



CONGREGATIONAL
STEWARDSHIP
WORKBOOK

Building Effective Volunteer Ministry



**Congregational Stewardship
Workbook 2000**

Cover photo: copyright © 1996 The Lutheran Church—Missouri Synod.
Used by permission. All rights reserved.

© 2000 The Lutheran Church—Missouri Synod, Department of Stewardship Ministry

Permission is granted to copy or print portions of this resource for local use when the copyright notice below accompanies the copy. Other than the files on the original CDR that accompanies this resource, any storage, electronic or photographic, by any means in any medium, is restricted.

Notice to accompany copies:

“Copyright © The Lutheran Church—Missouri Synod. Used by permission.”

Unless otherwise noted, Scripture is taken from the Holy Bible, New International Version, Copyright © 1973, 1978, 1984 International Bible Society. Used by permission of Zondervan Bible Publishers.

Booklet design, layout and CD Rom by Production Express, 810 Villa Gran Way, St. Louis, MO 63026.
Printed in U.S.A.

Building Effective Volunteer Ministry

Introduction

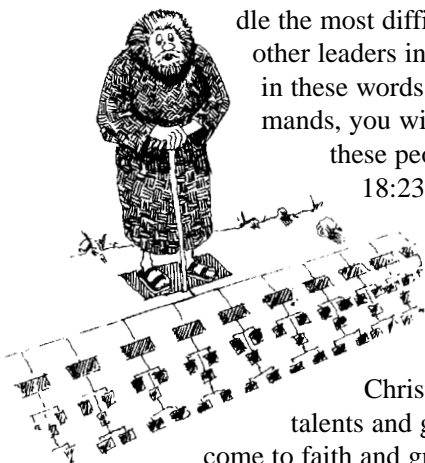
The process of building effective volunteer ministry is a vital function of every Great Commission, growth-oriented, soul-saving congregation of Christian believers. Since the time of Moses, the concept of delegation of time, talent and gifts for the benefit of the whole Family of God has been exercised. When Moses was showing signs of fatigue and, in more modern terms, “burn-out” as he led the slaves out of Egypt, his father-in-law, Jethro, came to him. Moses had attempted to lead without assistance from anyone. Jethro suggested, as written in Exodus 18, that Moses delegate responsibilities to others to help him with some of the details of leadership —“capable men from all the people—men who fear God, trustworthy men who hate dishonest gain—and appoint them as officials over thousands,

hundreds, fifties and tens” (Ex. 18:2). Moses was to handle the most difficult situations himself. By bringing other leaders into the process, the result was expressed in these words: “If you do this and God so commands, you will be able to stand the strain, and all these people will go home satisfied” (Ex. 18:23). And it worked!

In today’s world, we are not leading slaves out of Egypt. But, as Great Commission Christians, we are to lead others from the slavery of sin to the freedom of belief in

Christ as Savior. The effective use of time, talents and gifts is a key part of leading. In order to come to faith and grow in faith, we need to act on our faith

—in fellowship, service, worship and in many more ways. Each church family will determine its unique lists of opportunities for service needed to save souls in its own community. The methods of volunteer recruitment (or delegation) may also vary, according to the make-up of the



Notes

people in that parish. However, there are some general guidelines a church can follow to better assure the effective use of the gifts of the people—the church’s most valuable resources.

In “Building Effective Volunteer Ministry,” brief stories of true-to-life church volunteers, a basic outline with practical suggestions and exercises for process implementation, a “Volunteer Ministries Process Checklist” in Appendix A, and other appendices are offered as insights and springboards to view and improve your congregation’s volunteer ministry process.

It is suggested that this material be used:

- as an overview of a process,
- as a way to look at your current process,
- to enhance areas of strength,
- to strengthen areas of weakness.

God’s blessings as you read and apply!

The Story of Ted

Ted, chairman of the evangelism committee of St. John parish, looked forward to distributing the newly created time-and-talent survey on “Volunteer Sunday.” He desperately needed help with the quarterly neighborhood canvasses, the Christian Ambassador ministry, the computer entry of community move-ins and more. Leading up to this day, there had been three weeks of stewardship sermons and small-group Bible studies. Copies of the survey had been mailed to every household. It seemed that all systems were ready. During the offering, the surveys were placed in a box located in the chancel. Ted was inspired, watching the parade of eager participants present their precious “gifts.”

Two weeks passed. Two months passed. No word, no results, no lists, no volunteers came his way. Perhaps no one had checked the evangelism choices on the survey. Perhaps the lists had been given to someone in error. What had happened to those precious “gifts” offered by the people of St. John? Ted inquired at the church office, “Whom do I ask about the results of the time and talent survey?” “I’m not sure. Maybe it’s Betty. She knows everything around here.” So, he asked Betty. Betty knew nothing about the surveys or the results.



Does this story sound familiar? It appeared that the process of encouraging, educating, recruiting, surveying had been well-planned and executed. What happened? The seemingly well-laid plan had fallen short. Why?

Exercise: Think about a situation when you made it known that you wanted to volunteer for a specific activity and were not contacted.

Or remember a time when you were a leader and desperately needed help, but were not able to find anyone. How did you feel? Share your thoughts with someone else.

In order to analyze the above situation and its unsatisfactory outcome, it would help to understand how an effective process for building volunteer ministry might look. The process, of course, involves more than the development of a time and talent or gifts survey.

Staffing

The first decision that needs attention is who will coordinate and administer the volunteer ministries process—the staffing needs. Someone is to be “in charge.” This person can be an unpaid volunteer, or part-time or full-time staff. This decision depends on the size and the determined needs of the church, the number of hours and responsibility required to complete the tasks outlined in the position description (sample in Appendix B), budget available for supporting the position, and space and supplies needed to efficiently carry out the responsibilities. The story of Ted and his frustrating quest for evangelism volunteers points to the need for a person designated to coordinate volunteers. Whether your church is large or small, rich or poor, having someone to match volunteers with opportunities for service is KEY to strengthening your Great Commission Christian church.

Who should this person be? A member? A professional church worker? Begin with those who should not be given this responsibility—namely, the pastor or the secretary. Both need to have knowledge of the process and the results of the time-and-talent survey, but the details of the process need to be given to someone who can concentrate on this area of ministry. This person needs to have the skills of administration, leadership, organization, recruitment, training, communication, trustworthiness, and knowledge of church procedures. Recommendations can come from the pastor, the church's governing body, or internal and external advertising. A written position description should be developed. Basic to this description are these duties:

1. Coordinate the overall volunteer ministries.
2. Recruit a team or task force to assist.
3. Educate the church staff and leadership.
4. Facilitate a time/talent/gift survey.
5. Maintain the time/talent/gift survey recording and volunteer matching.

The Story of Betty

Everyone knew Betty. She was labeled the “superwoman” among volunteers at St. John. If you ever needed to know what was going on in the church, “Just ask Betty,” everyone would say. The assumption was if you needed anything done, and were looking for volunteers, ask Betty. How does Betty feel about her role at St. John? She has no job title. She has no real authority. But, by virtue of her gifts and talents and personality, she was involuntarily designated a coordinator of volunteers. She feels the pressure of leadership without official congregation support. Although the

Notes

[illegible]

Notes

perception is that she knows everything and everyone, this may not necessarily be true. Hers is a de facto people-person, gift-matching ability—not on paper. How might Betty’s skills be used more effectively? Is there a “Betty” in your congregation?

Plan

As Moses could not lead without delegating some details to other capable leaders, “volunteers,” the volunteer ministries coordinator (or other designated title) cannot work in isolation. By nature, the volunteer ministries process is people-oriented, and requires the assistance upfront of various gifted volunteers to help generate ideas and plan out the inevitable details.

The first step is to recruit a Volunteer Ministries Task Force (VMTF) of four to six people. Members of the VMTF include: the volunteer ministries coordinator, a VMTF leader (or co-leaders), a long-time church member, a new church member, and at least one computer specialist (or record-keeping specialist, if a computer system is not available). If the volunteer ministries coordinator is not a paid staff person, someone on staff is assigned as VMTF liaison. If possible, provide each member of the VMTF with a copy of Marlene Wilson’s book, *How to Mobilize Church Volunteers*.

At its first monthly meeting, the VMTF begins brainstorming about the volunteer ministries planning process. They need to have available a copy of the current time/talent/gift survey, and any other information related to the existing volunteer ministries process. Knowledge of the past is needed to build on the future.

Exercise: In order to determine your unique volunteer ministry needs, it would be helpful for our VMTF to review the “Volunteer Ministries Process Checklist” (distribute copies of Appendix A) at your first meeting. Each task force member places a check mark in the space under the words “Have Done” next to any of the 24 items on the checklist that your church has completed. Discuss these items as a group, noting what has been done and what still remains to be done in your congregation.

The Task Force builds upon the church’s Mission Statement to develop a written statement of mission, objectives and action for volunteer ministries. One example of such a plan is given below:

Sample Mission Statement of the Volunteer Ministries Task Force

The mission statement of the Volunteer Ministries Task Force of the Lutheran Church of St. John is to facilitate the assimilation of members into volunteer ministries by enhancing opportunities for growth and enabling members to use their God-given gifts and talents in a caring community of faith.

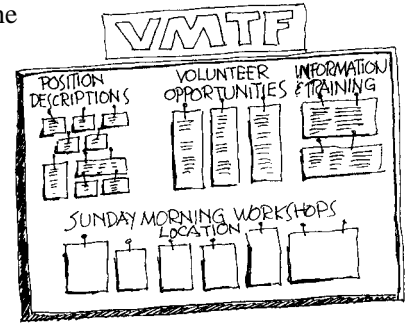
Objectives

1. To assist church leaders, staff and members by matching interests, talents

Notes

Appendices C-1, C-2, C-3 and C-4.) The request for these lists can be made at a special leadership and/or staff seminar where the mission and objectives of the VMTF are explained, and the benefits to the leaders are clarified.

Establish a deadline for return of lists of volunteers needed, as well as position descriptions. Contact leaders who have not returned them by that deadline. Gather as much information as possible. The input of staff and leaders will form the basis of the specific ministry opportunity listings for the new survey.



Exercise: To better understand the information the VMTF is requesting from the leaders and staff, write a practice Opportunity for Service description for a volunteer position you have done, and know well. Make copies of the blank description form in Appendix C-3 to help guide your writing. Share this description with someone else on the VMTF, and role plan an attempt to recruit that person for the position.

In addition to gathering position descriptions and lists of volunteer opportunities from the staff and leaders, it is also helpful to ask each leader for a list of the volunteers currently serving in his or her area of ministry. Some of this information may be available from previous survey results, but might be out of date. The VMTF computer specialist, or someone recruited to do so, needs to enter this information into the computer membership database of volunteer skills and activities, or otherwise manually record the data. Then the VMTF will have an accurate list of those already involved, in case some of those involved do not complete a new time and talent survey.

If not accomplished in a leadership seminar on volunteer ministries, it is essential that the staff and leaders receive information and training in the most effective methods of motivation and recruitment of volunteers. This education can be accomplished in a Saturday morning workshop, in a half-hour visit to a committee meeting, or at a governing-body meeting.

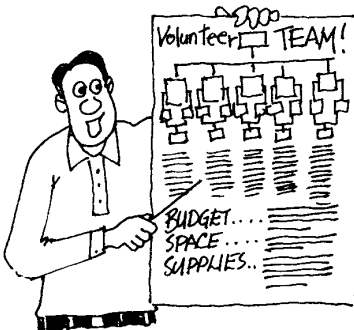
The Story of Roger

Roger was the resident computer expert at St. John. For this reason, and because he was a bank executive and a Certified Public Accountant, he had been elected congregation treasurer twice. When he produced the treasurer's reports for Church Council, they were clear and accurate. His verbal reports were communicated well. He always seemed to have time to do extra volunteer tasks when asked. He liked to become involved in special short-term projects. Is there a "Roger" in your congregation? What might the VMTF ask him to do?

Notes

Immediately following the collection of the surveys, the recording process begins. Ideally, within a few weeks of receiving the surveys, the data will have been entered into the computer system.

The VMTF computer expert recruits data-entry helpers to complete this task. The matching of people with opportunities to serve is already being accomplished during this data-entry stage of the process.



Once all the information has been entered, reports (computerized or hand-assembled lists matching volunteers with opportunities) are produced and provided to the staff and leaders of the specific ministry activity areas. When distributing the volunteer lists to the appropriate leaders or staff, a cover letter explaining the purposes of the list, instructions for interpreting the report,

and a separate list of suggestions for effective volunteer recruitment are helpful, if not essential.

Be certain to encourage the staff and leaders in their roles in using the gifts of God's people. They need to realize that gifts not acknowledged or used might be interpreted as gifts rejected by those submitting time and talent surveys. If members' offerings of self through the survey forms are not processed and follow-up does not happen, members will be reluctant to participate the next time they are asked to complete a survey. (Remember the story of Ted, the evangelism chairman.) Thank all those who participated in this "gift-giving" process!

Although the initial work of the VMTF is complete once the lists are distributed and recruitment has begun, the maintenance of the system must continue. The VMTF may not need to meet regularly as a group, but some of the tasks will be ongoing. When new members complete a personal information form and a time-and-talent survey as part of their orientation into membership, the information needs to be recorded. Opportunity for Service lists are updated and distributed to staff and leaders as soon as possible. The survey instrument itself may need to be revised every three years to reflect changes in, and additions to or deletions of, service opportunities. The involvement of leaders and staff in the process is essential.

Evaluation

Evaluation of the volunteer ministries management process is key to the ongoing success of the work of the Volunteer Ministries Task Force and the volunteer ministries coordinator. Success can be measured by the growing number of opportunities for service, and by the growing number of volunteers serving. How will St. John Church know whether or not they have built an effective volunteer ministry process unless there are methods of evaluation to determine effectiveness?

Such evaluation can be as informal as asking the leaders and staff how they have benefited from the process, or what changes they would suggest. Or random contacts can be made by the VMTF to member households

asking if they have any comments or questions regarding their time and talent survey—and whether or not they have been contacted or are already actively volunteering. Evaluation can also involve statistics—comparing annual growth patterns in the various ministries and in the numbers of active volunteers and opportunities for service.

Evaluation can be a way of acknowledging and celebrating the work of staff and leaders and of showing appreciation for volunteers. When volunteers are recognized and valued, they are more likely to continue in their chosen area of ministry and to communicate their feelings. Always remember to say, “Thank you!” to the gifted people of God who do the Great Commission work of the church.

During the first year of implementation of a volunteer management system, it is important to evaluate the work of the Volunteer Ministries Task Force and the volunteer coordinator at six months and 12 months to ensure that the system is functioning effectively.

In order to facilitate this evaluation, review the “Volunteer Ministries Process Checklist” and analyze your progress.

The Story of Charlene

Charlene joined the full-time staff of St. John about six months ago. She serves as director of volunteer ministries for 30 hours a week. Her extensive experience as a church volunteer and her training in volunteer coordination were exactly what the church needed at this time. The congregation staff and leader had developed a five-year ministry plan, and concentration on volunteer ministry was considered a priority. St. John church has a membership of 1,100 baptized and 850 confirmed members. The four weekly worship services are attended by an average of 540 per week. In order to assure that people in this large congregation are part of the “body” of the church and do not disappear out the back door, the volunteer management process was initiated. And Charlene was equal to the task. How might your congregation benefit from a volunteer or staff person like Charlene?

Conclusion

Realistically, not every congregation needs to or can afford to bring in a full-time staff person like Charlene. However, every congregation needs to develop a system to match volunteers with opportunities for service. Unless the gifts of members are discovered and used, people are at risk of becoming inactive.

“But to each one of us grace has been given, as Christ apportioned it. This is why it says, ‘When he ascended on high, he led captives in his train and gave gifts to men.’ ...It was he who gave some to be apostles, some to be prophets, some to be evangelists, and some to be pastors and teachers, to prepare God’s people for works of service, so that the body of Christ may be built up until we all reach unity in the faith and in the knowledge of the Son of God and become mature, attaining to the whole measure of the fullness of Christ” (Eph. 4:7-8, 11-13).

Building effective volunteer ministry requires more than following 24

Notes

Notes

items on a checklist. Church volunteering involves the commitment of every Christian to use his or her God-given gifts, talents and interests in service to bring lost souls to belief in Christ. It is the responsibility of the church to equip and enable its members to deliver the message of the Good News through the use of their unique gifts.

Appendix A

Volunteer Ministries Process Checklist

A. Staff	Have Done	Need To Do	✓ DATE	Person Responsible
1. Determine staffing needs for a coordinator of volunteers.	_____	_____	_____	_____
2. Develop written Opportunity for Service description of this volunteer/staff position.	_____	_____	_____	_____
3. Choose the right person.	_____	_____	_____	_____
B. Plan				
4. Form a Volunteer Ministries Task Force (VMTF) of 4-6 members.	_____	_____	_____	_____
5. With church staff and leader input, determine present volunteer ministry coordination process.	_____	_____	_____	_____
6. Determine mission, objectives and action plans of VMTF.	_____	_____	_____	_____
7. Develop a written statement of mission, objectives and action plans for VMTF.	_____	_____	_____	_____
C. Organize				
8. With input from staff and leaders, develop a list of opportunities for service.	_____	_____	_____	_____
9. Educate and assist staff and leadership in VMTF process and in development of written Opportunity for Service descriptions.	_____	_____	_____	_____
10. Develop list of members presently serving specific ministries.	_____	_____	_____	_____
11. Assist/educate staff and leaders in effective means of motivation and recruitment of volunteers.	_____	_____	_____	_____
D. Coordinate				
12. Set up system of recording Opportunities for Service (preferably computerized).	_____	_____	_____	_____

EDUCATION

	Have Done	Need To Do	✓ DATE	Person Responsible
13. Set up system of recording church membership information (preferably computerized).	_____	_____	_____	_____
14. Develop/select Time/Talent/ Gifts Survey instrument.	_____	_____	_____	_____
15. Administer Time/Talent/ Gifts Survey.	_____	_____	_____	_____
16. Match membership responses with opportunities for service (computerizing helps!).	_____	_____	_____	_____
17. Record/produce matching information.	_____	_____	_____	_____
18. Provide staff/leaders with lists of volunteers and tips for recruitment for their ministry areas.	_____	_____	_____	_____
19. Provide for affirmation/support/ nurture of leaders and their volunteers.	_____	_____	_____	_____
20. Schedule regular communications with pastor, staff and leader to update volunteer process.	_____	_____	_____	_____
E. Evaluate				
21. Select/develop VMTF process to evaluate techniques and instruments.	_____	_____	_____	_____
22. Evaluate VMTF process and coordinator position at six and 12 months the first year and annually after that.	_____	_____	_____	_____
23. Continuously monitor and respond to feedback from staff, leaders and volunteers.	_____	_____	_____	_____
24. Evaluate VMTF process annually. Adjust as needed.	_____	_____	_____	_____

Pray unceasingly!

Appendix B

Coordinator of Volunteer Ministries (Sample Position Description Format)

Detail how the position fits the mission and ministry of the congregation.

Describe the unity of the Body of Christ as a key objective (Eph. 4:7-8, 11-13).

Describe the scope of the position: The amount of time involved.

Outline how the coordinator relates to the pastor, boards and committees, congregation leaders, members.

Detail the purposes/duties relating to the following areas:

1. Collect and maintain data on opportunities for service.
2. Collect and maintain data on member gifts, talents and interests.
3. Identify tasks that need to be done.
4. Establish channels that match people with opportunities.
5. Recruit people to help with position tasks.
6. Recruit volunteers for congregation ministries.
7. Develop volunteer leaders in the parish.
8. Plan for recognition of volunteers in both parish and community.
9. Evaluate the position and its effectiveness.

Appendix C-1

April 1, 2002

Dear Staff/Church Leader:

“There are different kinds of gifts, but the same Spirit. There are different kinds of service, but the same Lord. There are different kinds of working, but the same God works all of them in all men” (1 Cor. 12:4-6).

The Volunteer Ministries Task Force of The Lutheran Church of St. John thanks you for your faithful service as a [church or school] leader! The use of your time, gifts and talents in the Lord’s work at St. John is greatly appreciated!

One of the purposes of the newly formed Volunteer Ministries Task Force (VMTF) is to help you effectively recruit volunteers to accomplish the work in your area of ministry. In order to assist you, we need help from you, so that we will know your specific needs for volunteers.

One of our goals is to review, revise, develop and computerize the data from a time-and-talent survey, which is vital to the recruitment process. In order to complete this goal, we need your help in specifically determining the types of volunteers you have used in the past, and the types of volunteers you would like to have had in order to fulfill the work of your volunteer ministry leadership area. Think in terms of a “wish list” of helpers, for work that does not need to be done by you.

Enclosed are a “Volunteer Opportunity Worksheet” and an “Opportunity for Service Description” form (with a sample of a completed form). The VMTF asks that you complete and return these forms to [Betty Masterson, director of assimilation] at the church office, by Friday, April 18, 2002. Please follow the instructions at the top of the worksheet. This worksheet gives you an opportunity to break down your staff responsibilities to include volunteer opportunities, allowing others to become involved in the work of the church and school. Regarding the description form, if you need more copies to detail the volunteer opportunities you list on the worksheet, please contact [Betty at the church office, (555) 772-0326].

If you have questions about this request, please call Martha, our volunteer coordinator.

Thank you, in advance, for completing and returning the worksheet and description forms. The Lord accomplishes His work through His gifted people.

In Christ's service,

The Volunteer Ministries Task Force

Encs.

Appendix C-2

VOLUNTEER OPPORTUNITY WORKSHEET

Name: _____ Leadership Role/Title: _____

Please complete this worksheet in order to help the Volunteer Ministries Task Force (VMTF) at St. John assess the present leadership roles and the needs for volunteers to accomplish the work of each ministry activity in the church and school. The more specific you can be about the details of your area of ministry, the better the VMTF can develop a time and talent survey that will match the real needs of your ministry with the gifts and talents of the volunteers you seek to assist you.

A. Write a one sentence description of your leadership role, including the general responsibilities for this ministry area.

B. In order to accomplish your leadership role, what kinds of help are needed? Please be specific.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

C. The following are some things you would really like to do or see done, that have not been part of this ministry in the past. Please be specific.

1. _____
2. _____
3. _____
4. _____

THANK YOU FOR COMPLETING THIS WORKSHEET!

Appendix C-3

The Lutheran Church of St. John

OPPORTUNITY FOR SERVICE DESCRIPTION

Name of opportunity for service:

Brief description:

Responsible to:

Importance to ministry at St. John:

Time frame:

Length of service:

Skills to be used/developed:

Training/assistance available:

Number of volunteers involved/needed:

Benefit for the volunteer:

Appendix C-4

The Lutheran Church of _____

Opportunity for Service Description

(sample from evangelism)

Title of Opportunity for Service: Evangelism

Christian Ambassadors (affectionately known as “Cookie Monsters”)

Brief description:

These people call on visitors to St. John worship services, thank them for coming and leave a brochure about the church and a plate of homemade cookies.

Responsible to:

Board of Evangelism

Importance of ministry at St. John:

Many people have joined our congregation family simply because we took the time to notice they had visited.

Time frame:

Usually requires no more than two hours one Sunday afternoon every three months. (Sometimes the time requirement is even less.)

Length of service:

One year with option to recommit.

Skills to be used/developed:

A friendly smile and the ability to locate a local address.

Training/assistance available:

No special training is required but advice and counsel is gladly given by the Board of Evangelism members.

Number of volunteers involved/needed:

We send them out two at a time. (It need not be a married couple.) The more volunteers we have, the less often each pair is responsible during the year.

Benefit for the volunteer:

While reactions vary, generally this expression of friendliness is greeted with warmth and amazement. (We tend to live in a cold, suspicious world.)

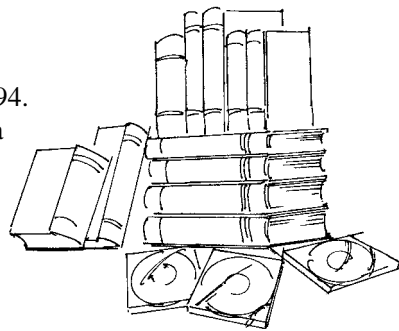
Selected Resources

Susan J. Ellis. *The Volunteer Recruitment Book*. Philadelphia: Energize Inc., 1994.

Thorough, easy-to-read handbook for volunteer coordinators/leaders. Contains a variety of illustrations and models of current volunteer trends, marketing methods, recruitment techniques and volunteer identification tools.

Susan J. Ellis, Ann Weisbrod, and Katherine H. Noyes. *Children as Volunteers: Preparing for Community Service*, Rev. ed. Philadelphia: Energize Inc., 1991.

Gives some guidance in the interviewing, involving, supporting of children as volunteers. Very practical resource including descriptions of real experiences with young volunteers. Also includes information about risk management and family volunteering.



Oscar Feucht. *Everyone a Minister: A Guide to Churchmanship for Laity and Clergy*. St. Louis: Concordia Publishing House, 1974.

Feucht was ahead of his time. Although this resource is more than 25 years old, its “priesthood of all believer” messages are timeless and Biblical.

Giving and Volunteering in the United States: Summary of Findings from a National Survey. Washington, D.C.: Independent Sector, 1996. (1998 update pending.)

Alan F. Haare. *Close the Back Door: Ways to Create a Caring Congregational Fellowship*. St. Louis: Concordia Publishing House, 1984.

Douglas Johnson, *The Care and Feeding of Volunteers*. Nashville: Abingdon Press, 1978.

Steve McCurley and Rick Lynch. “*Essential Volunteer Management*.” Downers Grove, Ill., The Volunteer Management Series, VM Systems and Heritage Arts Publishing, 1989. (Heritage Arts Publishing, 1807 Prairie Ave., Downers Grove, Ill., 60515).

Steve McCurley and Sue Vineyard. *101 Ideas for Volunteer Programs*. Brainstorm Series, Downers Grove, Illinois, Heritage Arts Publishing, 1986.

_____. *ibid. 101 Tips for Volunteer Recruitment*. 1988.

Writer, artist, volunteer consultant and speaker Sue Vineyard, in collaboration with Steve McCurley, a lawyer specializing in volunteer law, has developed these two easy-to-read resources with illustrative cartoons and practical information.

Ministry of Volunteers: A Guidebook for Churches. United Church of Christ. Cleveland, Ohio: Office for Church Life and Leadership, 1979. A series of seven booklets in a three-ring binder includes:

“The Church and Its Volunteers”

“Guiding the Church’s Volunteer Ministry Program”

“Developing a Mission Statement”

“Training Volunteers”

“Volunteers and Volunteer Ministries”

“Supporting Volunteers”

“Completing Volunteer Ministries”

(Order from: Church Leadership Resources, PO Box 179, St. Louis, MO 63166)

Jean Morris Trumbauer. *Sharing the Ministry: A Practical Guide for Transforming Volunteers into Ministers*. Minneapolis: Augsburg Fortress, 1995.

Sue Vineyard. *Beyond Banquets, Plaques, and Pins: Creative Ways to Recognize Volunteers and Staff*, Revised edition. Downers Grove, Ill., Heritage Arts Publishing, 1994.

Marlene Wilson. *How to Mobilize Church Volunteers*. Minneapolis: Augsburg, 1983.

_____. *You Can Make a Difference! Helping Others and Yourself Through Volunteering*, Boulder, Colo.: Volunteer Management Associates, 1990.

_____. Audio and Videotape Workshop Series with Training Manuals. Boulder, Colo.: Volunteer Management Associates.

How to Recruit Today’s Volunteers, 53 minutes.

How to Delegate to Today’s Volunteers, 58 minutes.

How to Motivate Volunteers and Staff, 63 minutes.

Creativity and Leadership, 45 minutes.

How to Plan for Volunteer and Staff Success, 38 minutes.

Recruiting and Interviewing Volunteers, 45 minutes.

_____. *Mobilizing Church Volunteers*, 154-minute Audio and Videotape Workshop with Training Materials, Boulder, Colo.: Volunteer Management Associates.

“God’s Gifted People and Talent Identification Survey.” LCMS Stewardship.
Order number 09-2219 from Concordia Publishing House, 1-800-325-3040.