

Welcoming



A workshop for all Church members

Opening Discussion

.....
THE BEST WELCOME YOU'VE RECEIVED...

THE WORST WELCOME YOU'VE RECEIVED...

WHY DID YOU COME BACK TO THIS CHURCH A SECOND TIME?
.....

Why welcoming is important:

1. For newcomers:
 - a. It takes a lot to walk into a Church you don't know – whether believers or not. Try it next time you go on holidays.
 - b. Culture shock
 - c. New people
 - d. Uncertainty: what to wear, what happens in the service, what do kids do, what should I do...
2. For Christians:
 - a. Same as above!

Why being a welcomer is important:

- b. People don't come to churches that are "friendly". They come to churches to MAKE friends.
- c. When welcoming is left to "the team", we have lost the battle!
 - i. The welcomers on a Sunday can't possibly engage with newcomers enough at the door.
 - ii. Welcomers greet people at the door and only have time for a short conversation.
 - iii. It's part of who we are as Christian – sharing a vision to see people come to know Jesus in community with others.

5 steps for welcoming at the door

For those on the welcoming roster, here are some guidelines. However, we ALL need to be aware of this so we can assist as needed (whether on the roster or not!)

PREPARATION

1. **NAME TAG.** Get your name tag on – be a friendly face with a name! That’s less for people to worry about and have to remember. It’s about helping people to feel comfortable.
2. **CLEAN.** Clean the entrance and foyer – these are the first places a person sees (newcomers or members). It sets the tone for them about how much we care. Yes, it is just a visual thing, but an open, welcoming reception is a “scene setter”
3. **PAPER** – get everything you need together. Newsletter and newspaper(s) and extras as required. Try to hand them to a person in ONE go, so their hands are overflowing with paper. If more than one arriving together, you could ask how many they would like, or just hand one to each person.
4. **POSITIONING** – position one or two people at, or just outside, the open double doors. These people can hand out the papers and say the first welcome. Position one person inside the foyer to particularly catch newcomers. They can welcome the person again and help them inside the Church – and talk to them about kids activities that happen if required.
5. **PRAY** – that God will help you this week in this ministry

Practical :

What do you see in this foyer that needs work?

(Do checklist)

ACTION

Role play 1 - the shovel approach

At the door

1. "Welcome to Church this morning/evening" – works with everyone.
2. For a newcomer, you might like to say: "Hi, my name is _____. I'm glad you could join us today. Here is some information about our church. If you have any questions, please let me know. I hope you enjoy the service!"

Role play 2 – the conversation starter... NOT

Role play 3 – the conversation starter... ?

Inside the foyer

3. "Welcome to Church this morning/evening" also works well for a second time!
4. For newcomers: "Let me show you inside". (You could also let them know where the toilets/hall/etc are.
5. If they have children – let them know of the children's programs and where they happen. Remember – children are ALWAYS welcome to stay with their parents, and parents are always welcome to join their kids and watch the program, especially if they are new. WHY IS THIS IMPORTANT?...
6. Try to introduce them to someone in the congregation. WHO??...

After the service

7. Follow them up after the service – cup of tea/coffee, collecting kids, etc. Make sure SOMEONE is looking after them. Sacrifice your time with friends to do this. Your friends will usually understand!
8. Find an opportunity to offer them a welcome Bible (if they are first-time visitors) and a welcome slip (these go into the letterbox when completed) "We would love to keep in contact with you. Please feel free to share some of your details with us."

Role play 4 – after Church – the conversation starter... NOT

Role play 5 – after Church – the conversation starter... ?

THE WELCOMING PROCESS FOR NEWCOMERS

Week 1 – a good welcome, a gift Bible, and possible welcome card

Week 2 – a phone call or visit before the next Sunday – just to say hello and let them know about church activities (A call from the minister has MUCH less impact than a call from a parishioner!) IF they fill in a card, they EXPECT contact.

Week 3 – a name tag, and perhaps an invite to a group or event.

Week 4 – an invitation to the next newcomers lunch or other group

Week 5 – an invitation to a bible study group or other regular group meeting.