through the conference and in the community. These are recorded on the newsprint and corrections are made in earlier information, if necessary. (20 minutes)

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#### 5

The task group attempts to match the training needs it has identified (Step 3) with the training programs and resources identified (Step 4).

The group plans ways to share with the church the training opportunities it has identified and to encourage and support persons to participate. If there are costs involved, the task group should explore ways for the church to cover them. (15 minutes)

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#### 6

Break. (10 minutes)

**7**

The task group arranges to inform the appropriate group responsible for adult education within the church (e.g., Christian Education Committee or Adult

Education Committee) of any training needs identified for which they should plan. These needs will relate primarily to the continuing education training category. (15 minutes)

**8**

The task group chairperson introduces the meeting plan entitled "Orientation for Groups within the Church," as one technique to assist groups within the church to plan an orientation session at a time when new members join the group.

The task group studies the meeting plan and discusses ways to use it with groups in the church. It decides whether or not to use the meeting plan. If it decides to use the plan, then it decides how it will be used and with what groups.

Task group assignments are made for contacting groups within the church, setting dates and leading the meetings. (25 minutes)

**9**

The task group chairperson leads a discussion of additional actions the task group could take to provide training for church members involved in volunteer ministry. Options to explore include:

- a. Study the suggested plan "Orientation for Persons in Ministries beyond the Local Church."

- b. Continue with additional interviews of persons and groups which were begun in the second meeting to discover training needs.
- c. Review the list of training needs and identify those for which there are no plans. Brainstorm possible ways to provide or secure training programs and resources to meet these needs. Decide from among the possibilities, and plan ways to follow up with this training. (30 minutes)

**10**

The task group chairperson reviews what has been accomplished at the meeting and individual assignments.

Additional meetings of the task group depend on the next steps which it has decided to take. The task group sets a date and time for its next meeting. (10 minutes)

**11**

The chairperson or pastor reads Ephesians 4:11-16 and asks members to reflect on verse 12 and share how persons in the church are being equipped for ministry and for building

up the Body of Christ. In what ways is the church being strengthened as a result of the volunteer ministry program? In closing, task group members are asked to join in sentence prayers for the church. (10 minutes)

## Orientation for Groups within the Church

### Background and Preparation

At the fourth meeting of the task group working on training volunteers, plans have been made to hold orientation sessions with various groups in the church. Arrangements have been made with the chairpersons of the groups for which orientation is being held.

The chairperson of the groups for which orientation is taking place or the chairperson of the task group on training or another member of the task group serves as the leader. This person needs to have a clear understanding of the volunteer ministry program and the place of training in it.

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### Objectives of the Meeting

Groups will provide orientation for their members at the time new members join.

The members of the group will identify training needs.

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### Time Required

2 hours

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### Materials Needed

- A copy of the ministry position description of the group for each member of the group (See "The Church and Its Volunteers" for a condensed version of how to prepare volunteer ministry position descriptions or Part II of "Volunteers and Volunteer Ministries" for a more

detailed discussion. Both booklets are part of *The Ministry of Volunteers: A Guidebook for Churches*.)

- Newsprint, markers and masking tape
- Bible or Scripture passage
- Hymnals or song sheets

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### Overview of the Meeting

- Welcome, objectives, agenda
- Personal sharing
- Understanding of and clarification of tasks
- Organization of the group's life

- Planning for major activities or responsibilities
- Identification of training needs
- Reflection on meeting and closure

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### Detailed Outline of the Meeting

#### 1

The leader welcomes the group to the meeting, shares the purpose of the

meeting and previews the agenda. (5 minutes)

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#### 2

In small groups of 4-6 persons, both new members and experienced members reflect individually and then

share with the group what they hope to gain from and what they hope to contribute to the ministry of the group. (10 minutes)

### 3

The leader distributes copies of the ministry position description. Sub-groups of 4-6 persons identify:

- a. Those sections in the ministry position description which are most clear and instructive.
- b. Those sections in the ministry position description which are unclear and which need to be more specific. (20 minutes)

### 4

The total group is reconvened and each sub-group reports the first category. Each sub-group then reports the second category.

The total group decides any necessary changes in the ministry position description or any new procedures it wants to

introduce within any sections in the ministry position description which are not currently being done.

(Any changes made in the ministry position description should be reported to the task group working on position descriptions if this group is active in the church.) (20 minutes)

### 5

Break (10 minutes)

### 6

The leader engages the group in a discussion of the following items:

- a. How the group is structured; how officers or other leaders are selected; how the group relates or reports to other groups in the church.
- b. What the operational policies are; how decisions are made; who develops the agenda for meetings and how members can put items on the agenda; how minutes and reports are distributed to members.
- c. The major activities and decisions made within the last 2-3 years that new members should know about.

- d. Some of the resources available to the group and its members.

There are several ways this step could be organized:

- a. A person could make a presentation on each of the discussion items.
- b. A person could lead a question-and-answer session.
- c. Sub-groups composed of experienced and new members could discuss one or more of the issues and then share their learnings and questions with the total group.

Decisions should be made about suggested or recommended new ways of operation. (30 minutes)

### 7

The leader invites members of the group to respond to the following question. Responses are recorded on newsprint.

What do we want or need to learn

this year to better equip us for our ministry? (This could include knowledge, information, skills, group process principles, etc.)

The group discusses plans for securing the training it feels is important. The

# Orientation for Groups

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group could plan to work on this itself or share its training needs with the task

group working on training and plan with it to see that the training is provided. (15 minutes)

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## 8

The leader reviews what has been accomplished during this meeting and reviews plans decided upon and assignments made. (5 minutes)

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## 9

The leader gives members an opportunity to reflect on the meeting and share any feelings, learnings or insights.

The leader closes the meeting with a Scripture reading, hymn and prayer. (5 minutes)

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### Adaptations

1. This design could be adapted for use in conducting an individual orientation with a volunteer. A member of the task group could have a structured conversation with a new volunteer covering the steps in this design. It would be helpful to have a person or two who previously had held the volunteer ministry position present for the conversation to provide additional information.
2. The meeting at which this design is used could be led by a member of the task group working on training or the task group could request that the chairperson of the group use the design at a meeting.
3. It is possible to include more than one organization in the orientation meeting. When sub-groups are formed at the meeting, the members could gather in separate organizational groups for discussion.
4. "Who Are We? We Are a Church!" is a good resource which provides group building, Bible study and worship ideas. This resource is available from Church Leadership Resources, P.O. Box 179, St. Louis, Missouri 63166 for \$1.50.  
  
Another good resource is the book *Church Meetings That Matter* by Phil Anderson (United Church Press).

## Orientation for Persons in Ministries beyond the Local Church

This orientation meeting invites church members to share and reflect on their ministries in the world. It could be done with persons called together for this purpose. It also could be done with an established group in the church interested in exploring this.

Possibilities include:

- A group of persons who are in a similar occupational field (e.g., education, health care, sales, farming, etc.)
- A group of persons who have identifiable volunteer ministries within community agencies

- An adult study group, discussion group, adult church school class, committee, task force or fellowship group willing to devote two hours to reflect on their ministries in the world

This experience could be led by a member of the task group on training or by a member of the participating group. The leader should study the design and be prepared to lead the participants through the steps. The pastor might lead this meeting or make the presentation in Step 3.

### Background and Preparation

Persons will be assisted in identifying opportunities for ministry beyond the life of the church.

Persons will be helped to plan ways to be more effective in their ministries beyond the church.

Training needs for members' ministries in the world will be explored and ways to meet them suggested.

### Objectives of the Meeting

- Newsprint, markers and masking tape
- Bible or Scripture passage

- For the leader, a copy of the booklet "The Church and Its Volunteers" and "Section One: A Biblical and Theological Perspective on Volunteer Ministry" from this booklet.

### Materials Needed

2 hours

### Time Required

- Welcome, objectives, agenda
- Personal sharing and theological reflection
- Discussion of ministries and identification of desired skills and support

- Recommendations to the church
- Assignments
- Reflection on meeting and closure

### Overview of the Meeting

# Orientation for Persons

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## Detailed Outline of the Meeting

**1**

The leader welcomes the group, shares the objectives for the meeting and previews the agenda. (5 minutes)

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**2**

In small groups of 4-6 persons, each person shares one or two volunteer

ministry positions he or she has held in a church or community agency. (10 minutes)

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**3**

The leader makes a brief presentation on the meaning of *ministry* and *volunteer ministry* using materials from the booklet "The Church and Its Volun-

teers" and from "Section One: A Biblical and Theological Perspective on Volunteer Ministry." Time is allowed for group discussion, questions and responses. (10 minutes)

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**4**

The leader introduces the following discussion subjects and displays them on newsprint:

- a. In addition to my participation in the church, I have opportunities for ministry in the following settings...
- b. Some of the things which ministry in these settings means for me are...
- c. Skills which would increase my ability to minister more effectively are...
- d. Possible support which would be meaningful to me, which would undergird my ministry and which I would like...
- e. Recommendations to the church about what it can do to equip and

support its members for their ministries in the world...

The discussion begins after participants have had an opportunity to make sure they understand the meaning of the discussion subjects.

If the group is no larger than eight persons, it could remain together for the discussion. If larger, it should divide into sub-groups of 4-6 persons. Responses are recorded on newsprint.

If the group divided into smaller sub-groups, the total group gathers and each sub-group shares a summary of its conversation, including skills and support which it has identified as being needed by members of the church.

The group takes a break as needed during the discussion. (65 minutes)

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**5**

The group reflects on the discussion. Follow-up action is explored, decisions and assignments are made. (20 minutes)

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**6**

Persons are given an opportunity to reflect on the meeting. The leader reads II Corinthians 5:16-20 using the Revised Standard Version of the Bible. The

leader asks persons to call out responses to the sentence: "To be ambassadors for Christ means..."

The leader invites persons to offer sentence prayers for the church and its ministry. (10 minutes)

## **The Ministry of Volunteers: A Guidebook for Churches**

This resource developed by the Office for Church Life and Leadership of the United Church of Christ is designed for use by local churches. Its purpose is to assist local churches in relating to all members who are engaged in volunteer work motivated

by their Christian faith. This includes volunteer ministries within the life of their church, in the wider church, in the community and in all settings of their lives where they can bring a Christian perspective and influence.

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### **The Church and Its Volunteers**

This booklet provides a basic overview of a volunteer ministry program, describes all its components, contains a questionnaire to help churches assess

how they are doing in their work with volunteers and gives a number of "how-to" suggestions.

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The following booklets each include a biblical and theological perspective on volunteer ministry. They explain further one or more of the components of a volunteer ministry program.

### **Guiding the Church's Volunteer Ministry Program**

*(includes the evaluation component)*

This booklet provides a detailed plan for organizing, leading and evaluating the volunteer ministry program in a local church. It contains detailed examples of how three very different churches might have set up their volunteer ministry program. It is the basic resource for leadership of the church's volunteer ministry program.

### **Developing a Mission Statement**

This booklet outlines principles and procedures for insuring that the volunteer ministry program is guided by an overall purpose.

### **Training Volunteers**

This booklet outlines principles and procedures for equipping and enabling volunteers to do their ministries effectively.

### **Volunteers and Volunteer Ministries**

*(includes the components of preparing volunteer ministry position descriptions and identifying, matching and recruiting volunteers)*

This booklet outlines principles and procedures for identifying and describing each volunteer ministry and for getting the right person in the volunteer ministries that seem right for them and for the church.

### **Supporting Volunteers**

This booklet outlines principles and procedures for undergirding volunteers in their work.

### **Completing Volunteer Ministries**

This booklet outlines principles and procedures for recognizing volunteers when a specific ministry is concluded and assisting them in finding new volunteer ministries.

These booklets may be ordered separately or together in a binder. Order from Church Leadership Resources, P.O. Box 179, St. Louis, Missouri 63166.

