



# Working with Volunteers

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GLOBAL TRAINING MANUAL





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## **Working with Volunteers**

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# THE IMPORTANCE OF KEY COUPLES

In the Bible, we see many examples of God using key people to do important things. Occasions when God worked through a committee are rare. God's key individuals were not always the most apparent choice. Think of Samuel's anointing of the shepherd boy David. God Himself said, "The Lord does not look at the things people look at. People look at the outward appearance, but the Lord looks at the heart" (1 Samuel 16:7 NIV).

A key couple with vision, passion, and capacity to build godly families is needed to guide and direct the ministry—a couple where husband and wife are both called and involved. One key couple cannot do it all themselves.

But God can use their example to inspire volunteers and even other key couples. Ultimately, "mighty men" whom God also used were attracted to David's leadership. Eventually, other key couples are likely to assist the initial key couple within effective FamilyLife ministries, perhaps in other parts of the city or country.

The key couple is most effective when they are:

- Working as a team
- Utilizing differences
- Taking their own marriage to a higher level

## BASIC REQUIREMENTS FOR A SUCCESSFUL FAMILYLIFE MINISTRY



Prayer



Resources



Key Couple



Events, Small Groups,  
Training



Financial Sustainability

Key couples should strive to develop leadership attributes to be effective at working with volunteers. Following are some important leadership qualities:

#### **Important Leader Qualities:**

- **Be Humble**

*“Humble yourselves, therefore, under God’s mighty hand, that he may lift you up in due time” (1 Peter 5:6).*

- **Be Teachable**

*“The way of a fool seems right to him, but a wise man listens to advice” (Proverbs 12:15).*

- **Prove Your Character**

*“Whoever can be trusted with very little can also be trusted with much, and whoever is dishonest with very little will also be dishonest with much” (Luke 16:10).*

- **Demonstrate Your Commitment to Family Ministry**

*“Therefore, as we have opportunity, let us do good to all people, especially to those who belong to the family of believers” (Galatians 6:10).*

- **Live Your Life Transparently (do not be double minded)**

*“And he must have a good reputation with those outside the church, so that he will not fall into reproach and the snare of the devil” (1 Timothy 3:7).*

- **Use Your Experience**

*“And the things you have heard me say in the presence of many witnesses entrust to reliable men who will also be qualified to teach others” (2 Timothy 2:2).*

- **Have Clear Evidence of God’s Calling**

*“The one who calls you is faithful and he will do it” (1 Thessalonians 5:24).*

#### **A NOTE ON MINISTRY AS A SINGLE**

We encourage couples to do marriage and family ministry together because it provides a visible demonstration of the power of teamwork in marriage. However, we realize that some individuals (married or single) may choose to develop a ministry to families on their own. If this applies to you, we affirm and appreciate your contribution to the Kingdom of God. Although our training manuals are worded to address couples who are doing ministry together, please adapt and apply the material to fit your situation.

# Activity 1

## Identifying Strengths of Your Relationship

*(Allow approximately 15 minutes for couples to list strengths of their spouses.)*

This project will help you begin to identify some of the strengths in your relationship. In the space below, please list several strengths of your spouse. A list of ideas is provided, but feel free to use any others that you think of. When you are done, share your list with your spouse.

WIFE'S STRENGTHS	HUSBAND'S STRENGTHS
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

IDEAS			
Fun	Articulate	Disciplined	Organized
Good cook	Hospitable	Likes people	Hard worker
Skilled with hands	Kind to others	Honest	Bold
Thrifty	Faithful	Remembers dates	Merciful
Knows the Bible	Remembers names	Good speaker	Positive thinker
Careful	Money manager	Physically strong	Courageous
Endurance	Able to teach	Heart for God	Intelligent
Common sense	Handy	Funny	Patient
Polite	Romantic	Computer skills	Thoughtful
Loves children	Disciplinarian	Athletic	





# LEADER ROLES, ORGANIZING THE FAMILYLIFE TEAM

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Your role is to launch an outreach to families that will be the foundation of a FamilyLife ministry. A broad-reaching ministry cannot be successful without volunteers. The primary role of a key couple is to demonstrate ministry and equip volunteers to follow their example in the power of the Holy Spirit. Ultimately, as in the case of Jesus' disciples, many volunteers will become key couples themselves whom God will use to do even greater works.

Couples involved in building a FamilyLife ministry are bound together by a common devotion to Christ and the Great Commission. They desire to help couples demonstrate the relationship between Christ and the Church through their marriages. This multiplying ministry is characterized by prayer and God's evident hand of blessing.

You will fulfill your role as the FamilyLife key couple by organizing and leading a team, communicating your vision of a FamilyLife multiplying ministry, and recruiting and training couples. The training should focus first on the discipleship process to help couples develop in their Christian maturity and in their marriage. The training then needs to focus on specific ministry skills needed to develop a FamilyLife multiplying ministry.

The discipleship and training role is very critical to the ongoing development of your team. Do not assume that if people are busy with activities that they are also engaged in growing in their personal walk with God. Rather, assume you need to encourage and lead the spiritual development of those couples on your team.

Training in ministry skills should also be an ongoing process. The training should cover basic skills of leading small groups, speaking at exposure events (short events that expose attendees to FamilyLife or to biblical principles for marriage and family), and implementing strategies that are the foundation for ministry multiplication.

Recruiting is another key task. Plan your recruiting effort as an ongoing activity built into every FamilyLife event. Invite people to join you in reaching out to families. Share your vision and communicate the opportunities for people to serve as volunteers.

## **CHALLENGING VOLUNTEERS**

Jesus frequently used challenges to let volunteers self-select. Simply telling potential volunteers about tasks that need to be done and seeing who responds is an effective way to identify those who have a heart for families and are likely to be effective.

Dr. Bill Bright said, “Small dreams do not inflame the hearts of men.” He challenged men and women to strive for God-sized dreams. However, Dr Bright balanced bold visions with plausible strategies to give the potential volunteers confidence. Beware of making promises on God’s behalf. Volunteers who join hoping for a specific reward from God will fall away if God doesn’t respond in the manner they expect.

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## **ORGANIZING YOUR FAMILYLIFE TEAM**

Your team may start with three to five couples. These couples may be Cru staff or associate staff members, pastors, or volunteers. The FamilyLife key couple provides leadership and direction to the other volunteer couples.



We encourage you to lead a FamilyLife small group and invite your team to participate. (See FamilyLife’s Small-Group Training for tips on starting and leading a group.) You will decide on the number of studies to complete and the length of time you will be meeting. Consider meeting regularly for one to two years as you develop the foundation for future growth. These sessions with your team will accomplish several objectives.

- Most important: you will be modeling the discipleship process as you train and develop your team members for the purpose of building a ministry. Your team members will learn by your example to continue this process as the FamilyLife team grows. This discipleship process is particularly important when more and more volunteers become involved.
- Regular meetings that focus on your marriage and the marriages of your team members will begin to develop a depth of commitment to the vision of developing a FamilyLife outreach.

- You can minister to the couples in a personal and powerful way.
- The couples will see you model the leadership style for leading a FamilyLife study. The leadership style then becomes a transferable concept for use throughout the FamilyLife ministry.
- You and your spouse will be modeling a key concept: God can use a husband and wife as a couple to minister to others. Your marriage becomes the tool that God uses to change lives. This “ministry as a couple” is a powerful concept that will continue to attract new couples to join the FamilyLife ministry. The two most important scriptures to remember when working with volunteers are:

“So in everything, do to others what you would have them do to you, for this sums up the Law and the Prophets” (Matthew 7:12).

“Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves” (Philippians 2:3).

The best key leaders care about volunteers as people rather than simply using them to accomplish a goal.

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## RECRUITING VOLUNTEERS

All FamilyLife team positions can be filled with volunteer couples. Many couples have the spiritual maturity and personal capacity to engage in active volunteer roles.

A key to growing your volunteer team is to invite people to join you. These invitations to recruit couples should be a standard part of every FamilyLife event. When you are inviting people during a FamilyLife event, always provide a specific time and place for people to respond directly to such an invitation.

An effective way to recruit volunteers is to ask one of your primary volunteer couples to share a short testimony and present an invitation at your FamilyLife events. The volunteer couple could highlight the following:

- How God changed their marriage through FamilyLife.
- What they do as FamilyLife volunteers.
- Why they are excited to be used by God to help other couples learn how to apply biblical principles in their marriages.

Although a general invitation at a large event will reach many people, the most effective method is always a personal, one-on-one invitation.

At every event, be sure to use an event evaluation or guest feedback form that includes an opportunity for people to indicate their interest in volunteering with FamilyLife.

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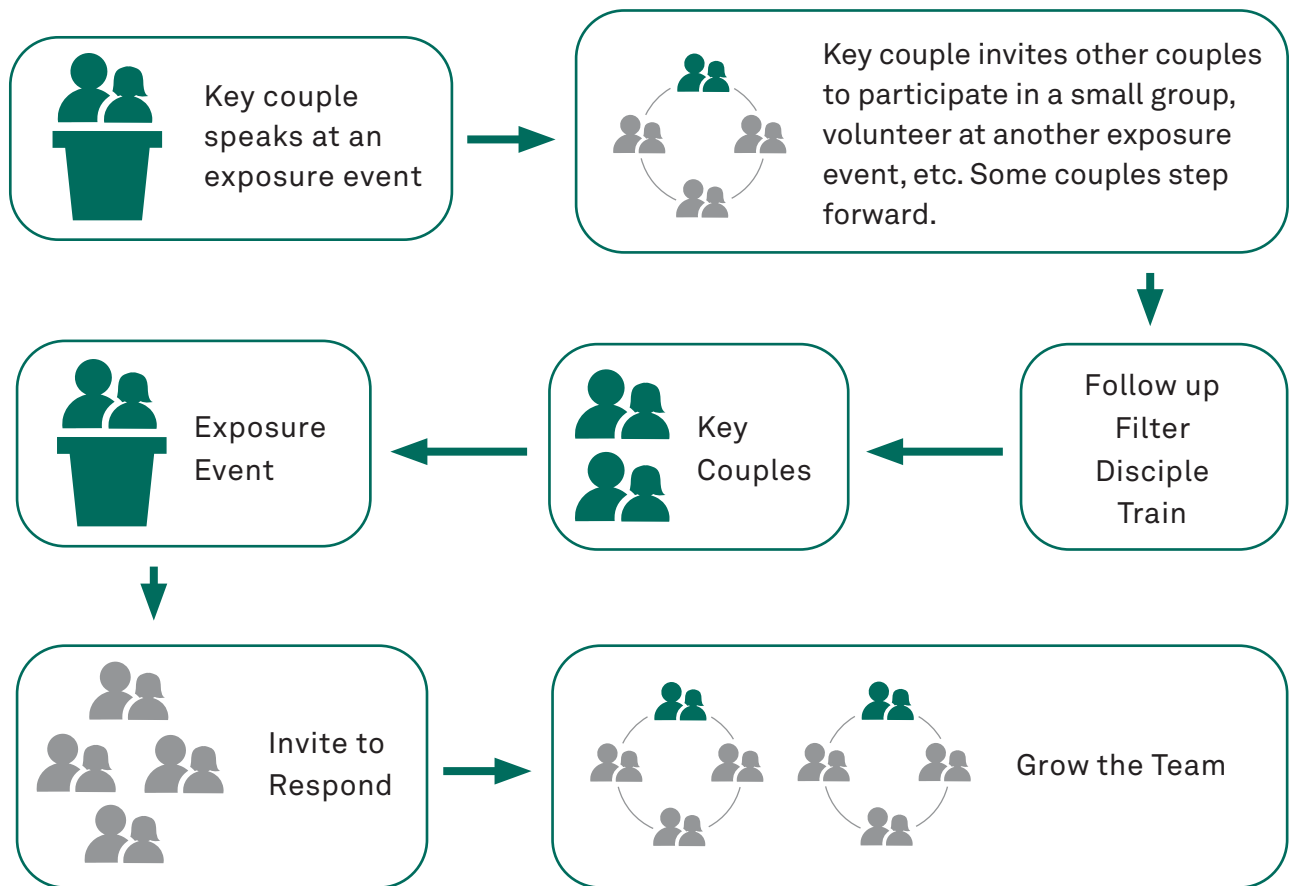
## **GROWING A FAMILYLIFE TEAM**

Momentum-building events bring together small groups, key volunteers, and other couples. The purpose is to encourage them, train them, and provide a vision-casting opportunity that will motivate them to greater commitment and involvement.

Immediately after an event is a great time to encourage volunteers and build a team. All the key helpers can be brought together for a meal or dessert and coffee to celebrate what God has just done. This is an excellent time to ask everyone what went really well and share positive feedback from the attendees. It is also a good opportunity to ask what could be improved for the next event. Keep in mind the main purpose is to celebrate and thank God and these key volunteers for their work (a more detailed debriefing should be scheduled within the next few days).

The diagram on the following page describes the process of growing a FamilyLife team. The key couple invites others to participate in FamilyLife groups and to volunteer to help at events. The key couple then follows up with those couples who step forward. This follow-up helps to identify couples who desire a higher level of commitment. Then they receive additional training and are intentionally disciplined. The purpose is to encourage spiritual growth and development of leadership and ministry skills.





Key couples work with volunteers and develop more key couples. Together, they build the ministry.

A wall is built one brick at a time. Similarly, a FamilyLife ministry is built one key couple or volunteer at a time. Some leaders assume that enthusiastic and capable couples will flock to the ministry in droves, and the leaders can become discouraged when that doesn't happen. Be patient, and remember: every "brick" that builds the wall is a victory and shows progress.



As the team grows, remember to manage and care for volunteers well. This includes but is not limited to the following:

- Continue to invest in volunteers
- Build strong relationships outside of ministry
- Make ministry to adults flexible
- Honor volunteers
- Stay in touch with volunteers
- Have periodic meetings
- Offer additional training
- Make challenges as Jesus did (this concept is explained in the session titled Leadership Training)
- Be patient
- Respect Pastors

## **A VISION FOR MULTIPLICATION AND CAPACITY EXPANSION**

FamilyLife ministries take many forms and use various strategies—there is not a “standard way” to conduct FamilyLife ministry around the world. There is not one right model. A quick survey of countries currently using FamilyLife will reveal a wide variety of approaches. God can and does use all of them to transform marriages and bring people to saving faith in Jesus Christ.

The Global department encourages FamilyLife ministries to focus on multiplication, i.e. on those things that grow the number of couples and churches involved in the ministry—and ultimately the number of lives and marriages that are touched by the ministry.

It is the responsibility of the local FamilyLife leadership to set the direction and objectives for their ministry. The local FamilyLife leadership should focus not only on “doing FamilyLife ministry” but also building the ministry’s capacity—growing the human and financial resources of a ministry.

So how can a local leadership team take stock of how well their ministry is positioned for multiplication now and in the future? The following worksheet can help. It has eleven statements that, if true, can position your ministry for multiplication and capacity expansion.

This worksheet can help you assess your current position and identify particular areas you want to develop for your ministry in the year ahead. It may be a valuable monitoring and planning exercise to do annually.

### Multiplication and Planning Worksheet

Next to each of the statements on the following page, check which ones are currently true (i.e. a strength) of your FamilyLife ministry. Then check which 2-3 that you will make a priority focus in the next twelve months.

CURRENTLY TRUE	PRIORITY IN NEXT 12 MONTHS	STATEMENT
		There is a key couple and an active, engaged leadership team.
		There is a growing number of small groups.
		There is an intentional prayer effort undergirding the ministry and its impact.
		There are new small-group leaders constantly being mobilized and developed through regular, ongoing FamilyLife small-group leader trainings.
		FamilyLife leaders or volunteers are training local churches to start small groups or start marriage discipleship ministries using FamilyLife materials.
		There are high-quality marriage events/seminars that 1) minister to marriages and 2) invite other couples to become involved in the ministry.
		There is effective and timely follow-up after all events and trainings.
		There are positive cash flows from the ministry (the ministry takes in more money than it spends).
		There is a steady inflow of new testimonies of transformed lives and marriages.
		There are couples who, through training and experience, are able to train FamilyLife teams in other places.
		The ministry is expanding to new areas (churches, cities, countries) through ongoing training opportunities.

# Activity 2

## Setting up a hypothetical FamilyLife team (60 min)

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### Materials:

Large sheets of paper

Markers

### Scenario:

A major church leader or key government official is making a short visit to learn about FamilyLife in your area. This key official will have a few minutes to stop by and meet with your FamilyLife core team. This will be a wonderful opportunity to provide an update on your initial planning and organization. Your presentation needs to inform him/her about who is on your FamilyLife team, their job responsibilities, and how they are preparing for an upcoming FamilyLife training or event. You will have about four minutes to give him a quick update.

### Part I: (40 minutes)

Small-group activity or individual activity

- Form ministry teams for specific churches or cities.

STEP  
1

Select one couple to be the FamilyLife key couple. Make a list of all the key couples you would like for your FamilyLife “core team.”

STEP  
2

Consider each person or couple’s particular strengths or gifts as they relate to building a FamilyLife ministry.

- Place their names on your proposed FamilyLife team organizational chart (large paper).
- You may add additional blocks to the chart.
- You may place more than one name for each role.
- In addition to key couples on your core team, also add other pastors and lay leaders, etc, who might be volunteers for the FamilyLife team.

- **Alternative step one:** Select one person to be the FamilyLife key couple. Assign everyone in your small group one of the roles on the FamilyLife team.
- **Alternative step two:** Each person should write down a short list of responsibilities that match their new job title. They should prepare to give a short update on what they are doing to prepare for the upcoming training event.

### STEP 3

Select a time and place to present your first FamilyLife training event.

### STEP 4

On the large sheet of paper, develop a hypothetical monthly schedule (week 1, week 2, week 3, etc) for your FamilyLife core team that includes:

- FamilyLife small-group study
- Discipleship training
- Ministry skills training
- Recruiting opportunities
- Planning and organizing (people, finances, etc)
- Prayer and spiritual growth

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## Part II: (20 minutes, about 4 minutes per group)

### Presentation

- Everyone in your group is assigned to fill the various roles on the organizational chart. They should each prepare a short presentation.
- The FamilyLife key couple will introduce the team members and have them give a brief update on their roles and responsibilities to the “visiting key official.”
- The FamilyLife key couple will also briefly describe the activities on the monthly schedule.



# LEADERSHIP TRAINING

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The tragedy and pain of broken families is universal. Every culture is looking for answers to their family problems. Family ministry is a powerful platform to meet the needs of hurting families, and it is also an effective tool for evangelism, discipleship, mentoring, and multiplication to help fulfill the Great Commission. The development and training of ministry leaders is essential for accomplishing these goals.

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## FOUNDATION FOR LEADERSHIP

The foundation for leadership begins with a commitment to do the right thing, whether anyone follows or not. This begins with our relationship with Jesus Christ and our dependence on the Holy Spirit. Because FamilyLife seeks to reach families, FamilyLife key couples must also be investing in their own families in order to be effective for the long run. Many times in Christian service, well-meaning individuals sacrifice their own families for what they perceive as God's work. FamilyLife leaders should not sacrifice family for the sake of ministry. Leadership Training must emphasize the importance leaders investing in their own family.

FamilyLife, particularly small groups, is a couple's ministry. Too often, even in marriage ministries, the husband and the wife have separate ministries. FamilyLife leaders must be willing to demonstrate teamwork as a couple. Leadership training must make that clear. The benefits are dramatic. In training leaders to think as a couple, the key is teaching them to identify themselves, a couple, as a ministry unit. When a couple begins thinking as a ministry team, then you have effective FamilyLife leaders in development.

*“Two are better than one, because they have a good return for their work: If one falls down, his friend can help him up. But pity the man who falls and has no one to help him up! Also, if two lie down together, they will keep warm. But how can one keep warm alone?”*  
(Ecclesiastes 4:9-11)

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## MINISTRY SKILLS

There are two aspects to Christian maturity. The first and most important is the qualities God develops in our lives to make us like Christ. The second aspect involves the ministry skills we trust God to develop, which allow us to be effective for the work. The parable of the talents relates to the effective development and use of ministry skills.

Key couples need to develop ministry skills necessary to conducting an effective ministry of FamilyLife. Leaders must be proficient at FamilyLife ministry skills so they can demonstrate them and train others. Those we lead will readily do what they see us doing effectively rather than what we tell them to do.

Some of the ministry skills which are important to developing a FamilyLife ministry:

- Encouraging others
- Speaking effectively at FamilyLife trainings and events
- Leading FamilyLife small groups
- Conducting training for small-group leaders
- Communicating a vision
- Organizing a local team of volunteers
- Setting up a training or event

- Conducting speaker training
  - Evaluating speakers
  - Setting up a budget for a FamilyLife ministry
- 

## DEVELOPING AND NURTURING NEW LEADERS

As part of any leadership training, there must be some instruction on how to develop new leaders. This is how FamilyLife principles become transferable. Biblical principles and transferable concepts are at the heart of FamilyLife methods that reach so many families. Lives are changed because people respond to biblical truth when it touches a felt need in their lives.

A key element in this process is the understanding of faith barriers and the example of how Jesus used them. Not all disciples will remain engaged with the ministry. Jesus spent much of His time with just a few men, key potential leaders, to carry His message to the uttermost parts of the world. But the path to developing those leaders was not always smooth. John 6:66 records, “As a result of this many of His disciples withdrew, and were not walking with Him anymore.” Jesus did not make mistakes. But he lost some followers, and you will as well. This is part of the process of filtering out the strongest leaders using faith barriers, or assignments/challenges that require increasing levels of faith and commitment.

“Filtering” is a term that describes how people are “selected up.” The idea is not so much whom YOU are choosing, but rather, giving opportunities and invitations for the couples to make choices. Typically, this is done by an ongoing process of inviting people to participate in the “next level” of FamilyLife activity that you are offering.

At each level of involvement, people are making higher levels of commitment and in some cases breaking faith barriers by trusting God in new ways and at a deeper level for how He wants to work in their lives.

Jesus also used a filtration process to establish key leadership. You can follow the progression of his ministry and the filtering of his disciples in the book of Luke:

- He began teaching in their synagogues. (Luke 4:15)
- The multitudes were pressing around Him and listening to the word of God. (Luke 5:1)
- Great multitudes were gathering to hear Him. (Luke 5:15)
- The Pharisees and their scribes began grumbling at His disciples. (Luke 5:30)
- His disciples were picking and eating the heads of grain. (Luke 6:1)
- He called His disciples to Him and chose twelve of them. (Luke 6:13)
- The twelve were with Him. (Luke 8:1)
- He did not allow anyone to enter with him except Peter, John, and James. (Luke 8:51)
- He took Peter and John and James, and went up to the mountain to pray. (Luke 9:28)
- “Simon (Peter) . . . strengthen your brothers.” (Luke 22:31)

Here are some possible stepping-stone activities for leading couples to higher levels of commitment:

- Listening to an exposure event at a civic meeting or at a church
- Attending a one-hour seminar on communication in marriage
- Responding to an invitation for tea and a FamilyLife presentation at someone’s home
- Attending an introductory session on FamilyLife small-group resources
- Joining a FamilyLife study
- Co-leading a FamilyLife study
- Hosting and leading a FamilyLife study in their home
- Sharing their personal testimony
- Attending a FamilyLife small-group training
- Volunteering to help with an exposure event
- Attending a city team training event
- Volunteering to promote a FamilyLife major event at their church
- Attending training to get started as a speaker at exposure events
- Organizing an exposure event at their civic group
- Joining a FamilyLife city team to help organize a Weekend to Remember®

- Speaking at exposure events
- Conducting training for any of the above activities
- Leading a city ministry team or filling a role on the FamilyLife team
- Giving finances or donating items for FamilyLife activities
- Joining FamilyLife as associate or full-time staff

Bottom line: You activate the filtering concept by inviting couples to the next level, by asking them to do something at the next level. When they say yes and have followed through on their commitment, they have taken a step up and are filtered out from those who say no.

Remain flexible to the needs of families. Growing families in particular go through phases. A young childless couple may need to drop out of the ministry after God gives them a child. That does not mean they are any less committed to a multiplying ministry to build biblical families. You must allow flexibility in a ministry to allow for the needs of families. If God has touched their hearts through FamilyLife, they will come back when they are able.

“Listen now to me and I will give you some advice, and may God be with you. You must be the people’s representative before God and bring their disputes to him. Teach them the decrees and laws, and show them the way to live and the duties they are to perform. But select capable men from all the people—men who fear God, trustworthy men who hate dishonest gain—and appoint them as officials over thousands, hundreds, fifties and tens” (Exodus 18:19-21).

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## **DEVELOPING A NON-LEADER INTO A LEADER THROUGH SMALL GROUPS**

God’s Word calls us to teach others what we have learned (2 Timothy 2:2). One of the



most effective ways you can do this is to train leaders from your FamilyLife small group who will start their own group after you complete the current study.

Of course, they need to see what a leader should be. That means you are their example! Humbly demonstrate, like the Apostle Paul, that you have not mastered these principles (Philippians 3:12). But you are pressing on toward that goal.

As you lead, begin to look for potential leaders who might begin new groups. Someone may even express interest in leading. Give them a taste of leadership without pressure. Here are just a few pointers to help you in building new leadership.

- Select a couple in your group who demonstrates maturity in their Christian walk and marriage, and who you feel would be good discussion leaders. Challenge them to be leaders.
- Start by challenging them beforehand to read a few of the questions during a session and guide that portion of the discussion.
- Next, have them facilitate half a group session. Discuss the outcome with them later.
- If you have to be absent, have them lead an entire session instead of postponing the session. Again, discuss the session with them later.
- As you near the end of your current study, invite them to lead an entire session.
- Challenge them to start a group after the current study is completed. Ways you can help them get started are by:
  - Answering questions
  - Providing moral support by attending their group's first meeting
  - Expressing encouragement on a regular basis
  - Offering to help when necessary
  - Try trusting God together for an event designed to interest couples in small groups. Let your new leaders do the follow-up for their own group.

Give them a reasonable challenge for their spiritual maturity. FamilyLife small-group couples and leaders have opportunities to grow and develop ministry skills by helping organize other conferences and more small groups. Jesus also challenged his leaders a step at a time. Each stage of challenge required more faith and commitment.

Gradually some couples will feel called to greater responsibilities similar to Peter, James, and John. These make leaders.

## Jesus' Challenges:

- *"Let down your nets for a catch" (Luke 5:4).*
- *"Love your enemies...offer him the other (cheek) also...whoever takes your coat, do not withhold your shirt...give to everyone who asks you" (Luke 6:27-30).*
- *"And He called the twelve together...and He sent them out to proclaim the Kingdom of God" (Luke 9:1-2).*
- *"If anyone wishes to come after me, let Him deny Himself, and take up his cross daily" (Luke 9:23).*
- *"Allow the dead to bury their own dead; but as for you, go and proclaim everywhere the Kingdom of God" (Luke 9:60).*
- *"If anyone comes to me and does not hate his own father and mother and wife and children and brothers and sisters, yes, and even his own life, he cannot be My disciple" (Luke 14:26).*
- *"Whoever seeks to keep his life shall lose it" (Luke 17:33).*
- *"One thing you still lack, sell all that you possess, and distribute it to the poor...come, follow me" (Luke 18:22).*

Give volunteers some freedom to make mistakes. God teaches us through our mistakes. By trying things, we often discover the direction God wants to bless. If you do not give your disciples freedom to try things and make mistakes, your ministry will be limited.

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## STAYING IN TOUCH

"Encourage one another, and build up one another" (1 Thess. 5:11). The leaders you are developing will be trusting God for changed lives, and as such will be subject to Satan's attacks. Ask God to develop in you the ability to encourage others. Your support and encouragement is essential for your leaders' success. Otherwise, most will participate for awhile and then quit.

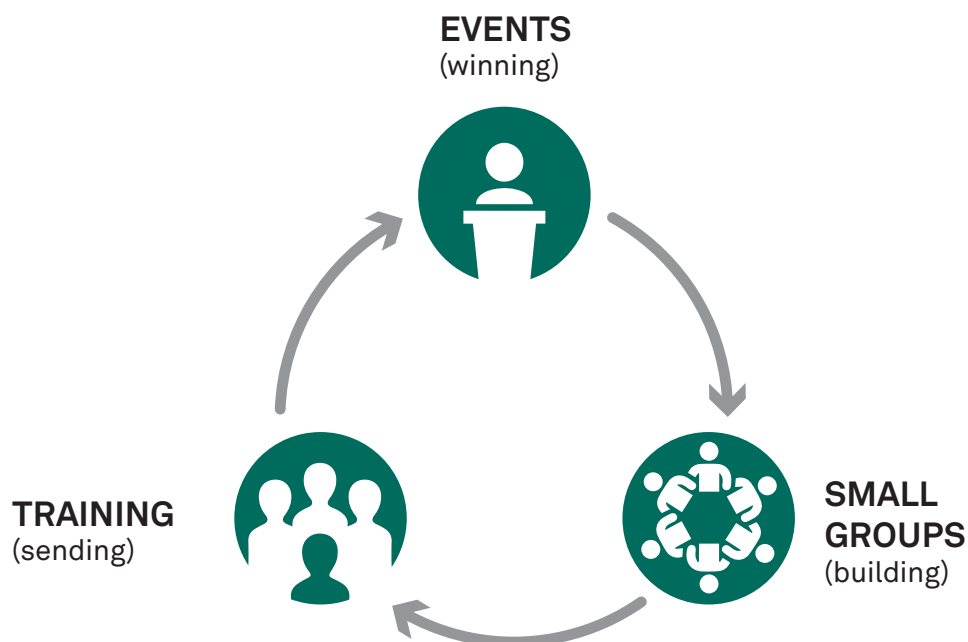
Maintain a database of all who participate in small groups or other ministry activities. This database can serve as your contact list of people with whom you communicate on a regular basis.

Where possible, a weekly, monthly, or even quarterly meeting of leaders can be beneficial. Give the leaders a chance to share what is working in their own ministries. You can relay success stories from other areas. And you can all pray together for God to touch families. Other less formal meetings, like cookouts or Christmas parties, perhaps at your home, are also an effective way to serve and encourage those trusting God with you. In addition, phone calls, texts, cards in the mail, periodic visits, and small gifts all express your appreciation and commitment to those who have answered your challenge to leadership. You just cannot find too many ways to encourage those you lead. Hopefully, they will follow your example and encourage those they lead.

As a multiplying ministry expands, you may find it impossible to routinely contact or even meet all those involved. A newsletter can be very effective. The newsletter can convey ideas for using FamilyLife small-group studies and share success stories. It can include profiles of couples God is using. The recognition encourages these couples and gives other couples confidence that God can use them too. The newsletter can also serve as a gentle reminder to those who expressed interest in organizing their own group, but have not been able to do so yet. Frequently, couples respond several years after their initial contact with FamilyLife.

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## HOW TO TRAIN VOLUNTEERS FOR MINISTRY



(Although winning, building, or sending can occur in any of the activities, the diagram shows the most common.)

The strategy for establishing a ministry that God can turn into a movement is explained in the Global Outreach Strategies and Resources Manual. It involves a proven process modeled on Jesus' example and a Cru Campus ministry. The process involves ongoing events, small groups, and training.

FamilyLife's Weekend to Remember has had over 40 years to develop a lively, entertaining program. Ministry Skills Training can seem dull by comparison. Global's Speaker Training shows how to make training as lively and entertaining as a Weekend to Remember (WTR).

Following are some training tips:

## HOW TO TRAIN OTHERS EFFECTIVELY IN MINISTRY SKILLS

1. Use all the communication skills you've learned to present the WTR or other marriage materials in conducting any Ministry Skills Training. We should endeavor to make Ministry Skills Training as engaging and fun as the WTR. Stories, including mistakes made, and humor are especially important.
2. Give participants a chance to practice the skills they have learned about. This is part of Cru DNA.
3. Use group participation exercises. This breaks up the lecture and encourages participants to feel part of something bigger than themselves.
4. Demonstrate yourself what you want them to do. Example: Jesus going to the villages (Mathew 9:38), then sending his disciples to do likewise.
5. To enliven the Ministry Skills Training, don't be afraid to pull in some stories illustrating the first aspects of Christian maturity: the character of Christ and how to live (including marriage).
6. Don't print or share a detailed training schedule. This allows you to be more flexible.

# Activity 3

## “Love One Another”

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Practicing teamwork in marriage is good training for practicing teamwork in ministry. This activity is a good introduction to learning about teamwork in marriage. Leaders, start this activity by praising your spouse. Then ask for volunteers from the group to share an item from the list that their spouse has demonstrated.

Bear with one another . . . . .	Colossians 3:13
Be devoted to one another . . . . .	Romans 12:10
Give preference to one another in honor . . . . .	Romans 12:10
Be of the same mind toward one another . . . . .	Romans 12:16
Be kind to one another . . . . .	Ephesians 4:32
Do not complain against one another. . . . .	James 5:9
Confess your sins to one another . . . . .	James 5:16
Forgive one another . . . . .	Colossians 3:13
Pray for one another. . . . .	James 5:16
Build up one another . . . . .	1 Thessalonians 5:11
Encourage one another . . . . .	Hebrews 10:24
Do not lie to one another . . . . .	Colossians 3:9
Regard one another as more important than yourself . . . . .	Philippians 2:3
Stimulate one another to love and good deeds. . . . .	Hebrews 10:24
Teach one another . . . . .	Colossians 3:16
Keep fervent in your love for one another . . . . .	1 Peter 4:8, 1:22
Be hospitable to one another without complaint . . . . .	1 Peter 4:9
Seek after that which is good for one another . . . . .	1 Thessalonians 5:15
Do not speak against one another . . . . .	James 4:11
Show forbearance to one another in love . . . . .	Ephesians 4:2
Accept one another . . . . .	Romans 15:7
Bear one another's burdens . . . . .	Galatians 6:2
Be subject to one another . . . . .	Ephesians 5:21
Speak to one another in psalms, hymns, and spiritual songs . . . . .	Ephesians 5:19
Serve one another. . . . .	1 Peter 4:10
Pursue things that make peace and build up one another. . . . .	Romans 14:19
Live in peace with one another . . . . .	1 Thessalonians 5:13





# OPPORTUNITIES FOR VOLUNTEERS

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As additional volunteer couples join the local team, they can choose from a variety of opportunities in which to serve. These roles may include:

- Small-group leaders
  - Event organizers
  - Inviters
  - Speakers
  - Donors
  - Outreach and evangelism leaders
  - Other roles using their unique skills and interests
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## **SMALL-GROUP LEADERS**

Starting a FamilyLife small group is a great way for a couple to gain ministry experience. Tips for starting and leading a FamilyLife group can be found in FamilyLife Global's Small-Group Training manual.

A couple may choose to move beyond leading small groups and become a Small-Group Developer, helping others to organize FamilyLife groups. Small-Group Developers create a multiplying ministry.

## EVENT ORGANIZERS

The Global Outreach Strategies and Resources manual lists the types of events a FamilyLife ministry can organize and gives examples of major events, exposure events, and training events.

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## INVITERS

Andrew was one of the 12 disciples chosen by Christ. He was faithful to Christ all the remainder of his life. But one of the most significant acts of service Andrew ever did was on the first day he met Jesus. “The first thing Andrew did was to find his brother Simon and tell him, ‘We have found the Messiah’ (that is, the Christ). And he brought him to Jesus” (John 1:41-42a). He was an inviter.

Andrew didn’t have to give a speech or lead a Bible study. He simply brought his brother. Inviters who are actively building relationships will be able to bring friends and family to events where the gospel is shared. God can use inviters to change lives.

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## SPEAKERS

Developing quality speakers is a critical aspect of expanding a ministry of FamilyLife. The speaking style we train and encourage for FamilyLife speakers emphasizes humor and personal illustrations, including sharing our mistakes and weaknesses. This style can set our events apart from a church sermon and ultimately help us to reach a younger and more secular audience.

FamilyLife Global’s Speaker Training can greatly help relatively inexperienced speakers.

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## DONORS

Donors are an important part of a FamilyLife ministry. God uses donors to enable us to help families. More information about this important role can be found in the Funding a FamilyLife Ministry manual.

## OUTREACH AND EVANGELISM LEADERS

Some volunteer couples will have a gifting and passion for outreach and evangelism. A non-threatening event can bring in couples with the greatest needs, who can then join a small group to receive ongoing teaching and encouragement. These volunteers can use outreach events as opportunities to share their personal testimony.

### Outreach Events

- Cookout (backyard, park, lake)
- Christmas coffee
- Christmas cookie exchange
- Luncheon (or breakfast) with a speaker
- Home dessert with a testimony or challenge
- Super Bowl or other sports event party
- Easter egg hunt
- Volleyball or other sports activity
- Houseboat party with a Bible study
- Craft demonstration
- Neighborhood project
- Home dinner party with a testimony
- Catered dinner with a speaker
- Fashion show with a testimony
- Valentine party or banquet
- Costume ball with a speaker
- Seminar for engaged couples
- Marriage or parenting seminar

## OTHER ROLES

Volunteers will naturally gravitate toward those roles in which they have the most interest, natural talent, or experience. Be open to allowing volunteers to use their special knowledge and gifting to contribute to the ministry. Other roles may include (but are not limited to):

- Writing
- Media
- Radio
- Graphic Design
- Fundraising
- Hospitality

One mistake some leaders make is trying to pigeonhole volunteers into tasks unsuited for them. Adult ministry requires much more flexibility. Be creative and open to allowing volunteers to serve in unconventional ways.

Allow others to explore the gifts God has given them. Nobody can do everything. In fact, Scripture (Romans 12) clearly teaches that the body of Christ has very different gifts and urges us to “exercise them accordingly.” Usually this Scripture is applied to a church. But it is particularly applicable to a multiplying ministry. The key is to not allow the ministry to be limited by any individual. Similarly, 1 Corinthians 12:12-24 teaches us about unity and diversity. We are all parts of the same body, made up of many different functions working together.

# FamilyLife Global **TRAINING MANUALS**



Global Outreach Strategies and Resources (GOSAR): This manual provides an overview of Global's FamilyLife strategy and is the foundational training document for developing an international FamilyLife ministry.

The following how-to manuals build upon the strategies and resources given in the GOSAR:

