

MINISTRY 102

**FOLLOWING/
IMPLEMENTING
POLICIES**

Today's Outline

Topic Highlights

What Does a Policy Do?

CCPV General Volunteer Policy

- Ministry Questionnaire Form
- Statement of Faith
- Behavior
- Safety
- Ending Your Service

Upcoming Changes



WHAT DOES A POLICY DO?

It Helps Us Make Decisions

The policy provides clear guidelines for certain situations so we don't have to waste time deciding what to do. This is just as true for a church or a business. A policy empowers people and lets them know how to do certain tasks.

They Provide a Great Training Resource

Everyone should be clear on and going in the same direction. For new volunteers, written policies can tell them how to do their jobs. Many jobs have certain tasks that are done over and over. A clear policy provides the instructions for those tasks.

They Protect The Volunteer

Everyone wants to know what is required of them on their job. By giving our volunteers guidelines on how to do their jobs, there will be no misunderstandings. We want our volunteers to feel confident. If they have clear guidelines, they will not always be running around looking for their ministry leader to ask for guidance. If they are following the policies that have been put into place, they don't have to worry about whether or not they are doing what is required of them.

WHAT DOES A POLICY DO?

They Protect The Church

For a volunteer who does not follow our guidelines or policies, we have the opportunity to provide corrective action, remedial training, or even asking people to step down. Without clear guidelines and policies, it becomes much more difficult to take corrective action or transition someone who is not following guidelines. Policies that are written down are clearer than those that are only verbal.



CCSG GENERAL VOLUNTEER POLICY



MINISTRY QUESTIONNAIRE FORM

The ministry questionnaire form is our process of getting to know you and for you to get to know us and what we believe. We ask certain questions so that we can understand your walk with God, and we ask all volunteers to fill out a background check. We have a blanket policy that all CCSG volunteers have to get background checks to serve.

MINISTRY QUESTIONNAIRE FORM



STATEMENT OF FAITH

Importance of Statements of Faith

Understanding churches' statements of faith is important because it helps volunteers serve in unity with the leadership, but most importantly, it helps volunteers remain in unity with God the Father, God the Son, and the Holy Spirit.

Also, while serving, the volunteers can minister effectively to people because the volunteer and pastor are ministering the same message



BEHAVIOR

Importance of Outlining Volunteer's Behavior

A volunteer represents God and the church, so there is a standard by which the volunteer should conduct themselves. No one is asking for perfection because we know that all fall short. But we all strive to live a life that is aligned with the Bible.

Areas to address are:

- Moral Conduct
- Violent Behavior
- Confidentiality
- Attendance and Absences
- Grievance Procedures



SAFETY

Importance of Safety

We strive to provide an environment where members and visitors of all ages feel safe and secure. Just as the employees in a place of business are on the frontlines, ensuring the safety of customers, the volunteers of the church serve on the frontlines, ensuring the safety of those to whom we minister.

Areas to address are:

- General Guidelines
- Fire Prevention
- Fire Emergency
- Power Failures
- First Aid
- CPR

SAFETY



ENDING YOUR SERVICE

Importance of Policies When Ending Your Service

This is a very important area to understand either as a volunteer or ministry leader.

Everyone comes to a point where they step down from serving in a ministry, but there is a proper way of doing that. Whether it be resignation, disqualification, or a season of rest, we want to ensure we do this properly.



UPCOMING CHANGES

Training Manuals

Volunteer & Leader Trainings

UPCOMING CHANGES

MINISTRY 102

**RESOLVING
CONFLICT**

Today's Outline

Topic Highlights

Types of Conflict

Dealing with Believers

Issues with Leadership

Handling Conflict

Some Basic Steps Toward Resolution



TYPES OF CONFLICT

Three Types of Conflict:

Conflict due to blatant sin among believers

Conflict with leadership

Conflict between believers



DEALING WITH BELIEVERS

Matthew 18:15-17 provides a concise procedure for the confrontation and restoration of a believer. Confrontation should be done carefully, meekly, and with the goal of restoration (Galatians 6:1).

Churches that lovingly discipline sinning individuals will limit a great deal of conflict in the church.



ISSUES WITH LEADERSHIP

Those who are frustrated should respect the leaders (Hebrews 13:7, 17), be slow to accuse them (1 Timothy 5:19), and speak the truth lovingly to them, not to others about them (Ephesians 4:15). On those occasions when it appears the leader is not responding to the concern, an individual should follow the pattern set down in Matthew 18:15-17 to ensure that there is no confusion as to where each stands.

HANDLING CONFLICT

The Bible warns that people in the church may have difficulties with conflict. Some conflict is due to pride and selfishness (James 4:1-10). Some conflicts come about because of offenses that have not been forgiven (Matthew 18:15-35). God has told us to press toward peace (Romans 12:18; Colossians 3:12-15). It is the responsibility of each believer to seek to resolve a conflict.



BASIC STEPS TOWARD RESOLUTION

Develop the proper heart attitude –

- Meek (Galatians 6:1)
- Humble (James 4:10)
- Forgiving (Ephesians 4:31,32)
- Patient (James 1:19,20)

Evaluate your part in the conflict –

- Matthew 7:1-5 (removing the log from your own eye first is necessary before helping others)

Go to the individual (not to others) to voice your concern –

- Matthew 18:15. This is best done in love (Ephesians 4:15) and not to just get something off your chest.
- Accusing the person tends to encourage a defensiveness.
- Therefore, attack the problem rather than the person.
- This gives the person a better opportunity to clarify the situation or to seek forgiveness for the offense.

If the first attempt does not accomplish the needed results (Matthew 18:15-17).

- Remember that your goal is not to win an argument; it is to win/gain your fellow believer to reconciliation.
- You have gained him in two ways.
 - First, the problem has been cleared up. Perhaps you realized that he was right in some ways and he realized you were right in some ways, but the problem is resolved.
 - Second, you have gained him because you have not wronged your brother by going to others with gossip and half the side of a dispute.
 - If we notice, Jesus did not say that your brother must agree with you or immediately repent before you. At first, it is enough if he hears you.
- Therefore, if a situation arises to bring in others, choose people who can help you resolve the conflict.

BASIC STEPS TOWARD RESOLUTION