


Volunteer Communication

When communicating with volunteers, language is important. You have to understand that you are speaking for the organization, not just as yourself. So the terms you use, how quick you respond, how helpful you are in solving problems, spell check, grammar check, are all important aspects of volunteer communication.

How we communicate with volunteers will give them a sense of safety and long term commitment if we communicate well.

 If you are losing volunteers, or if you are not growing your volunteer pool, odds are you aren't communicating enough or communicating clearly enough.

We've created these templates to help you win! Not only will they save you time, but it ensures consistency of communication across all our environments and campuses.

201 Interest Email

The quicker this email goes out after 201 the better. It should go out within 24 hrs of them completing 201. Time is important when it comes to closing volunteers on the team.

Hey _____,

My name is _____. I have the privilege of overseeing our production team here at Milestone Church. It was great to meet you at 201 this weekend. It's great to see that you're taking steps to get plugged in!

Just like you heard at 201, we've got 4 easy steps to join the Production Team, and that first step is coming to shadow a weekend service. Just as a reminder, this is a non-committal step. We aren't asking you to forever commit to the Production Team, we have found that this is the best way for you to really see what our team does and get to meet some of our other volunteers in the process.

For a quick refresher on those simple steps in joining the production team at Milestone Church, you can see those here: <https://www.productionteam.org/join-the-team>. There you can also find some FAQs, such as how often do people normally serve? What Do I wear? Those questions can be found on that webpage.

Most of the people that serve on our team have never done production before. So don't worry! We are here to help you, train you, and get you up and running in no time, so you can get to serving people and serving the church ASAP.

If you're interested in moving forward and coming in to shadow, just let me know what weekends work best for you, and I'll get you scheduled at the next available opportunity! If you're not really interested, that's ok too - just let me know.

Feel free to reach out with any additional questions you may have.

Have a great day!

Student 201 Interest Email

Hey _____!

My name is _____, Michelle gave me your information after the 201 breakout. I have the privilege of overseeing our middle school and kids Production Team here at Milestone Church.

Just like you heard at 201, we've got 4 easy steps to join the Production Team, and that first step is coming to shadow a service. Just as a reminder, this is a non-committal step. We aren't asking you to forever-commit to the Production Team, we have found that this is the best way for you to really see what our team does and get to meet some of our other volunteers in the process.

Most of the people that serve on our team have never done production before. So don't worry! We are here to help you, train you, and get you up and running in no time, so you can get to serving people and serving the church ASAP.

If you're interested in moving forward and coming in to shadow, just let me know! I'd love to have you shadow a middle school elevate service and get you scheduled at the next available opportunity! If you're not really interested, that's ok too - just let me know.

Feel free to reach out with any additional questions you may have.

Have a great day!

Generic Interest Email

Hey _____,

My name is _____. I have the privilege of overseeing our production team here at Milestone Church. I heard you were interested in finding out more information about serving on the Production Team.

We've got 4 easy steps to join the Production Team, and that first step is coming to shadow a weekend service. Just as a reminder, this is a non-committal step. We aren't asking you to forever commit to the Production Team, we have found that this is the best way for you to really see what our team does and get to meet some of our other volunteers in the process.

Those 4 simple steps in joining the production team at Milestone Church can be found here: <http://www.productionteam.org/join-the-team>. There you can also find some FAQs, such as how often do people normally serve? What Do I wear? Those questions can be found on that webpage.

Most of the people that serve on our team have never done production before. So don't worry! We are here to help you, train you, and get you up and running in no time, so you can get to serving people and serving the church ASAP.

If you're interested in moving forward and coming in to shadow, just let me know what weekends work best for you, and I'll get you scheduled at the next available opportunity! If you're not really interested, that's ok too - just let me know.

Feel free to reach out with any additional questions you may have.

Have a great day!

Step 2: Shadowing

Hey _____,

Alright, Step 2 in our process is shadowing a weekend service. With the size and scale of everything that we do at Milestone Church, we've found the best icebreaker is to come shadow our teams either on Saturday or Sunday. This is a low-pressure, noncommittal step that gives you the best picture of what it's like to serve on our team. We see over and over again, that once people observe how our team operates, and how it breaks down into individual positions, they feel much more comfortable in how they can contribute to the team and ultimately to the church!

This is also a great opportunity for you to meet some of our team, both volunteer teams and staff.

Hopefully, when you leave, you'll have a better understanding of how you can contribute. After shadowing a weekend service with us, we'll follow up with some quick and easy questions like: What did you think? Were there any positions on the team you saw that you may be interested in learning? And if you are ready to push forward, we'll ask you about some of your scheduling preferences that work for your calendar.

How Do We Schedule?

To be scheduled for shadowing a service, you'll get an email from Planning Center Online. This is the service we use to schedule and plan our services at Milestone Church. It'll take you just a couple of seconds to set up a password. Quick tip, you can also download their app here: [iphone](#) / [android](#). When you are scheduled, you'll get an email or notification requesting you to serve on a particular date. Just hit the green button to accept, or if you have to decline, we ask that you give us just a quick reason why, so we can learn your schedule better. Or maybe something has simply come up in your life or family, and if so, we'd love to know so we can pray for you.

Shadow Schedule

Our shadow schedule is pretty simple. We ask that you show up at normal call time for our volunteers, and then stick with us through the first service of the day. Then you are free to go!

-So on Saturdays that's a 3pm call time (in the worship center), and you are free to go after the 5pm service ends.

-On Sundays, that's a 7:45am call time (in the worship center), and you are free to go after the 9am service ends.

That's about it! Be on the lookout for those planning center emails. And we'll see you soon!

Have a great day!

Step 2.5: Follow Up after Shadowing Weekend

Hey _____,

Checking in to see how shadowing the team went? What were your thoughts?

Hopefully you got a good picture of how our team operates, both staff and volunteers alike. And hopefully you got to see how much we love serving people, God's house, and the feel the responsibility God has given us to steward all of our equipment, systems, and services well!

I always like to check in and see if there were any specific positions on the team that stood out to you. Now, some positions take more time and training than others to learn, but if I can pair you up with what is most exciting to you, then that's usually a win for everyone.

So, were there any positions you found most interesting?

Probably a bit more than half of the people that shadow may not have a preference of position and that's ok too! We'll pick a spot that we think you'll enjoy and that will be helpful for the team.

Let me know your thoughts from shadowing and we'll go to the next step!

Thanks,