



Invite • Welcome • Connect[®]

Greeting is More Than "Hello"

Canon Mary M. MacGregor

Invite*Welcome*Connect* Summit

Beecken Center, Sewanee, TN

Thursday, June 14, 2018

Introductions

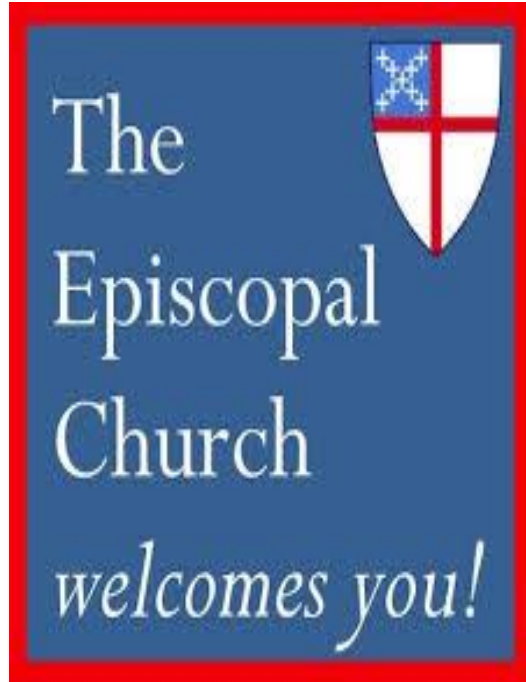
Your Name

Where You Are From – Location and Church Name

Why You Came to This Workshop

Two Stories

Un-named Episcopal Church in Chicago



Or does it?

St. Mary's Episcopal Church, Cypress, TX

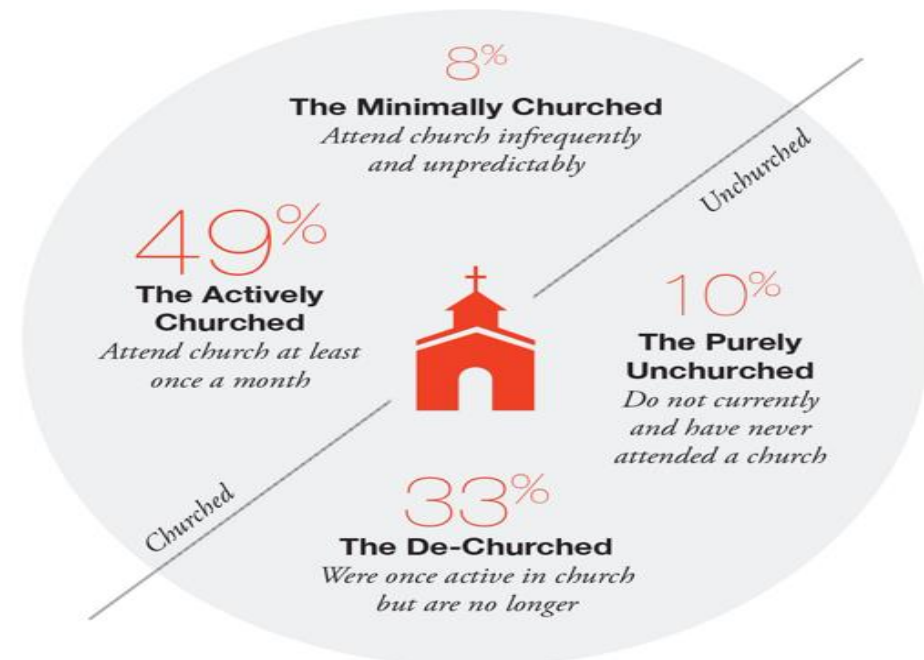
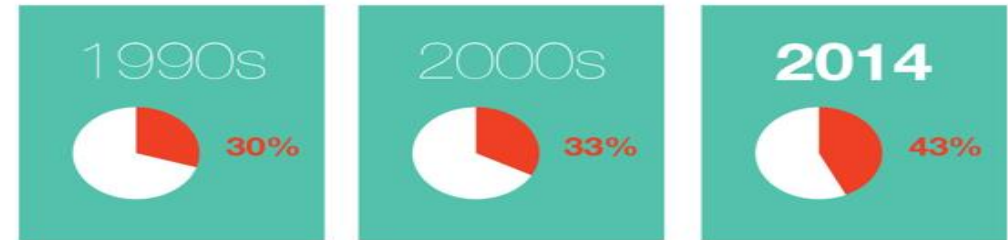


Michael. Stephanie, baby Eloise

What is happening in America?

- Actively Churched** -at least once a month
- Minimally Churched** -infrequent and unpredictable attendance
- De-Churched** -once active but no longer
- Unchurched** -have never attended

The rise of churchlessness in America



What is happening in America?

2 in 3 unchurched say they are spiritual people

2 in 3 unchurched Americans say they are spiritual people



More than half say faith is very important to them



More than half say their faith is very important to their life

99% aware of Christianity and 69% have a favorable view of it

99% are aware of Christianity and 69% hold a favorable view of it



Nearly half see no personal value in attending church



Yet ... nearly half see no value in personally attending church

What trends are you seeing at your church?

Given what is happening

- What are the implications for your congregation?
- What are the implications for the ministry of greeting?

A Greeter's Primary Task

- Because you are standing at the threshold and are the first person people speak to when they enter, you hold a **huge amount of spiritual power. Because you are the first person they meet people will project onto you all the assumptions and expectations they have gotten about God before they walked in that door, positive and negative.** How you respond will either challenge or reinforce those assumptions. Your actions of welcoming them may make all the difference in their experience of your church, and even of divinity.

-The Rev. Daniel Simon



Resist the Temptation to See Visitors As...

- Fresh Blood!
- New Volunteers
- Bringing Money!!!!
- Filling a Demographic Void

A Greeter's Primary Task

- Sincerely welcome all into the household of God
- Allow the Spirit of God to be reflected through your countenance
- Appreciate the opportunity to greet the stranger and help them feel at home in this unfamiliar place
- Familiarize yourself with visitors by introducing yourself, learning their names, possibly introducing them to others
- Inquire and listen to their circumstance and what brought them to visit your church
- Collect brief information about visitors and share it as directed
- Sincerely welcome them back upon their future return



In Brief...

- Welcome Everyone
- Reflect Christ's Love
- See This Opportunity as Ministry
- Introduce Yourself, Learn Visitor's Names, Introduce to Others
- LISTEN!
- Collect Name and Contact Information
- Remember Them if They Return

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Let's Practice



Greeter for The Day

Scenario #1:

It is Sunday morning. You are the official Greeter stationed at your church's main entry point for visitors. Someone is approaching this entrance you don't recognize but this person might be someone who is already a member.

What will you say?

Greeter for The Day

- **Scenario #2:**
- Decide who will go first as the visitor and the greeter.
- Person playing the visitor silently reviews the scenario on the strip you have been given. You have 30 seconds to reflect what you will say. Greeter needs to start the conversation.
- Switch roles after completing the scenario so that you each play the opposite role. You have 30 seconds before the conversation is started by the greeter.

Starting or Re-vamping a Greeter's Ministry

- **Essentials**

- Greeter's Ministry is part of a well thought out, **comprehensive process** for welcoming first time and repeat visitors
 - This process is intentional, accountable and involves trained greeters and church staff (at a minimum-clergy and often one other staff person, ministry team leader and committed greeters who agree to serve on rotation and as spotters on days when not on duty. "Spotting" is part of training)
 - Personal follow up and a system for some tracking is necessary
 - Sensitivity/Awareness to individual's receptivity, interest and readiness to become a part of the congregation undergirds the success or failure of a process
 - Authentic caring & listening to first time and repeat visitors is key

Starting or Re-vamping a Greeter's Ministry

- Characteristics of Successful Greeters
- Naturally friendly, dependable, knowledgeable of the church
- Trainable! Willing to conform to expectations of the process
- If an extrovert, can be disciplined about listening
- Really GETS that greeting is ministry, serving God, not just a volunteer responsibility

Training

- 1.5 hours, once a year for ongoing and newly recruited greeters
- Review of how the Greeter Ministry interfaces with Mission of the Church
- Explanation of comprehensive process and expectations of greeters
- Role play different scenarios to emphasize listening
- Have experienced greeters share stories with new greeters
- Understand role of a spotter before, during, after worship services

Your Ideas, What Works, Challenges & Questions

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