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Effective Management of Volunteer Leaders

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Moderated by: Diane Brumbaugh

Our Sunday Visitor serves millions of Catholics worldwide through its publishing, offertory and communication services. Established in 1912 by a local parish priest, Our Sunday Visitor has grown into the nation's largest supplier of offering envelopes, parish and diocesan mailings, books, periodicals, address management and stewardship services. Our Sunday Visitor is a not-for-profit organization, returning a portion of net earnings back to the Catholic community through the OSV Institute.
Type in your questions and click ask
Our Presenter

Margo Truett

• Pastoral Assistant at St. Anne Church in Columbus, Georgia.
• Spoken at several conferences
• Worked with parishes and dioceses throughout the United States and Australia in the development of stewardship
• Served four years on the Customer Advisory Panel for Stewardship at Our Sunday Visitor
• Served five years as the Diocesan Coordinator for Disciples in Mission
• Helped organize parish nurse programs in churches of all denominations throughout the southeast.
Effective Management of Volunteer Leaders

Margo Truett
St. Anne Catholic Church
Columbus, Georgia
Objectives

• Define stewardship
• Management ideas on working with volunteers
• Leadership development
• St. Anne leadership process
One who receives God’s gifts gratefully, cherishes and tends them in a responsible and accountable manner, shares them with justice and love with others, and returns them with increase to the Lord.

Stewardship: A Disciple’s Response
A Pastoral Letter on Stewardship
USCCB
Stewardship

It is not about…

• giving because the Church has needs
• getting people to fill our ministries
• fulfilling some obligation to avoid guilt
• keeping up with our neighbors
It is about…

• understanding everything is a Gift from God
• knowing that God has given us these gifts for which to care
• being aware that God expects us to generously share these gifts out of gratitude!
IT'S ALL GOD'S ANYWAY!
GOD HAS A PLAN FOR YOU!
YOU Gotta SHARE!
St. Anne Catholic Church

- Began in 1961
- 1800 households
- 990 families with children
- Pre-K – 12 school
History of Stewardship

• Stewardship began 1986
• First Stewardship Council established in 1990
• Stewardship process
  – Treasure renewal in November
  – Time & Talent in Spring
  – Ongoing processes throughout the year
Working with Volunteers

• Must have clear vision
• Develop an organized “Circle of Stewardship”
• Communicate effectively and consistently
• Find the right leaders
• Develop, Nurture, and Motivate!
• Provide continued support
• Work the CIRCLE!
• “Leadership can be thought of as a capacity to define oneself to others in a way that clarifies and expands a vision of the future.”
  Edwin H. Friedman

• “The very essence of leadership is that you have to have a vision.”
  Father Theodore Hesburgh

• Does your parish have a clear, articulated vision for stewardship?
Stewardship at St. Anne is a reflection of our trust in God. Each one of us, blessed by God and called by name, *feels* invited to give joyfully of time, talent, and treasure for the good of our parish family, The Church, and the community. We faithfully celebrate God’s goodness in word and sacrament.
Circles of Stewardship

A continuous cycle involving every individual in our parish which permeates parish life and embraces each person with an opportunity for connection and spiritual growth.
Circles of Stewardship

• Everyone in parish must be invited
“The Lord does us the honor of placing His confidence in us and calling us to the ministry, showing us His mercy. This call is not reserved for a few, it is for everyone.”

Pope John Paul II
Circles of Stewardship

• Everyone in parish must be invited
• Meaningful to individual
• Ongoing, ever-learning, never-ending process
• Organized calendar with specific dates & deadlines
Communicate Effectively

• Current communication tools: bulletin, newsletter, website, e-newsletters, emails
• Educate about stewardship and about your parish stewardship process
• Be clear about expectations, roles, and responsibilities
• Report results and updates of your process
Do you have questions for Margo? Type them in the Q&A box at the top of your screen, then click “Ask.” We’re ready to address them for you!
Effective Management of Volunteer Leaders

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Our Sunday Visitor

Enriching Parishes...Enhancing Community

www.osvenvelopes.com
Find the Right Leaders

- Identify current effective parish leaders
- Find out what works for them
- Invite others
- Look beyond the ‘usual suspects’
Find the Right Leaders

Five important leadership traits:

• Honest
• Forward-looking
• Competent
• Intelligent
• Inspiring

Kouzes and Posner, *The Leadership Challenge*
Develop, Nurture, Motivate!

- Provide opportunities for spiritual formation, ongoing stewardship education, and personal development
  - Organize Leadership Training
Steps to develop leaders

“Developing Leaders: 3 Steps to Developing Leaders in Your Organization” by Stephen Fairley

- Leadership training
  - Effective communication
  - Team building
  - Time management
  - Delegation skills
  - Goal setting
  - Group dynamics
- Other areas specific to your parish
Develop, Nurture, Motivate!

- Provide opportunities for spiritual formation, ongoing stewardship education, and personal development
  - Organize Leadership Training
  - Tap in to existing meetings and groups
  - Retreats
St. Anne Leadership Development
Stewardship Council

• Annual Stewardship Council Retreat
  – Spiritual formation
  – Education about stewardship
  – Team building
  – Planning

• Development during meetings
  – Share examples of everyday stewardship
  – Spiritual formation by members

• Teaming members up with ministry coordinators for support
St. Anne Leadership Development
Ministry Coordinators

• Offer annual Ministry Coordinators’ Leadership Gatherings
  – Objectives:
    • Spiritual formation
    • Recognize coordinators and express appreciation
    • Clearly communicate roles and expectations
    • Promote theological understanding of stewardship and an appreciation for their role in carrying that out to others within their ministries
    • Build community
St. Anne Leadership Development

Ministry Coordinators

• Other opportunities…

Solutions!

– Developed newsletter for ministry coordinators
– Ministry spotlights in weekly bulletin & e-newsletter

Extraordinary Ministers of the Eucharist

Contact: Roger & Edie Thompson 562-8816
Where & When: Ministers sign up to serve at a specific Mass once or twice a month.
Who may participate: Any Catholic over 18, in good standing with the Church & a member of the parish for at least one year may apply. All members must be approved by the pastor & the Bishop.
Requirement: All members must attend an annual meeting for training with follow up as needed.

St. Anne Parish embraces the principle of Stewardship of time, talent, and treasure. Through Sacrificial Giving, your offering makes it possible for our parish to fulfill its mission. Contributions can be made through the use of envelopes, or if desired, by automatic bank deposit. To receive envelopes you must be registered in the parish.

Registrations forms can be found in the Information Desk or in the office. They can be turned in to the parish office or placed in the Simplex box at Mass. The gift of time and talent is crucial in helping to make our parish vibrant and (Continued overleaf)
St. Anne Leadership Development Parishioners

– Offer stewardship education opportunities to parishioners
– Connection, Community, and Conversion
– *New Beginnings: A New Way of Living Life as a Catholic*
Save this date!

Bring me to life!
A life-changing stewardship rally for 6th - 12th graders
Sunday, April 17 from 6-8 PM
Visitation Hall

No cost, but please register at either www.stannesog.com or your youth group Facebook page.
Get your homework done early that weekend, cause you gotta be there!
Develop, Nurture, Motivate!

Strategies for motivation
- Provide clearly stated purpose
- Be clear about roles and expectations
- Get people engaged
- Must be inclusive
- Positive reinforcement

Do NOT forget about self-care

OurSundayVisitor
www.osvoffertory.com
How The Prayer Ministry Works

Welcome to all the new members of this important ministry! The ministry will work in this way:

- A person of special intention is identified by the priest, church staff, or a parish member and is submitted to the Prayer Ministry coordinator on the parish website at www.stanne.org or by phone at 760-561-3670, ext. 125.

- The coordinator checks daily for these requests.

- A card is sent to the coordinator for the parish for whose intentions we will pray.

- Several teams, each with 10 members and a designated team leader, have been established.

- The coordination will contact the appropriate team leader about the prayer intention.

- The team leader will notify each of their team members and ask them to pray daily for the intention and the next Prayer Ministry update, which usually comes out every 3 months.

- Team leaders follow up with the person requesting prayer for oneself or for others to see if the request remains listed for a three-month period.

- A Prayer Booklet, which contains several psalms and scripture readings, has been put together for members of the ministry.

- Questions or comments should be directed to Hannelore Grantham, at 760-561-3670.

A Note from Hannelore...

I want to thank each and every one of you for being part of the Prayer Ministry. The Ministry Fair was very successful. Over thirty new members registered! We now have 13 prayer groups and a total of 124 ministry members.

Thank you for your dedication to this ministry. Every prayer that you say is very much appreciated. You are truly a blessing for all the people that are in need of prayers.

The prayer ministry has no breaks for summer or any other holidays. It calls for year-round dedication all the members. If you have been a part of this group that has so many loyal members, again, a big thank you to leaders and members making this ministry possible.

Hannelore Grantham Ministry Coordinator

St. Anne Catholic Church

Greeters Ministry

They Are Coming! Let's Open Wide That Door!

What an exciting time for our parish! As most of you know, over the next several months we anticipate a lot of changes within our community and our parish. BRAC (Base Realignment and Closure) will bring an overall reduction in force to 30,000 new people to our area with an estimated 30% of those being Catholics. "Catholics Come Home" (CCH), an exciting statewide evangelization effort, will run from December 17 through January 31, showing a total of 643 commercials in Columbus alone! If you would like to see these commercials, they can be viewed at the CCH website www.catholicscomehome.org.

Louie Robinson, the new Greeters Ministry Coordinator, has done a terrific job getting new volunteers. Our goal was to have 100 greeters by Advent. To date, we have 83 members. At the recent meeting, Louise encouraged everyone to INVITE some or others to join. We do not have too many greeters! And your job as a minister of hospitality is more important than ever!

Ready to start? Contact either Louise or your Mass Team Leader and get to greeting!

Important Training Dates for Greeters

As we continue to get this ministry organized, we want to be sure we are all on the same page. To make sure this happens, we have scheduled the following dates for training:

- Tuesday, November 30 from 6:30-8:00 PM
- Saturday, December 11 from 10:30 AM-12 N

These trainings will take place in the Parish Youth Room. All greeters, new and experienced, are expected to attend one of these two dates. If you are not able to attend one of these dates but would like to continue as a greeter, please contact Louise at either louie@knology.net or 760-464-5111.

Have a very Happy Thanksgiving!

St. Anne Catholic Church

Oremus Catholic Church
What if you have an ineffective leader?

- Meet one on one with leader
- Ask how they feel they are doing
- Listen to what their needs are
- Go over their role and what is expected of them
- Renegotiate clear expectations
- Follow up
What if you have an ineffective leader?

- Talk with your pastor about the situation.
- Partner them up with a co-leader.

Can a volunteer be fired?
Work the Circle!

• Evaluate and continue the circle!
  – Learn from your experiences
  – Keep on keeping on
  – Keep it fresh!
CHALLENGES
• Getting volunteer leaders to “buy-in”
• Accountability
• Lack of follow-through
• Keeping stewardship fresh

CHALLENGES
Don’t have resources in your parish?

• Check out leadership books
  – “The Collaborative Leader”
    Loughlan Sofield, S.T. & Donald Kuhn
  – “Developing the Leaders Around You”
    Dr. John C. Maxwell
  – “Living Your Strengths…”
    Albert Winseman, Donald Clifton, Curt Liesveld

• Check out the internet
• Network with other parishes or churches
• Contact local businesses who have leadership development
Summary

• Define stewardship
• Management ideas on working with volunteers
• Leadership development
• How can you support others in your parish to become leaders of stewardship?
Lord, why don’t we see stewardship growing like we want?
Just remember...

We've done everything we can think of, but it's just not growing!!!
Just remember...

Why not let me take over for a while?
Just remember…

This is God’s work!
Thank you and may God bless you in your stewardship efforts!
Do you have questions for Margo? Type them in the Q&A box at the top of your screen, then click “Ask.” We’re ready to address them for you!
Contact Information

Margo Truett
margo@stanneweb.com
If you say you are a follower of Jesus, then you must be a steward of God's creation. That is the challenge presented in this pastoral statement from the United States Conference of Catholic Bishops. For pastors, parish and diocesan finance, development, and stewardship committees; coordinators of adult faith formation, youth ministry, and religious education; and evangelization. Also includes the summary version To Be a Christian Steward and Stewardship and Development in Catholic Dioceses and Parishes: Resource Manual.

How Do I Use . . .

- Challenge students to make a single change in their lifestyles that will reduce the waste of natural resources.
- Ask students to read To Be a Christian Steward, the summary that is included in Stewardship: A Disciple's Response.
- What does stewardship mean for someone their age? How can they live a life of good stewardship?
- Ask students to compose, as individuals or as a group, a sermon on stewardship. Which of Jesus' teachings would they use?
- Encourage students to transform their Lenten fasting practices into Easter "feasting" ones. How can they share their gifts and resources more generously?
Upcoming Webinars

Tuesday, August 2nd  2:00 Eastern  **FREE – Online Giving**
Presented by:  Joanie Lewis & Heather Bowman

Tuesday, August 9th  2:00 PM Eastern  **Stewardship for the Hispanic Culture**
$49.00 per computer connection
Presented by:  Coni Perez

Tuesday, August 16th  2:00 Eastern  **FREE – Online List Manager / Beginner**
Presented by:  LJ Chesterman and Angi Bice

Wednesday August 24th  2:00 Eastern  **FREE – How to Build an Effective Parish Website**
Presented by:  Aaron Winn, Radius Web Tools

Thursday, August 25th  2:00 Eastern  **FREE – Solutions to Make Online Giving a Success**
Presented by:  Joanie Lewis and Zak Bernath

For a complete schedule, log onto [www.osvoffertory.com](http://www.osvoffertory.com) under the News & Events tab
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Effective Management of Volunteer Leaders

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Thank you for joining us today. Please help us by filling out the evaluation that will be e-mailed to you within 24 hours.
1. Click on the handout icon
2. Click on the checkbox next to the name of the handout.
3. Click on “Download” and save anywhere on your computer.