



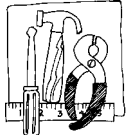
Equipped to Serve

Number 4

A newsletter to encourage, equip & challenge those in Pregnancy Center Ministry.

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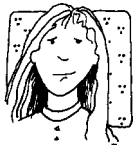
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People Products Websites

Equipped to Serve

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ETS is Alive and Well

There has been some rumors and speculations about the availability of the *Equipped to Serve* manuals. Production continues. My husband and I have taken over the publication and distribution of the *Equipped to Serve* Volunteer Manual and the Leader's Manual. The manuals will no longer be available from Frontlines Publishing. We were finally in a position to be able to handle the production and shipping ourselves. My husband is a printer and we have our own print shop in the basement of our home. We work out of our home and are anxious to serve you well by continuing to provide the manuals to Centers throughout the country.

You can order your manuals three ways:

- 1) By calling 303-781-1920 and placing your order;
 - 2) Sending your order by Fax calling 303-660-4091 or;
 - 3) Sending us your order via email at CPhilkill@aol.com.
- Please put "Manual Order" in the Subject of your email.

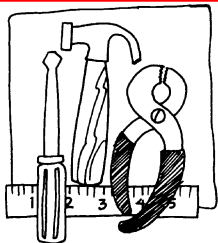
Shipping usually takes three to four days, depending on how far away from Denver, Colorado your Center is located. Please allow a week to ten days when placing your order to insure an on-time delivery.



In the fall of 2001 my husband Alan and I started our own printing and publishing company, ETS Press. We would like to help you with your printing needs. We have a fairly low overhead and can often charge less for printing than other printers. We would appreciate being able to bid for printing jobs that you might have in the future. We cannot offer printing for free but will give you the best possible price we can. We offer personal service and can, in most cases, use attachments via email to send materials back and forth to one another while we are in the design and setup stages of a print job. We would ship any printing via UPS to the location of your choice. We have designed logos for new businesses, produced and printed newsletters, printed business cards, stationery, envelopes, invitations to parties and business openings, and many other business and marketing items. I have also designed a variety of T-shirt designs for Walk for Life walk-a-thons for both Baltimore and Denver Pregnancy Centers. I would love to design one for your next Walk-for-Life.

Free ETS Newsletters

We will be sending ETS Newsletters free of charge to those Centers who are purchasing ETS Manuals. Centers who do not currently use ETS and would still like to receive the newsletter, please send \$25 in order to receive your next three issues. We hope you are enjoying these newsletters and find them helpful in training and encouraging your volunteers and serving your clients well. Feel free to email us with ideas and suggestions for articles and any ideas you might have to share with other Centers. We want to address your needs and welcome all suggestions. Thanks!



The Seven Fundamentals

1: The Purpose of the Center: To Speak the Truth in Love

Speaking the Truth in Love is essential to our work in the Pregnancy Ministry. It is also a hard concept to train. It is not easily understood or nailed down with identifiable behaviors.

I have come to believe that speaking the truth in love begins with an attitude of the heart. We must first hold an attitude of extending grace in our hearts and minds towards ourselves as well as the women we serve. We must also know the truth, not just intellectually but with our hearts and souls as well.

It is out of this posturing that we can but hope to be able to speak the truth in love.

In this article I hope to give you some training suggestions to help you help your trainees to consider what it means to speak the truth in love and how we can hope to be able to do just that.

Training Suggestions

What DID Jesus do?

Break trainees into small groups and have them look at Jesus' interaction with various people in the Bible. Have them answer the following questions:

1. What was this person's need, short-coming, struggle, etc.?
2. How did Jesus extend grace?
3. What might be our worldly, judgmental attitude towards this person?
4. What truth was Jesus trying to help this person understand?
5. What "teaching" methods did Jesus use to help this person understand the truth?
6. How might this apply in your work with women in the counseling room?

Knowing vs. Living the Truth

We must recognize how hard it is for everyone to consistently live in the truth. We must remember how we all so desperately want to be known and understood and loved for who we are. Try this personal reflection exercise with volunteers to help them use their own experiences with struggling with living the truth to help others.

Ask trainees to think of something they struggle with in their own lives such as eating, gossip, exercise, being disciplined about something that they know the Lord is calling them to, etc. When they have thought of something ask them to write down what that struggle is. Then ask the following questions, telling them to write down their answers. Trainees will not have to discuss the details of their situation and what they write down will remain private. Questions:

1. What factors contribute to why you struggle in this area?
2. Why is what you know to be true often unmotivating in the moment you are struggling?
3. What are all the things you have tried to help you live more truthfully in this area?
3. If you could ask for anything you imagine might be helpful to live more consistently in the truth, what would that be?
4. Have you ever asked for that kind of help from God or others? Why? Why not? What was the outcome?
5. How might this help you as you work with women at the Pregnancy Center?

The trainer might ask people who are comfortable, to share some answers to the above questions without telling others what it is that they struggle with, unless they choose to do so.

Using Jesus as our role model and understanding our own struggle with living in the truth, we are more equipped to speak the truth in love to others.

Inservice

Structuring Your Inservices

I suggest that you try to fit your inservices into a two-hour time slot. If attendance is large you will have to manage your time very well and during the Case Management section of the inservice, not everyone will be able to share. A suggested outline of activities follows:

Food & Casual Chat

This allows for late comers and for attendees to meet and greet one another.

Opening Prayer

Just a brief prayer. There will be more specific prayer at the end of the inservice.

Icebreaker

Often there are volunteers who do not know each other as they work on different days or on the helpline and do not come into the office. You might have new volunteers fresh out of training that you need to matriculate into your family of volunteers.

Announcements

Hopefully by now the late comers will have arrived and you can give any information about upcoming events.

(Continued on page 3)

Please feel free to copy this newsletter for internal use at your Center. Please encourage other Centers to write, e-mail or call for their own newsletter. Thanks!

**Visit our web site at:
www.equippedtoserve.com**



Experiential Exercise

One-Way Communication Game

Goals

1. To recognize the pitfalls of one-way communication.
2. To identify the necessity (importance) of two-way communication
3. To label the skills involved in two-way communication.

Objectives

1. Several blindfolded trainees will simultaneously listen to and follow a list of verbal instructions and then compare the final outcomes of the instructions.
2. Other trainees will observe the above activity.

Group Size

6 to 8 blindfolded trainees
unlimited trainee observers

Materials

1. 6 to 8 pieces of 8 1/2 x 11 paper (1 for each blindfolded participant)
2. A pen or marker for each blindfolded participant.

Physical Setting

Space large enough in front of observing trainees for participants to stand so everyone can see them.

Process

1. Ask 6 volunteers to come up to the front of the classroom.
2. Blindfold each volunteer trainee or ask them to keep their eyes shut throughout the exercise.
3. Give each person a piece of paper and a marker.
4. The following instructions are given by the facilitator:
 - a) Please follow the instructions I will give you without asking any questions.
 - b) The observers are asked to watch without giving any guidance.
5. Give the following instructions to the blindfolded trainees:
 - a) Fold the paper in half
 - b) Tear off the bottom left hand corner
 - c) Fold your paper in half again
 - d) Tear out a half circle at the top if the page.
 - e) Draw a triangle underneath the circle.
 - f) Turn your paper around and write your name down.
6. Tell participants to open their eyes or remove their blindfolds and open their papers.

Disciplined Reflection Questions

Sharing Questions:

1. What went on? What was observed?
2. What were you aware of?
3. How did you feel doing the activity?
4. What was difficult about carrying out the instructions?

(Continued on page 6)

Inservices (Continued from page 2)

ing events, volunteer news, new procedures, etc.

Seven Fundamentals

Have volunteers recite the Seven Fundamentals. You might follow up with a brief discussion on which Fundamental volunteers are struggling with and why. Valuable insight for basic training and topics for future inservices can be gleaned from these discussions.

Main Topic

1. Introduction - reason for topic/motivation to learn
 - Pretest
 - Experiential exercise
 - Presentation of recurring problem
 - Results of volunteer survey
2. Topic Presentation
Make it interactive as possible
3. Practical Application
Post-test, exercise, practice, or role-play to apply what has been learned

Case Management

Volunteers should come with at least one client in mind to discuss.

- Briefly state situation.
- What I did well.
- What I could have done better.
- Where I need help / input.
- How I will handle it differently the next time.

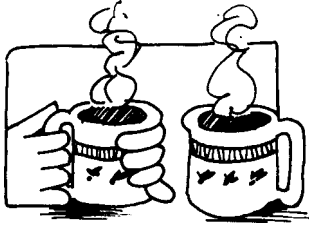
Evaluation of Inservice

(verbal or written)

- What did they like?
- What could have been better?
- What would they like to see done differently at the next inservice?
 - Most significant thing they learned at this inservice?
 - How will they apply what they have learned in working with clients?

Closing Prayer Time

Focus on issues shared during the inservice. Ask one or two people to pray summarizing the needs and issues shared throughout the inservice.



Volunteer Appreciation

Ideas From Around the Country

Daily Appreciation

Ginny Cyphert volunteered at a Pregnancy Center for 16 years before coming on staff at the Richmond, VA Center. She said that when she walked into the Center the staff made it feel like she was the best thing that happened that day. It is her goal to repeat that for the volunteers she works with. She hopes at the CPC in Richmond, the minister is ministered to before they minister.

Card Ministry

Remember volunteers on their birthdays, anniversaries by sending cards or putting cards in volunteer mailboxes. You might also send a card to remind them that their prayer requests are still being prayed for. Have board members write short notes of appreciation to volunteers. Send a note to a volunteer who might not know that an abortion-minded woman has changed her mind and how she was instrumental in that decision.

Know Your Volunteers

Knowing special details about your volunteers helps when it comes to buying personalized gifts or sending cards or praying for specific needs. Ginny Cyphert has each volunteer fill out an All About Me Form (enclosed in this newsletter).

Communication

Kelly Boom from Baltimore communicates with her volunteers through a monthly newsletter called the Volunteer Update. Birthdays and anniversaries are listed each month. She also shares client comments received from the client feedback forms. Kelly says the volunteers have shared that the client comments are a big source of encouragement each month.

Prayer for Volunteers

Many Centers pray for volunteers regularly. The Baltimore staff send cards to the volunteers that were individually prayed for at a staff meeting. The card says thank you for volunteering and that the staff prayed for them individually. Pray with volunteers before the beginning of their shift.

Volunteer of the Month/Year

Amy Rogers of Wichita, Kansas chooses a Volunteer of the Month and honors her with a gift such as picture frames, manicure sets, coffee mugs, etc. She tries to make the gift personal to each volunteer.

Vickie Edwards of Murfreesboro, TN and her staff choose a Volunteer of the Year. The award is based on how well a volunteer has been faithful to her position, participated in training and improving her performance and has a good relationship with clients. The chosen Volunteer gets their name on a plaque that hangs in the Center and a gift ranging from \$30 to \$60 that is personal to them.

Gifts & Door Prizes

Joan Colwell of Roanoke, VA usually invests in gifts she buys once a year and then each volunteer gets that same gift on her birthday. The gift is usually imprinted with the Center logo. Items they have purchased in the past have been umbrellas, insulated lunch bags, mugs, etc.

Many Centers get local businesses to donate items that are given to volunteers. You might be able to find a woman's group from a church who would be willing to make some craft items to be given to volunteers.

Some Centers give Door Prizes at inservices to appreciate volunteers and they also boost attendance.

Occasional small gifts put in Volunteer mailboxes are fun. Give each volunteer a roll of Lifesavers candy

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On-The-Job Training

Role-play

Role-play is a significant on-the-job training activity. It provides a safe environment for trainees to practice the skills they have learned in the basic training. Many people say they dislike role-play and that using the skills is easier in real life. I can understand why many people dislike role-play. It forces us to demonstrate the skills we have learned and how well we can perform those skills. Role-play is where the rubber meets the road. Reciting the Seven Fundamentals is good and necessary but actually utilizing and demonstrating them is even more important.

The only way that Pregnancy Center staff can know whether or not a volunteer is ready to counsel is through role-play. Role-play protects everyone; the clients, the volunteers, the staff and the Center's reputation. It protects our clients from well-meaning, yet unprepared volunteers. It protects our volunteers from jumping in too soon and becoming frustrated and overwhelmed when they are not prepared to counsel. It protects the staff from having to pull someone out of a position. It protects the Center's reputation by giving clients the best counseling possible. Know that clients will tell their friends if they have a bad experience at your Center.

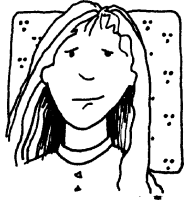
I do not believe that people who cannot utilize the skills in a real-life situation. In a Pregnancy Center, a real-life situation might be an abortion-minded client and that is always much harder than a role-play where the woman is not really pregnant and a life is not at stake. If a volunteer can demonstrate the skills in role-play then you can trust that they have the ability to utilize

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Creative Advertising & Promotion

Get More People to Your Booth at the Next Fair You Attend



Jan Gessele is a Director that I admire greatly. She has been director of the Pregnancy Resource Center in Glenwood Springs, Colorado for 15 years. The Center first started out in Vail Colorado and still serves many people from the whole Aspen, Carbondale, Glenwood Springs area. Due to the nature of the Center's unique location, clientele, supporter base, and basic non-Christian environment, Jan has had to become a director who is always looking for creative ways to attract clients to the Center as well as creative public relations and marketing.

Jan shared this public relations idea with me and said I could share it with others. This PR idea might not be for every community but the results for her Center were tremendous and a lot more people know about the Pregnancy Resource Center than ever before.

Most communities have a variety of fairs where community organizations are invited to come and have a booth. Many Centers have utilized these opportunities and usually have a display about the Center with brochures and business cards to hand out to interested people.

Jan put a new twist on an old idea. Jan has purchased a wide variety of temporary tattoos and sells and applies the temporary tattoos at her booth.

Before you dismiss this as a crazy idea let me tell you how she has done this and all the benefits of this fun, harmless, popular, and creative idea.

Jan ordered most of her tattoos on-line. She went to a search engine and searched for sites who sell temporary tattoos on-line. There are a variety of them. She chose only those tattoos that were fun and artistically and spiritually appropriate. She also made choices for a variety of age ranges from small children to teens to adults. Seems that everyone got in on the fun.

Reusable poster boards were made displaying the various tattoos available. At the event, there was a person who retrieved the chosen temporary tattoo from the filing system and gave it to the person in line to hold until it was their turn to get the temporary tattoo applied. There were several people assigned to application of the temporary tattoos. Before leaving, each person was given a small sheet of paper entitled: Care and Feeding of Your Temporary Tattoo. Stapled to this instruction card was a small advertising card from the Center listing not only their name and address but the services rendered by the Center.

The best part of this is that the people paid for their temporary tattoo which pays back the initial investment in buying all of the temporary tattoos. Jan said she found tattoos ranging in price from 25 cents to 6 dollars. She charged 50 cents to 8 dollars for the tattoos to cover her costs of buying the tattoos, shipping and handling and printing of the cards & PR materials.

At the most recent fair almost 300 people within a 4 hour time period walked away with a temporary tattoo and information about the Pregnancy Center. I have never had that many people walk away with information about our Center when we were just having a display or candy or food. All day, Jan saw people hanging on to those Care and Feeding Cards and I bet most of those cards made it home. Great visibility if you ask me.

All day people asked others where they got their tattoos and they were told, "The Pregnancy Resource Center booth." There was a big banner on the booth with the name of the Center and the phone number. Just having that many people say your Center's name in one day is worth the work. When people were standing in line waiting to have their tattoo applied, many

asked questions about the Center and what the Center was about. Another great opportunity for personal interaction and discussion about the Center's services with people who otherwise might never have walked over to the booth.

Jan said that a variety of about 50 temporary tattoos would be plenty. Make choices that would apply to a variety of age groups and males and females. From her experience the only people groups that did not get temporary tattoos were middle age men and senior citizens. Males and females alike in all other age groups were getting the temporary tattoos.

The number of staff needed at the booth depends upon the number of people who might be attending the event or fair. The day they sold temporary tattoos to 300 people Jan had 7 people rotating between two jobs. There were 4 people applying the temporary tattoos and 2 people taking the money and getting the tattoos out of the storage containers. That gave an extra person to relieve people for breaks.

Jan took the colored tattoos and had them color copied so she could glue them on to the display boards. She designed the display boards by themes such as little children's designs, butterflies, hearts, male and female designs, Asian themes, arm bands, etc. The prices were listed under each tattoo's picture.

For storage, Jan made black and white copies of the tattoos to put on the top of the plastic boxes she had the temporary tattoos stored in. She used those Glad storage boxes you can get at the grocery store. Any storage system you might come up with will be fine. The important thing is that the tattoos must be kept clean and dry in order for them to apply properly.

Take a walk on the creative, fun side and get your Center's name out into your community.



Volunteer Appreciation

with a note saying: YOU are a lifesaver. Thanks for all your hard work loving women and their unborn children.

Retreats

Vickie Edwards works with a committee of volunteers to plan a retreat. The retreat is always much better when you get the volunteers involved in the planning. The Center always try to pay some of the food and lodging costs of the retreat for each volunteer. Their retreat is from Friday afternoon through Saturday afternoon. One of the best retreats Vickie remembers is when they focused on what God had been showing each volunteer through their work at the Center. Vickie said, "The sharing was awesome and God showed up in a big way as the volunteers shared their hearts."

The Rocky Mountain Counselors Conference (RMCC) provides a Friday through Sunday retreat for volunteers in Centers throughout the Rocky Mountain Region. Centers contribute money to fund some of the expenses and volunteers pay for food and lodging. Many Centers try to subsidize the cost for volunteers. The RMCC has a Keynote Speaker and Directors and/or Center staff run a variety of workshops throughout the weekend. Worship is a big part of the weekend and the RMCC usually provides a great worship team. Sue Huseby has been running this retreat for many years and would be a great resource if you were thinking about starting a regional retreat for volunteers in your area.

Words of Praise

Send letters of praise and recognition to the pastors of your volunteers. It is good for pastors to know the fine work the members of their congregation are doing and might introduce the pastor to the work of the Center. Vickie Edwards found that a pastor and his church became more involved with the Center after she sent a letter noting the achievements of two of his members. They both were being given the Volunteer of the Year award at the Pregnancy Center. It was a tie that year.

(Continued on page 8)

Experiential Exercise (Cont. from pg. 4)

Interpreting Questions:

1. What was significant to you about this exercise?
2. In what ways was the communication unhelpful?
3. How might it have been different?

Generalizing Questions:

1. What does that suggest to you about communication in general?
2. What does that help explain?
3. How does this help us better understand communication?

Application Questions:

1. How might this apply in the counseling room?
2. What will you remember from this exercise that you will take with you into the counseling room?
3. What might be the consequences of one-way communication in the counseling room?

On-The-Job Training

(continued from page 4)

those same skills in a real-life counseling situation.

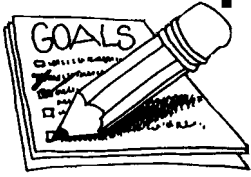
From a Staff viewpoint, you must ask yourself how you feel about role-play. Do you find yourself not pursuing volunteers to role-play with them? What keeps you from this important task of on-the-job training? Whether it is staff or volunteers, our performance anxiety often gets in the way. I have found that putting my clients first and caring for them, as well as the reputation of the Center, helps me face my performance anxiety and push past my fears to work towards excellence and mastery of the Seven Fundamentals. As a volunteer supervisor, do you know what is happening in your Center's counseling rooms? Are you confident that all your volunteers are utilizing the Seven Fundamentals and representing the counseling standards of your Center when they are with clients? If you are not role-playing with your volunteers regularly, I do not know how you would be able to answer affirmatively to these questions.

Role-play is always available and

accessible. You do not have to wait for an abortion-minded client to come to the Center in order to observe an actual counseling session. If you waited for a client to come to the Center with a different presenting problem in order to evaluate each volunteer trainee, you might be waiting forever. My rule of thumb is that whenever volunteer counselors are not busy with client duties, they should be role-playing and giving each other input and feedback utilizing the Seven Fundamentals as their guide.

It is important who new trainees observe in the counseling rooms and with whom they role-play. Make sure you can count on seasoned volunteers to be good role-models. It only takes a few observations of volunteers who are not using the skills adequately or correctly to undermine the on-the-job training of new volunteers. Hence the importance of Center supervisors knowing the skill levels of all their counseling volunteers. Don't undermine the hours of training that you have already put into your new volunteer trainees.

Leadership



“Leaders bring vision, faith and courage to coordinated effort.”

Lorne Sanny

How Good are You at Managing People?

It's a sure bet that your management skills are about as good as your motivational skills. If you can motivate people, you can manage people. It's that simple.

But how do you motivate people? You have probably discovered that there are only three ways to effectively motivate anybody to do anything (including yourself).

The first great motivator is *fear*. We can be scared into doing anything.

The second great motivator is *reward*. We can be bribed into doing just about anything.

The third great motivator is *mental attitude*. We change our life, because we change our attitude toward life. We are motivated to success because we have a rash, new perspective on our lives, our jobs, ourselves.

This is the best way to motivate or to be motivated because unlike fear and reward, which are external motivators, a change of mental attitude work from within and therefore is the most effective and long lasting.

You will be a better manager if you lend these three motivators together and put the accent on attitude.

There are five tried and true proven ways to motivate people through a changed mental attitude. With just a little practice, you can easily master them all.

Be An Example

Be what you want people to be. Do you want your people to be productive, conscientious, and effective in their work? Then be productive, conscientious, and effective in your work.

Remember, you set the pace with all the people for whom you are responsible. You are the Leader!

Show Them How

As a leader, your responsibility is to lead the way by showing your people how to do what you want them to do. It's not enough for them to know what to do. They must also know how to do it.

When people don't know how to do something well, they are motivated by fear not to do it. But when they know how, they are eager to perform, and they perform well.

Meet Their Needs

It goes without saying that financial rewards and company benefits are an important part of everyone's success motivation. But many times, managers of people fail to take into consideration the basic emotional needs of people.

When these basic needs of people are met on a consistent basis, they begin to feel good about themselves, their jobs, and their managers. And when they feel good about these things they work harder and do better.

It's good to be able to pinpoint these basic needs in all of your people. And it's simple to do.

They all start with the letter "A." They are affection, attention, appreciation, acceptance and accomplishment. Meet these basic needs in your people and you're off and running as an expert motivator.

Expect A Lot

Your people will work best if you

expect a lot from them. Don't be fooled into thinking they want to get by with as little as possible. Don't think they will be happiest if you don't expect much from them. Your attitude of positive expectancy about their capabilities will drive them to their greatest achievements.

Believe In Them

Your people will respond to your management leadership in the best possible way when you consistently demonstrate your belief in them. Something wonderful happens inside a person when he knows someone else believes in her and is depending on her. It brings out the best in all of us and is a vital force in our motivation.

The challenge is before us. No matter how advanced our technology becomes, motivating people will still be a central part of management success in business and ministry. Your ability to effectively motivate people will determine the scope of your success in the years to come.

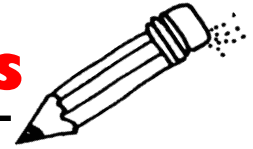
This is an article by Dick Semaan Executive Director of "Live Really Live" from the Christian Management Association booklet entitled 4 Things Every Christian Manger Should Know.

Send me ideas of the various ways in which you meet volunteer needs of affection, attention, appreciation, acceptance, and accomplishment in your Center. I would love to share your ideas with other readers in the next issue of ETS.





Quips & Quotes



Resources

People

Penny Salazar-Phillips
2244 S. Williams
Denver, CO 80210
303-525-8815

Penny is the coauthor of the book *A Season to Heal: Help and hope for those working through post abortion stress*. *A Season to Heal* is a great book to use with Christians and non-Christians alike. Penny recently resigned her Executive Director position with Alternatives Pregnancy Center in Denver. She is now available to conduct post-abortion trainings using her book. Penny has had over 20 years experience in the post-abortion field and was one of the pioneers who first introduced the topic and the idea of post abortion groups to Crisis Pregnancy Centers. Give her a call.

Websites

www.infantadopt.com

The Infant Adoption Awareness Program is a program funded through a Federal Government grant that is working with agencies who help women faced with the decisions of an unplanned pregnancy in order to train staff and volunteers on the option of adoption.

The program is offering training for a person in your Center to become a "Specialist" in Infant Adoption. The training provides an opportunity to:

- increase your knowledge about adoption
- improve your counseling skills
- have your training expenses covered
- receive an honorarium (\$50/day)
- be awarded continuing education units, and
- be eligible to become a paid trainer of others.

"We are all faced with a series of opportunities brilliantly disguised as impossible situations."
Chuck Swindoll

"Listen to your life. See it for the fathomless mystery that it is. In the boredom and pain of it no less than in the excitement and gladness: touch, taste, smell your way to the holy and hidden heart of it because in the last analysis all moments are key moments, and life is grace itself."
Frederick Buechner

"To be a witness does not consist in engaging in propaganda, not even in stirring people up, but in being a living mystery. It means to live in such a way that one's life would not make sense if God did not exist."
Cardinal Suhard

"One of the results of the Fall is that we have forgotten who we are, and so have forgotten how to be. Learning to be hurts. We can sing songs of happiness without knowing pain. But we can sing the joy of our creation and honor our Creator only from within the fire."
Madeleine L'Engle

Volunteer Appreciation *(Continued from page 6)*

Banquets

Most Centers I talked to had some form of Volunteer Banquet. Some events were big sit-down dinners, others desserts or breakfasts. Polling your volunteers will help you decide which format is best for you. Here are some tips I received from a variety of sources about Volunteer Banquets:

1. Have the event every 2 years and make it a bigger affair.
2. Often week days worked out better for volunteers than weekdays due to family and social commitments.
3. Focus the whole program around the volunteers. Remember who you are appreciating.
4. Give personal gifts, not just the same thing to everyone. Use your "All About Me" forms for ideas.
5. Invite spouses.
6. Focus on worshipping together. Get a GREAT worship team/band to come.
7. Try and get a 5 star facility and food.
8. Any speakers should be addressing volunteers, thanking them, encouraging them, blessing them.
9. Tell God stories and how volunteers were used.

10. Have volunteers individually stand up and have staff say something about them. Have a staff member run up to each volunteer and give them a personal, hand-picked gift.

11. Recognize years of service.

12. When recognizing volunteers at a fund-raising banquet get them corsages and tags that say . . . "I'm a Volunteer. Tell banquet attendees to ask Volunteers if they have any questions about the ministry.

13. If you are a larger Center, have the staff that oversees certain volunteer groups speak to their volunteers and how they appreciate them.

People Resources

Here are the names and numbers of the women who gave me suggestions for this article. Call them for more specific help.

Amy Rogers	316-945-9000
Kelly Boom	410-243-6823
Ginny Cyphert	804-353-2320
Vickie Edwards	615-893-0228
Joan Colwell	540-362-3007
Sue Huseby	970-9494801

All About Me

Name _____ Birthday _____

Address _____

Home Phone _____ Work # _____ E-Mail _____

My Favorite Color _____ Flower _____ Candy _____

Spouse's Name _____ Anniversary _____ Year _____

Things that make me smile _____

Things I collect _____

Hobbies _____

Special Prayer Requests _____

My Children's Names _____

Prayer Partners - those who are committed to pray for you during your shift.

1. Name _____ Phone _____

2. Name _____ Phone _____

3. Name _____ Phone _____