Step into your leadership calling.

Life.Church Online Host Team Leader Training
At Life.Church Online, we wholeheartedly agree with John Maxwell’s belief that “everything rises and falls on leadership.” Whether in business, ministry, or elsewhere, teams with solid leadership thrive, while teams without it usually fall apart and fail to achieve their mission. Our mission—to lead people to become fully devoted followers of Christ—is a calling we don’t take lightly. That’s why we’re excited that you’re stepping up to become a Host Team Leader! You’re answering the call to help us achieve our mission by leading with compelling vision and contagious passion.

In this training, you’ll learn about the key areas of the Host Team Leader role, the resources available to you, the expectations you’ll commit to, and the next steps you’ll take to get started. Here we go!
What Will You Do as a Host Team Leader?
In this role, you’ll focus on four key areas: onboarding new volunteers, developing your team, overseeing chat, and reinforcing Life.Church culture. Let’s unpack each of these areas.

1. Onboard New Volunteers
As a Host Team Leader, you’ll be leading a team of volunteers that serve together at the same service each week. One of the key areas of your role will be to help new volunteers that are assigned to your service get started and successfully integrate into your team. There are three facets to this: responding to their welcome email, giving them volunteer permissions on the site, and completing their 30-day review.

- **Welcome emails:** You’ll always be Cc’d on a new volunteer’s welcome email. When you receive this email, be sure to respond promptly to let them know:
  
  o How excited you are that they’ll be joining your team.
  o A little about yourself and why you love serving.
  o That you’re here to help them get started and show them around the site.
  o Any expectations you have for their first time serving (e.g., “Please log onto the site 20 minutes before our service so I can introduce you to the rest of the team.”).

  **Pro tip:** you can save this email somewhere and use the same template each time to ensure a quick response!

- **Volunteer permissions:** New volunteers will need to create an account on live.life.church if they don’t already have one. Once they provide you with their account information, please double-check that their nickname contains their first name and last initial (ex. “Bob S.”). You’ll also need to grant them volunteer permissions on the site so they’ll have access to Volunteer Chat and the Info Tab.

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Here’s how to grant volunteer permissions:

- Log into your account at live.life.church.
- Access the Admin panel by clicking your name where the Sign In link was, then Admin.
- Click Users in the menu bar on the left, then click Search.
- Enter the volunteer’s chat nickname or email address, then click the Search button.
- When you find the correct account, click the Edit icon to the right.
- In the Role drop-down menu, select First 30 Days.
- Click the Save button.

• 30-day reviews: 30 days after a new volunteer joins your team, you’ll receive an email from the staff to complete a 30-day review form for them at go2.lc/review. This gives you the opportunity to assess their progress, provide them with positive and constructive feedback, grant them a Host tag, and determine if they’re ready to begin Live Prayer training.

When assessing a new volunteer, take into consideration their consistency in serving, their level of participation during the experience, their spiritual maturity, and their teachability. If you need more time to make a decision or if the volunteer needs additional development, select the appropriate option and you’ll be contacted again after an additional 30 days to revisit the conversation.

If you approve the 30-day review, you’ll be responsible for changing the volunteer’s Role in the Admin panel from First 30 Days to Chat Host. This will give them a Host tag next to their chat nickname. You and your team can then celebrate their progress together!
2. Develop Your Team

Another of your key focus areas as a Host Team Leader will be to help each volunteer on your team develop to their full potential—both at Life.Church Online and in their personal lives.

Developing others may sound a bit intimidating if you’ve never been in a leadership role before, but it essentially boils down to helping people continually grow as a follower of Christ, leader, parent, spouse, etc. Here are some tips to be an amazing developer of your team:

• **Time:** Spend intentional time with your team members throughout the week. By learning about their lives and nurturing your relationships, you’ll know how to best support them, help them grow, and pray for them. You’ll also find that spending time together outside the experience will forge a team unity that strengthens the impact you make when you serve together.

• **Feedback:** Offer consistent encouragement and feedback to each volunteer individually. Let them know what they’re doing well, where they can improve, and how you can help them be the best volunteer they can be.

• **Resources:** Suggest resources to help them grow in other areas of life such as marriage, finances, prayer, etc. If you need help identifying relevant resources, check out the Host Team Hub at go2.lc/hub or connect with your Community Leader.

• **Future leaders:** Be on the lookout for volunteers with leadership potential who could become future Host Team Leaders. Give them opportunities to lead your team, and when you believe they’re ready to lead on their own, send in your recommendation for them at go2.lc/recommend.
3. Oversee Chat

To ensure that every guest at Life.Church Online feels both welcome and safe, Host Team Leaders oversee chat and take action to safeguard it when necessary. As you read through the following options for protecting the integrity of chat, keep in mind that they are each meant to be used as a last resort, not as a first response.

- **Deleting:** As a Host Team Leader, you’ll have the ability to delete guests’ comments. To do this, simply click the three dots icon to the right of the comment and click Delete. Comments should not be deleted because they are off topic, distracting, or annoying. They should only be deleted if they:
  - Contain profanity that slipped through the chat censor.
  - Contain links to spam or pornography.
  - Are racist or hateful toward a guest or people group.
  - Are intended to threaten or bully someone.
  - Are overly vulgar, hostile, or derogatory.

- **Muting:** If a guest continually disrupts the service, you do have the ability to mute them. Muted guests can still watch the message and see chat, but their posts no longer show up to everyone else. To mute a guest, click the three dots icon next to one of their posts, then click Mute User.

When a guest is muted, they lose their ability to contribute to the conversation, which will prevent them from being able to interact with volunteers and guests who could encourage them or answer questions they have about God. This action shouldn’t be taken lightly, and as a Host Team Leader, you’ll need to continually encourage your team to have thick skin and not be offended when guests are abrasive, distracting, or not representative of Christian values.

Some final guidelines on muting:

  - Before muting a guest, they should be given multiple friendly reminders in both public chat and Direct Chat to respect others.
  - Never threaten to mute a guest in order to get them to behave.
  - If you do need to mute a guest, it’s always better to do so without announcing it to them or to the rest of chat. Don’t make a scene—just do it and encourage your team to move forward.
  - If you find yourself repeatedly muting the same guest(s) each week, connect with your Community Leaders—they can provide you with creative and caring ways to address the situation.
• **Banning:** When a guest is muted, they’ll no longer be able to post anything in chat from that username. However, some guests (particularly those who are more tech-savvy) may figure out that if they come back with another username, they can continue chatting. If this happens and you find yourself continually muting the same guest during your service, you do have one final option: banning their IP address. This is particularly helpful if you encounter spammers trying to crash the site.

Banning a user’s IP address prevents them from chatting for one hour, no matter which username they use. To ban a user:

- Access the Admin panel.
- Click **Users** in the menu bar on the left.
- Click **Muted** to view the list of recently muted users.
- Make sure that the guest you’re going to ban shows up multiple times in the Muted list and has the same IP address each time.
- Click the Ø symbol to the right of the muted guest’s username.
- If applicable, let the next service’s Host Team Leader know so they can be aware of the situation.

Once again, remember that these options are to be used as a last resort, not as a first response. Many guests come to Life.Church Online with the expectation that they’ll be kicked out because of who they are or what they’ve done. They may even post colorful comments solely for shock value. By not overreacting or taking corrective action prematurely, we can help them experience grace and acceptance, perhaps for the very first time. Seeing some of these guests begin to attend regularly and even surrender their lives to Christ are some of the greatest joys of serving at Life.Church Online!
4. Reinforce Life.Church Culture

As a Host Team Leader, your final goal will be to become what Patrick Lencioni calls “the CRO”: the Chief Reminding Officer. This means that you’ll consistently remind your team of who Life.Church Online is and why we do what we do. After all, we’ve seen that our most engaged and passionate volunteers are usually those with the clearest understanding of our church’s DNA!

Here are some things to remind your team of often:

- Our mission: to lead people to become fully devoted followers of Christ.
- Our 10 core values: available at go2.lc/code.
- Our purpose: Bring In, Build Up, Train, and Send Out.
- Our behavioral values: Work Ethic, Sense of Humor, Resilience, Self-Awareness, Humility, Flexibility, Cultural Relevance, and Teachability.

One easy way to share these with your team is to discuss them in Volunteer Chat before you begin serving. For instance, you could share a different core value with the team each week and ask each volunteer to share how they see it being lived out at Life.Church Online and in their personal life.

By consistently reminding your team of the vision that drives our ministry, you’ll inspire them to provide our guests with world-class customer service so their hearts will be open to the Gospel.
Resources to Help You Thrive

You may be wondering, are there any resources to help me succeed as a Host Team Leader? The answer: absolutely! Check out these fantastic resources that are always available to help you and your team thrive:

• **Host Team Hub:** The Host Team Hub, available at go2.lc/hub, is your one-stop shop for training, resources, personal development tools, and contact info. Be sure to explore this site for helpful resources for chat, Live Prayer, leadership, and more. This is a great page to share with your team, too!

• **Community Leaders:** Community Leaders are volunteer leaders whose goal is to make sure you and your team remain supported and encouraged. They’ll follow up with your Experience Recaps, so be sure to include details about how your experience went and how your team is doing each week. They’ll also be in touch regularly to help however they can, and we know you’ll love hearing from them! To see who your Community Leaders are, visit the Contact Info page of the Host Team Hub.

• **Technical support:** Technology doesn’t always like to cooperate. When someone in your experience encounters a technical issue with the site, you can help resolve it by passing along the suggestions at go2.lc/techfaqs. If the issue can’t be resolved through those recommendations, you or anyone on your team can submit a Tech Issue Report at go2.lc/tech so a Community Leader can investigate it and follow up with you. Finally, if there is a major technical emergency hindering the experience (e.g., the video isn’t playing, Live Prayer isn’t working, etc.), you or someone on your team can call or text our Tech Hotline at 405-633-3441.

• **Staff:** The Life.Church Online staff is always here to support you as you serve. We’re always just a phone call or email away, and we love hearing from you! Visit the Contact Info page of the Host Team Hub to get in touch.
Weekly Checklist
Looking for an easy way to remember what to do in this role, and when? Check out this weekly checklist for steps to become a stellar Host Team Leader:

Before your Experience:
☐ Check in with your team to see how they’re doing
☐ Inspire your team by reminding them why we do what we do
☐ Share important information from the In the Loop email
☐ Pray over your team and the experience

During your Experience:
☐ Lead by example: be active in chat and/or Live Prayer
☐ Encourage your team as they do a great job serving
☐ Ensure your team’s focus remains on the guests
☐ Report or call in any major technical issues you encounter

After your Experience:
☐ Debrief with your team: how did the experience go?
☐ Thank each member of your team for serving
☐ Fill out the Experience Recap at go2.lc/recap
☐ Stay online until the next Host Team Leader arrives
☐ Check in with any team members who weren’t there

Throughout the week:
☐ Nurture relationships with your team members
☐ Connect with your Community Leader
☐ Engage with the rest of the team on the volunteer Facebook group
☐ Share any ideas, feedback, stories, etc. you have with the staff
☐ Check your email for other important updates
Commitments and Expectations

We believe people thrive in roles where they understand what’s expected of them. So, here are some expectations that will help you understand how you can honor God and inspire others as you serve.

As a Host Team Leader, you commit to:

- Follow the guidelines of the role outlined in this training guide.
- Serve with your team every week, or plan ahead to arrange a sub if you know you won’t be able to be there.
- Be spiritually filled before serving by attending a service (either at Life.Church Online or your home church), being in community in a LifeGroup, and reading God’s Word daily.
- Tithe 10% of your income to your home church, whether that’s Life.Church or a local church in your community.
- Represent Life.Church’s core values and beliefs both online and offline.
- Communicate regularly with your Community Leader and staff.

What are the expectations you can have of us? We promise to encourage you, provide you with opportunities to grow in your faith and in your leadership, and be available to help you with any questions or concerns you have. If you agree to all of these expectations and are ready to conclude your Host Team Leader training, move on to the last section below.

Wrap-Up

Thanks for carving out some time to learn about how you can effectively lead a team at Life.Church Online! You’ve now learned the ins and outs of being a Host Team Leader, and we’re excited to hear about how God is leading you into this role.

To finish this training, please complete the quiz at the link below. After you submit the form, a Community Leader will get in touch with you to schedule a video call, your last step in the process of becoming a Host Team Leader. On this call, you’ll discuss the role and share more about your vision for leading with our ministry.

Ready to wrap up your training and test your knowledge? Head to this link to complete the Host Team Leader quiz:

[go2.lc/leaderquiz]