



TVM Podcast Episode 2

WAYNE:

Imagine you're the quarterback, on the field in front of 80,000 roaring fans. With a clap of your hands you break the huddle and the running back looks at you and says, what am I doing on this play? The center looks you in the eye "what's the snap count", and the wide receiver is just now walking onto the field. You my friend have just led an ineffective huddle.

[Intro Music]

WAYNE:

My name is Wayne Bolin and today we are talking huddles, volunteer team huddles. On our previous podcast we talked about why volunteer huddles are important. Today we take that one step further and give you some practical how to's, tips and tricks on running an effective volunteer huddle.

But before we get into that, my co-host Chuck has something to say...

CHUCK:

[Engage Conference Promo]

Thanks Wayne...

Hey...does your church use technology to reach guests and serve your members?

Do you wish you could do a better job of using technology to make people feel known, noticed, and loved?

If so, you've got to check out the Engage Conference.

The Engage Conference is a completely free online conference produced by our friends at Text in Church. No travel. No hotel costs. You sleep at home in your own bed. But you still get the high quality content that you'd get at any in-person conference.

It's FEBRUARY 4 -12 and registrations are open now.

And Y'all...have you seen the speaker lineup?

Michael Hyatt
Nona Jones from Facebook
Hollywood film director Phil Cooke
Comedian Michael Jr.
Stephen Brewster
Ed Stetzer
Dr. Henry Cloud
Jenny Randle
Jonathan Malm
...and about two dozen others.

You don't want to miss this! Did I mention that it's completely free?

Check it out at VolunteerMemo.com/Engage

Wayne:

You've got to take advantage of opportunities like the Engage Conference to help you continually grow and improve yourself and your ministry.

CHUCK:

Speaking of improving and growing...Let's talk some more about The Volunteer Huddle.

BREAK POINT:

Wayne:

In the last episode we talked about why you should do volunteer huddles.

In this episode, we'll be looking at some practical tips for *how* to create a successful volunteer huddle.

What should you do during a huddle? (what are the ingredients that make a good huddle)

When should you have a huddle?

How do you get people to attend the huddle?

And we have a bonus for you today and it's one that I'm really excited for.

Chuck what are you including in your huddles?

CHUCK:

There are literally an unlimited number of ways to structure your huddle, but here's the framework I like to use...it's five parts...

1. Cast Vision for the Day
2. Inform on Specifics for the Day
3. Devotional
4. Prayer Requests
5. Pray

Wayne:

Can you break that down for us?

CHUCK:

So, begin by sharing the big picture view of what God is going to do.

If you're leading the **parking lot team**, you're explaining how it's going to be freezing cold outside today, but your volunteers are helping to create a warm, inviting atmosphere for people before they even get inside the building.

If you're a **children's team leader**, you're casting the vision about how the kiddos will remember that Jesus loves them because of how you're telling the story of Zaccheus today.

You get the picture...

Wayne:

Then, you're giving specifics...

CHUCK:

Yep. So for the parking team, we're reminding them to save the front 10 spots for the elderly since it's so cold. And reminding them that the parking lot on the back side of the building has a few spots with ice in them so we need to direct people away from those spots.

Then, after going through the specifics of the day, I transition to the devotional. Here, I just want to give them a quick thought from scripture to help slow them down for a minute and center their serving for the day on God...After all...He's the reason we're doing this whole thing.

Wayne:

By the way...if you want help with your devotionals, be sure to check out the Volunteer Memo where we have a volunteer team devotional for each week of the month. You can find out more at volunteermemo.com. — shameless plug there.

CHUCK:

I love it.

Then, after the devotional time, I just like to ask people what's going on with them and how I can pray for them.

As a side note: if you pay close attention here (and maybe even jot down a note or two), this gives you a good reason to contact your volunteer team throughout the week. Just to follow up with them on their prayer request...

Wayne:

And they'll love that you're following up with them on their spiritual thing, not your volunteer task thing.

CHUCK:

Exactly. You can cover any task-related items, but the purpose for you contacting them is to check up on their prayer need.

Wayne:

And then, you close the huddle by praying for the requests and for the day.

CHUCK:

Yes. We take a minute to pray for them and that's it.

Wayne:

Yes, it takes all of that to make a successful huddle.

Another important huddle element is When?

You might be thinking, "My day is so slammed when am i supposed to squeeze in a huddle? I really don't know if there's time."

CHUCK:

Of course there's time.

Wayne:

Huddles should be quick, we aren't talking about a board meeting here. It's a quick informal, informative, meeting.

I found the best time to huddle is just before your team serves. You want to imitate the football team. Have the huddle just before you take the field.

CHUCK:

You do have to be intentional or time can slip away from you and you can lose the opportunity to huddle up. But the most important thing is for you to commit to it as the leader and make sure YOU make it a priority. Your team will follow your lead as the leader.

Wayne:

Now let's talk about how to get people to attend the huddle?

I typically use food. My team would arrive early and serve for about 5 hours. I fed them biscuits. It was part of our culture to eat biscuits together. You know I like a good chicken biscuit. They make me smile and it was important for my team to see me smiling.

CHUCK:

I do like using food as an incentive. Breaking bread together is a natural way to bring people together.

But, ultimately, whether there's food or not, you — as the leader — have to be the one driving the vision of huddling up.

At first, people have to see that it's valuable to you and show up because you ask them to. As time goes on, people need to feel they're getting some value from it. Eventually, it'll just become engrained as part of the culture.

Wayne:

But what do you do if there's resistance — or worse, apathy — when you're first getting started before it becomes engrained in the culture?

CHUCK:

Well...you have to set the expectation and hold people accountable to the expectation.

When you're first starting out, give people notice to arrive 10 min early because you want to huddle up.

When people arrive late or skip the huddle, have a gracious and kind, but firm conversation with them that you'd like for them to be at the huddle. Explain that it's important to you and to the team that everyone be there. Remind them of some of the benefits...that it gives you a chance to relay last minute, important info...that it gives everyone a chance to pause and focus on why we're serving...and so on.

Wayne:

And, ultimately there might be people who resist. Anytime there's change, people are going to resist the change. If someone doesn't want to participate in the team huddle, it might be good to ask them to stop serving on your team.

It'll be painful losing that volunteer, but I can promise you that the overall culture of your team is more important than having a volunteer spot filled.

CHUCK:

At the end of the day, I've found that the best way to get people to the huddle is to build excitement for it. And the way to build excitement for it is to make it exciting. Surprise people. Make it meaningful and fulfilling. Make it fun. Make it a mini-small group meeting.

To get people excited about it, you've got to make it exciting, which means you've got to do some prep work for it ahead of time.

Wayne:

It might not be exciting to have one more thing on your plate to do — prepping for the huddle — but when you begin to see your volunteer team gel-ing together and you begin to see your culture shifting, you'll find that the extra effort is worth it.

CHUCK:

Alright Wayne, we've got to wrap this up...but let's review...

Having a volunteer huddle every week is important for these reasons:

1. It helps you establish culture.
2. It gives you a chance to cast some vision.
3. It gives you a chance to center everyone on the day and have a touch point with everyone.
4. And, It gives you a chance to center everyone spiritually.

Wayne:

The format we recommend for the huddle is...

1. Cast Vision for the Day
2. Inform on Specifics for the Day
3. Devotional ==> Use the devotionals we provide in The Volunteer Memo at volunteermemo.com
4. Prayer Requests
5. Pray

CHUCK:

And finally...be intentional about scheduling time for your huddles right before you take the field, and be intentional about building excitement and holding people accountable for attending the huddle meeting.

Wayne:

Before we go...I promised everyone a bonus. Chuck...do you want to tell them about it?

CHUCK:

Yes.

We've put together a PDF cheat sheet for you. This is basically a card you can pull up on your phone or print off and have in your pocket that helps you remember everything you need to cover.

You can get it for free in the show notes, or by going directly to volunteermemo.com/cheatsheet (all one word).

Wayne:

Awesome.

We are all about equipping you with practical tools to help you recruit, assimilate, train, and care for your volunteers better.

That's all for today...thanks everyone and we'll see next time and, until then, happy huddling and go lead those volunteers well!