

High-Capacity Volunteers Cohort: Guest Services 2020



High-Capacity Volunteers (HCV) Cohort

What is it?

This group is designed to provide common ground for anyone in key leadership roles on the Guest Services Team at The Summit Church. Because of our multi-site model, it's easy to often feel like you're alone in your job. The HCV Cohort puts you face to face with your peers at other campuses, providing a platform for the "why" discussion, as well as a forum to talk about best practices.

The books and resources have been chosen based on their foundational value to the Summit's Guest Services ministry. Many of these books were used to launch our team back in the early days of the Summit. We're also rotating in newer resources to keep us up to date on current ideas and standards.

This sounds pretty serious and stuffy, right? Nah. Rest assured that we'll have a lot of fun along the journey. All of us in the group will be challenged not only to be a learner, but to be a leader of others as well.

When does it happen?

The group will meet one Wednesday per month from 6:30-8:00 AM. It makes for an early day, but allows you to leave in time for work. All meetings will take place at the Brier Creek Campus. Meeting dates are subject to change, but you'll have as much advance notice as possible. (See the next page for a complete schedule.)

What's expected?

The Cohort will require a commitment to meet together monthly and do the assigned reading in between meetings. Participants should arrive on time and ready to be fully engaged. The books will serve as background ("Why?") to the main discussion ("What?").

Books will be provided at no charge for those who do not already have them. Because of the tremendous cost that the Summit is investing in your ongoing leadership, it's the expectation that you will read each book and be present at each meeting.

It won't be a cake walk. We'll be reading roughly 100 pages per month as well as prepping for discussions. However, you'll find that the eight month commitment will round you out as a better leader, coach, and teacher.

Schedule / Required Reading / Topics

All meetings will take place from 6:30-8:00 am at the Brier Creek Campus. Dates are subject to change, but we'll give you as much advance notice as possible.

January 22

HCV Cohort orientation

February 26 *First Impressions: Creating Wow Experiences in Your Church*, Mark Waltz

Why behind the what, consumers vs. communers, organic hospitality.

March 25 *Multipliers: How the Best Leaders Make Everyone Smarter*, Liz Wiseman

Systems & structures for identifying and recruiting new servant leaders.

April 22 *Switch: How to Change When Change is Hard*, Chip and Dan Heath

Designing the path for great guest service, changing the mindset of volunteers, overcoming obstacles.

May 27 *Be Our Guest: Perfecting the Art of Customer Service*, Theodore Kinni

The power of service, maintaining the setting, capturing moments.

June 24 *The Power of Moments: Why Certain Experiences Have Extraordinary Impact*, Chip and Dan Heath

Designing reproducible and remarkable moments + Shark Tank¹

July 22 *The Power of Moments: Why Certain Experiences Have Extraordinary Impact*, Chip and Dan Heath

Designing reproducible and remarkable moments + Shark Tank

August 26 *The Come Back Effect: How Hospitality Can Compel Your Church's Guests to Return*, Jason Young and Jonathan Malm

Assimilation, moving guests from connected to committed, experience design.

¹ Shark Tank" is an immersive project (pardon the pun) designed to get campus teams working together on one big idea. You'll collaborate throughout the year on your project, and present it in June or July. And yes, prizes are involved.