

ECHO.CHURCH ONLINE

STAFF TRAINING

VISION FOR CHURCH ONLINE

We do whatever it takes to reach those who are far from God. This epidemic is an incredible opportunity for the Gospel to advance at a time where people are struck with anxiety and fear. We'll be building out and expanding our online church experience and inviting you to participate, not just in light of this season but for the long term impact of growing God's kingdom Online.

BOLD FAITH - *We see obstacles as opportunities for God to do great things.*

WHAT'S HAPPENING?

- We're moving all services to Church Online!
- This Week: 8:30a & 10a services taped live experiences. Subsequent services will be simulated live services.
- Next Week: Saturday and Sunday Services pre-recorded and simulated live over the weekend.
- Every Staff expected to participate for 3 services online.
 - Exception: This week's worship & production will be facilitating the live experience
- Groups to keep meeting with Online meeting options made available
- Alpha & Echo Students potentially moving online*

STRUCTURE

Online Campus Pastor / Coordinator - Welcomes, announcements, events, series introductions.

Chat Host (Moderator) - Welcomes guests, sparks conversations, provides prebuilt sermon notes, redirecting off-topic or inappropriate conversations back to message.

Chat Helper (Participant) - Promotes conversation and helpful dialogue.

Prayer Team - Pray for guests that are requesting prayer and encouragement.

FOCUS ON THE BIG 3

It may seem a bit intimidating, but it really boils down to 3 easy things—what we call the "Big 3." The 3 things you'll do as a Chat Host are: welcome, spark discussion, and pray. Let's unpack each of these.

- Welcome

First, welcome each guest into the chat area. You can use @ tagging like on Instagram or Twitter to welcome each guest by name. A friendly welcome can be made even friendlier by using exclamation marks and smiley faces!

- Spark Discussion

Next, spark discussion in the chat area. You can do this by asking icebreaker questions (such as "Where is everyone joining us from today?"), recapping key points from the message, suggesting helpful resources, and redirecting off-topic or inappropriate conversations back to the message. If you're not sure what to ask, open-ended questions—questions beginning with who, what, when, where, why, or how—are great conversation starters.

- Pray

A Chat Host offers prayer to people in the chat area. You can pray with people right in the chat area, or encourage them to click the Live Prayer button to pray with a volunteer privately. It's amazing to see how loved people feel when someone reaches out to pray with them!

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 Chat Host, you commit to:

- Show up each week to serve with your team.
- Be spiritually filled before serving by attending a service, either at Church Online or your home church, being in community in a Echo Group, and reading God's Word daily.
- Log in 15 minutes early to connect and pray with your team.
- Plan ahead to arrange a sub if you know you can't be there. YourCaptain can provide you with some helpful tips on identifying other volunteers to ask for help.
- Be representative of Echo.Church's core values and beliefs.
- Be engaged with our community and with your team.

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.