

ONLINE

** The purpose of this manual is to provide a clear and specific guide to guarantee the optimal operation and development of the department, in order to serve as an instrument of support and institutional improvement.*

PURPOSE

Welcome to the Word of Life Online Campus Serve Team! We're so excited that you're stepping up to help us lead people to become fully devoted followers of Christ. This training guide will give you all the info you need to begin serving on the team and impacting lives all over the world.

SERVE TEAM OPPORTUNITIES

Greeters

- Welcoming Guests in the Chat Area
 - Whatever platform you are assigned to, you first, welcome each new guest into the chat area. You can use @ tagging like on social media to welcome each guest by name. A friendly welcome can be made even friendlier by using exclamation marks, emojis, and a follow-up question to get to know them.
 - *Example: Hi @johnfromuganda, welcome to Word of Life! We're so happy you're here today. How's your day going so far?*
- Creating a Friendly and Inviting Atmosphere
 - We want all who visit our Online Campus, whether it's their first or five hundredth time, to feel as welcomed and connected as they do in one of our physical campuses. Greeting them and welcoming them into the chat is a great way to do this.
- Engaging with Guests through Emojis and Follow-up Questions
 - Using emojis and follow up questions like "how is your morning going?" create opportunities for connection and engagement with our campus helping it to feel more like a community.

Content Managers

- Sparking Discussions in the Chat Area
 - Similar to the greeters, content managers ask questions throughout the service to engage members in the message and keep them connected online. Question types to ask:
 - Icebreaker questions
 - Recap key points from the message
 - Share Bible verses and relevant content found on our prompts
 - Answer questions and keep discussions flowing

THE BIG 3 APPROACH

As chat hosts, we have three main objectives for every Sunday's online service:

Welcome - First and foremost, let's extend a warm and personalized welcome to each new guest who joins the chat area. Use @ tagging like on social media to address guests by name. Make the welcome friendlier by using exclamation marks and emojis and asking a follow-up question to get to know them better.

Discuss - Next, let's foster engaging discussions in the chat area. You can do this by asking icebreaker questions and recapping key points from the message. Feel free to use open-ended questions, such as "who, what, when, where, why, or how," as they are great conversation starters.

Connect - Finally, let's provide valuable links to our guests, enabling them to stay connected with the church community. Whether it's joining life groups or our prayer group, we have links available for easy access.

GUIDELINES FOR EFFECTIVE COMMUNICATION

In the chat of our online services, we're attracting people from all over the world in all walks of life. Being professional, welcoming and grace filled is important as each chat hosts represents Word of Life and the church as a whole. Below are a few areas to be mindful of when serving online:

- Professionalism in communication
- Tone and language in the chat area
- Avoiding controversial topics
- Responding to challenging situations with grace

TRAINING AND RESOURCES

When training a new serve team volunteer, below is our ongoing training and resource protocol:

- Initial training for new serve team members (zoom call)
- Ongoing training and development opportunities (quarterly training and connecting)
- Providing resources for content managers (e.g., bible verses, discussion prompts).
 - Every Sunday a chat host rundown is sent out. You can find a sample of this at [***thelife.cc/ignitelife-chathost***](http://thelife.cc/ignitelife-chathost)

SERVE TEAM SCHEDULING

CCB (Church Community Builder) is our scheduling software to manage our Online Campus volunteers. Through CCB we will send and manage serve requests for our online services. As a volunteer for our Online Campus it is essential to utilize CCB and communicate with the serve team leader on your schedule availability, including emergencies and unexpected situations.