



# EXPERIENCE TEAM

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### GOALS & EXPECTATIONS

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*As a leader, Jesus is your foundation, and as you lead yourself, you have the opportunity to bring others along with you. YOUR relationships build influence, YOUR direction gives clarity, and YOUR actions influence change. We are ecstatic you have taken the next steps to continue equipping yourself, so that you may equip others.*

*As a leader, you will have the opportunity to help develop vision for the teams and inspire, empower, develop, and release people into leadership roles. Your leadership matters. As you lead you open spots at the table, set the atmosphere, and set the tone for God to work both in your life and in the lives of others around you, you'll continue to be a part of creating a life giving environment where we help others find LIFE, FAMILY, FREEDOM and PURPOSE.*

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# EXPERIENCE TEAM MISSION

**To create a life-giving environment where we experience LIFE, FAMILY, FREEDOM and PURPOSE.**

## **WE SET THE TABLE**

As a leader, you cultivate a spirit of **PREPARATION** through your own personal spiritual growth, leadership development, relational connections, constant communication, and proactive planning. Our preparation paves the way for others to find life, family, freedom and purpose.

## **WE SET THE ATMOSPHERE**

As a leader, you cultivate a spirit of **EXPECTATION** that our God is a God of miracles, deliverance, salvation, and purpose. Your team will move mountains for people to encounter the living God. Through your leadership of bold faith, prayer, and purpose you set an atmosphere that supports the vision of Cross Church. Remember you are a thermostat not a thermometer.

## **WE SET THE TONE**

As a leader, you cultivate a spirit of **ENTHUSIASM**. We remember that we were once lost, broken, and wandering, looking for a place to belong, and we encountered a warm welcome, a life-giving community, and a loving God. Because of this, we celebrate joyfully, love unconditionally, and connect authentically, setting a place at the table for others to experience life, family, freedom and purpose.

# EXPECTATIONS

1 Peter 5:2-4

*Be shepherds of God's flock that is under your care, watching over them—not because you must, but because you are willing, as God wants you to be; not pursuing dishonest gain, but eager to serve; not lording it over those entrusted to you, but being examples to the flock. And when the Chief Shepherd appears, you will receive the crown of glory that will never fade away.*

## THE WIN

- Throughout the week, create a routine of reading the bible, praying, and connecting with others daily.
- On Sunday, preparation throughout the week (e.g., Planning Center assignments) has allowed you to identify any team needs and give direction to lead the way.

## HOW DO I WIN?

- **Preparation:**  
Support your team by confirming scheduled serving times on Planning Center Online (PCO), blocking off dates where you are unable to serve, and identifying any other volunteer needs on PCO. Our ability to identify gaps and opportunities and proactively plan helps us increase and improve the guest experience each Sunday.
- **Personal Development:**  
This is an ongoing process of constant learning and discovering who you are and who God has called you to be. You cannot teach what you don't know, and you cannot foster what you don't practice. Spend time developing an awareness of God, awareness of yourself, and awareness of others through personal time reading God's Word, spending time in prayer, life groups, Christian books and investing in those around you.
- **Appearance:**  
All Experience Team members should wear the ministry t-shirts or jackets provided at all times. Being easily recognizable to our guests is part of creating a life-giving environment.
- **Team Connection:** *Your relationships build influence, and influence builds inspiration.* **Relationship**—Relationships are built through weekly connections with your team outside of the Church. When you build relationships through connection, you earn the privilege of speaking life into someone from a place of relationship, community, and family. You cannot lead someone you do not know, and you cannot inspire someone you have no influence over.

# FIVE SUNDAY OBJECTIVES

**1 Set the Tone.** Celebrate joyfully, love unconditionally, greet enthusiastically, and connect authentically.

**2. Set the Atmosphere.** Be people-focused, not task-focused. Create time and space for faith and prayer and be flexible to the needs of our volunteers and guests.

**3. Don't Miss Out.** Arrive on time by 9:00am to prepare for the morning team huddle or by 11am for the 2nd service to ensure you are aware of any special announcements or activities for the day. This sets the tone for the entire Sunday.

**4. Connect with Your Team.** Connect with your Experience Team Coach to review any needs. Connect with your team to members to ensure all areas are covered, clarify responsibilities, and communicate any new details specific to the weekend. Intentionally connect with new volunteers assigned to your team. OWNERSHIP is key in ensuring that we are serving in excellence.

**5. Stand Out In the Crowd.** Part of creating a comfortable environment is being easily recognizable to our guests and taking the initiative to ensure guests feel welcomed. Being attentive to new guests in each of our areas is critical and helps us to stand out.

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