



Next Steps - Follow-up Team Diagram

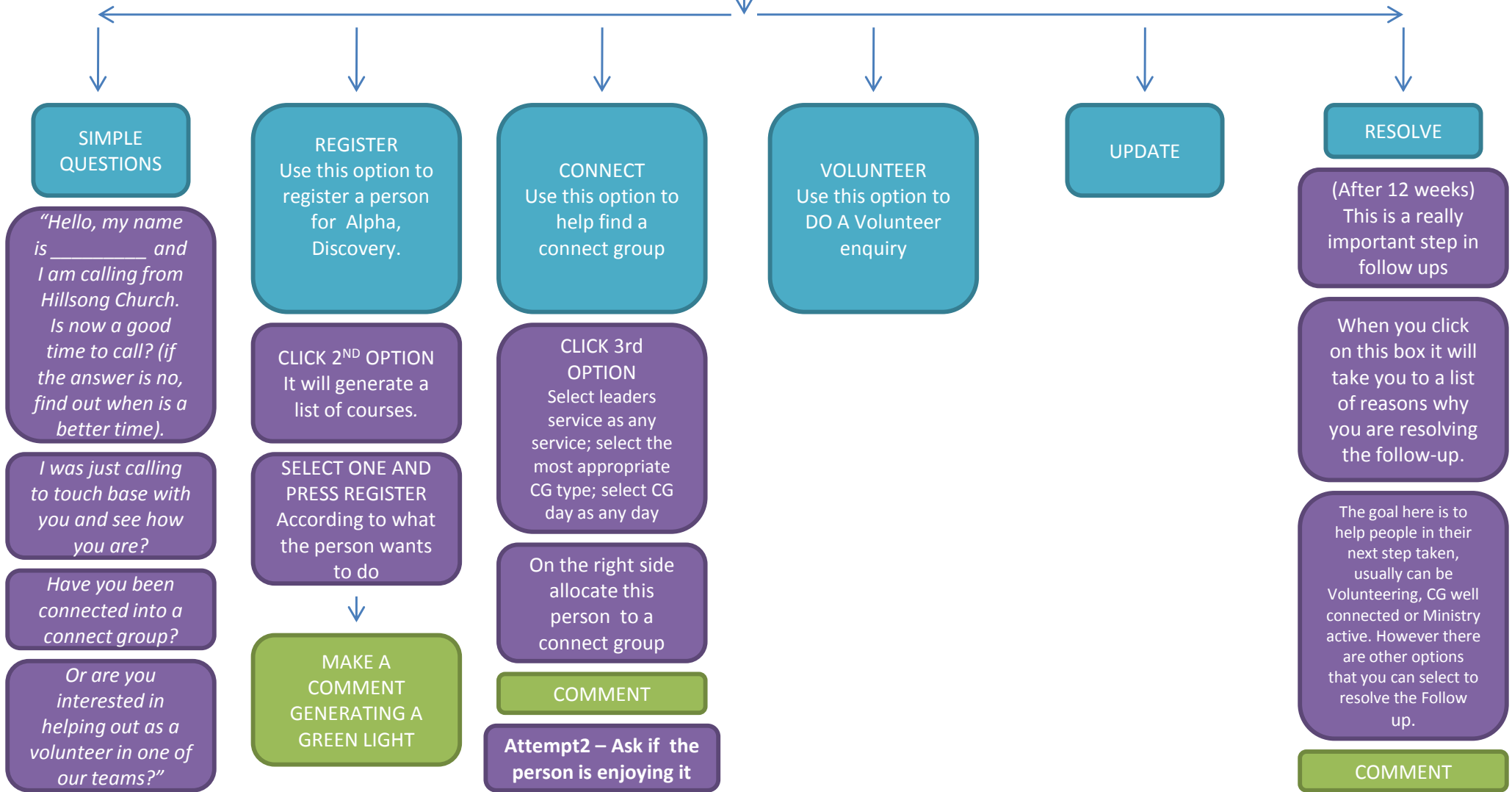
Connecting and involving people into church life is crucial. The more your church grows, the more important it is that there is a defined process of how people can be reached and connected.

This document gives you an overview of how the process of connecting a new person can be accomplished by a team member.

Follow Up Diagram

Service on the weekend- Cards in / Allocation

Attempt 1 – Attempt 2 – Attempt 3 – Attempt 4 (12 weeks)



SIMPLE QUESTIONS

"Hello, my name is _____ and I am calling from Hillsong Church. Is now a good time to call? (if the answer is no, find out when is a better time)."

"I was just calling to touch base with you and see how you are?"

"Have you been connected into a connect group?"

"Or are you interested in helping out as a volunteer in one of our teams?"

REGISTER
Use this option to register a person for Alpha, Discovery.

CLICK 2ND OPTION
It will generate a list of courses.

SELECT ONE AND PRESS REGISTER
According to what the person wants to do

MAKE A COMMENT
GENERATING A GREEN LIGHT

CONNECT
Use this option to help find a connect group

CLICK 3rd OPTION
Select leaders service as any service; select the most appropriate CG type; select CG day as any day

On the right side allocate this person to a connect group

COMMENT

Attempt2 – Ask if the person is enjoying it

VOLUNTEER
Use this option to DO A Volunteer enquiry

UPDATE

RESOLVE

(After 12 weeks) This is a really important step in follow ups

When you click on this box it will take you to a list of reasons why you are resolving the follow-up.

The goal here is to help people in their next step taken, usually can be Volunteering, CG well connected or Ministry active. However there are other options that you can select to resolve the Follow up.

COMMENT