

## Recognition and Support of New CM Team Members

Steve Alley

In leadership and ministry, we must take advantage of "teachable moments," or "significant moments" in the CM team members' lives. Both occurrences come with "open doors" to the heart. The more we capitalize on them, the greater our impact as leaders will be.

When a new team member serves for the first time, there are heightened feelings of hope, fear, and anxiety. They want to do the right thing; but they are not sure that they know what that is. They are new to the team and the environment of the classroom. The most direct way to support the new team member is to "swing by" the classroom after service to see how things went. If you can't do that, make sure to call them after the service. A phone call (the fact that people don't call any more actually accentuates the value of a phone call) or email from you or the coordinator right after their first service experience can mean so much to the new team member!



The visit, email, or phone call should include:

- Assurance that you or the coordinator was praying for him/her.
- Inquiry into how things went (from the team member's perspective).
- Inquiry into the team member's feelings or reactions to the class experience.
- Affirmation of the team member's calling and value in the CM team.
- An open door to reply and ask you or the coordinator for more help if needed.
- An open door to switch age group areas if he/she wasn't comfortable with this age group.

This communication is a powerful connector between the coordinator and the new team member. It prevents the new team member from feeling "disconnected" or "alone" within the team.

I learned a great "nugget" of wisdom from one of my former assistants years ago: "Late recognition is weak recognition." The sooner we recognize and support a new team member's service, the more significant and powerful that recognition becomes. It's important to assure that the new team members receive this recognition and support right after their first service experience.

