



GUEST SERVICES COACHING NETWORK

DATES

Facilitated by Mark Waltz

- September 8-9, 2011
- October 13-14, 2011
- December 1-2, 2011

The process of welcoming, accepting and engaging new guests to your church is more than creating a team of ushers or greeters. The process begins with the question: How intentional will we be as a church to create a space that expects and welcomes new people? What will that space look like? How will we make it “safe” for new people to explore, question and experience the grace of God? Among the many diverse people that return to or attend church for the first time, one thing is true about most of them: they arrive in our churches with a consumer mind-set, asking, “What’s in it for me?” That’s why first impressions matter: we must learn to meet them right where they are. What personal preferences will we change to cultivate this “others first” environment? This process requires vision-casting, leadership development, team-building, training, and constant evaluation. Wherever you are in the process, if this describes you and your church, this network may provide the partnership you need.

Who it’s for:

- Pastors, directors and volunteer leaders who are responsible for teams and ministry, from the parking lot to the auditorium/sanctuary.
- Strategic ministry leaders and decision-makers who influence the environments that currently exist or could exist to facilitate the welcoming and relational connection of adults, including but not limited to weekend guest services, weekday office/reception, groups, classes, events, and volunteer serving teams.
- Influencers who are highly committed to strategic, interactive, out-of-the-box opportunities to roll-up their sleeves and let down their guard with peers they can trust.
- Not everyone. It’s limited to 6-12 participants.

What it is:

- Three coaching units held over six days at Granger Community Church, led by Mark Waltz, Pastor of Connections.
- Targeted focus discussions:
 - **Experiences.** Get clear about what you want people to experience in the respective venues at your church. How to raise up leaders and develop teams who create experiences that foster welcome and connectivity.
 - **Best practices.** How to both capture and create standard, consistent behaviors that reflect your values and engage people. How to avoid wow-busters in first impressions and turn ordinary expectations into wow-makers.
 - **Strategy.** Building systems and structure to lead people and manage processes that engage guests and bring them back. Develop culture that breathes mission and honors agreed upon values.

- **Leading Change.** Celebrating past and current successes while casting vision for a new future. Leading change and relationship management – with your boss, peers and staff.
 - **Volunteers.** Building, sustaining and leading volunteer teams for effective ministry outcomes while fostering community and growth amongst the team members.
 - **Your Issue.** Time will be carved to drill down on your top issue—working together with the group for possible solutions.
- Controlled, filtered setting to work together with a small group of leaders who will share what they've learned, encourage you with objectivity and energize you for your next phase.
 - Direct access to Mark Waltz between meetings.
 - VIP guest treatment during on-site visits.
 - Practical community with other participants. We'll share the coaching network participant list in advance so you can share rides, etc. And we'll house you all at the same fine hotel for late night or early morning connections.
 - A free copy of each of Mark's books: *First Impressions: Creating Wow Experiences in Your Church*, *Lasting Impressions: From Visiting to Belonging* and the soon to be released, *How to Wow Your Church Guests: 101 Ways to Make a Meaningful First Impression*.
 - One free registration to the AND Conference (value of \$199) hosted at Granger on September 22-23, 2011 (see ANDconference.com).
 - Access to an exclusive online space for connecting between meetings.
 - Guest experts joining relevant topic discussions.
 - Additional books, curriculum and electronic files of supporting documents.

What's next:

Are you able to invest the time, energy and money for the journey? Here are the details.

- **CALENDAR:** Six days, three coaching units (9 a.m. to 4 p.m. EST)
- **COST:** \$2,500 per participant for the entire network experience. Your registration fee includes all materials, books, on-site meals *and* lodging (one night for each day of training). All you have to do is get here. And you should know, your investment would be investing in others. A large percentage of the revenue from this Coaching Network will be used to subsidize the training of pastors and leaders around the world through WiredChurches.com.
- **DEADLINES:** Complete the [application](#) as soon as possible. Participants will be considered by first-come, first-served based on the date the application is received. All applications must be in by August 1, and all accepted participants will be notified no later than August 10.

Who else has been a part of the coaching network:

- Check out a [map](#) of the past coaching network attendees.

What people are saying:

- "I'm afraid my words do not adequately express how thankful I am to have had this opportunity!! Thank you! This network is a great experience! I would highly recommend it to anyone in a "Connections Ministry" role – in any size church, with any size staff. I have gained much wisdom from Mark Waltz, both from his expertise with "Connections" ministries, but also as a leader of leaders. I've learned so much from him through the ongoing Coaching model – so much more than I ever could from a short-term seminar." – *Tina Watterson, Greenville Free Methodist Church, Greenville, IL*

- “I’m in a great frame of mind about life and ministry. This has been a very good experience for me and there are measurable results already from things learned, discussed and read. This past weekend I cast vision for the advocate approach to our team leaders...where one person takes responsibility for one person and so on...and we got some great buy in. 13 people/couples said “yes” and several more said to follow up with them. Gotta tell ya, this is already more people involved than we’ve ever had.” – *David Hinkle, Fellowship Bible Church, Topeka, KS*

Quick facts about Granger:

- Started in 1986 by Mark and Sheila Beeson.
- A local church with a vision of reaching every unchurched person in the population-base of 300,000 people.
- Met in a movie theater for ten years.
- Launched WiredChurches.com in 2001 to provide practical and accessible training and resources from our local ministry to pastors and church leaders around the world.
- With the launch of a campus in Elkhart, Indiana—Granger is now a multi-site ministry.
- Owns and operates a community center in inner city South Bend with a food pantry, mentoring, and education programs.
- Granger is 20 minutes from the South Bend airport (SBN), 90 minutes from Chicago Midway airport (MDW) and 2 hours from Chicago O’Hare airport (ORD).
- Learn more about Granger at GCCwired.com or watch videos on [YouTube](https://www.youtube.com) or [Vimeo](https://www.vimeo.com).

Quick facts about Mark Waltz:

- Prior to Granger: Eight years in local church staff ministry, including students, small groups, and volunteer involvement; ten years of marketplace experience, including retail management and employment development and training.
- Thirteen years at Granger, serving as a volunteer for the first two years.
- In full-time ministry at Granger since 2000 as the Pastor of Connections. Currently responsible for 12 staff, five key volunteers and the oversight of over 2,000 volunteers while also serving as our Elkhart Site Pastor.
- Consultant, speaker and workshop presenter to thousands of pastors and church leaders across the country on the subject of connections.
- Author of the blog, BecausePeopleMatter.com with over 1,500 subscribers.
- Written articles for or been consulted by various blogs and magazines including *Outreach Magazine*, *REV Magazine*, *Church Solutions Magazine*, *Rick Warren’s Ministry Toolbox*, and more.
- Member of Granger’s senior management team, clarifying vision and strategy for the growth and health of the church.
- Married nearly 30 years to his high school sweetheart, Laura Waltz. They are the proud and praying parents for one beautiful 18 year-old daughter, Olivia.