

Revised  
February  
2019



Discovery  
Weekends

# Support Team Leader Handbook



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# Support Team Leader's Handbook

## Support Team Leader

Just as the Administrative Assistant is the backbone of the teaming process, the Support Team Leader (STL) is the backbone of the Weekend event. Therefore, it is imperative that you are familiar with every aspect of your role and responsibilities.

Discipleship is one of the primary goals of our Teaming process, and the Support Team is “ground zero.” In addition to strong leadership and management skills, it is paramount that you have the desire and heart to disciple others. We’re not asking that you prepare a teaching every week, as there is plenty of material in the Christian marketplace to glean from; however, you must be spiritually matured enough to lead, guide, and facilitate discussions with your Team to achieve this goal. This includes a willingness to ask the hard questions! To be clear, spending hours “checking in” or going through accountability questions is **not** discipleship. For our purposes, discipleship is taking your Team on a very intentional journey, down a very specific road with a clearly outlined map, which points to a well-defined destination, which will always lead to further growth in Christ!

### Responsibility Highlights:

- Assist Coordinators in Support Team members selection:
  - Communicating with Coordinators will be very important during this time.
  - Ensure you understand the ministry's expectations, as well as the need to properly vet potential Support Team candidates.
  - Keep in mind, that we are far more lenient with respect to spiritual maturity when considering Support Team members; we prefer “younger” Christians who are hungry to grow! The Support Team provides an incredible opportunity for them to experience accountability and discipleship.
  - It is **NOT** necessary or desirable to have “veteran” Support Team members! The only experienced positions required are you and a cook.
  - Typically, the Support Team selection process doesn't start until all Table Leader positions have been secured. So, you will receive a list of recommendations for possible Support Team members as well as the participant database from the Coordinators.
  - If you have a list of prospects, you should share those with the Coordinators **before** you make any contact.

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- Do not exceed the specified number of Support Team members as detailed in the **Team Positions Specifics** section.
  
- Select materials (Home Office approved - DVD, book, etc.) to use during the teaming process for the purpose of discipling your Team members.
- Complete your **Focus List**.
- Effectively communicate with the Coordinators during the entire Teaming process to ensure you remain aware of any situations that may arise.
- Inventory the Discovery Trailer before and after the Weekend.
- Work with the Cook to create the Weekend menu and required grocery list.
- Seek donations accordingly.
- Acquire funds from the Home Office to conduct/coordinate all necessary shopping – groceries and Weekend supplies as needed.
- Manage all setup/breakdown of the retreat facility to include Weekend events, mealtimes and food preparation.
- And finally, to eliminate any confusion during the Weekend event, you will act as the Support Team's single point of contact with the Weekend Coordinators.

## Team Selection

Your first responsibility as the Support Team Leader is to assist the Coordinators in selecting your Team. Ideally, they will select their Table Leaders first, and then pass on their recommendations to you for possible Support Team members. Once they've provided you with that list, you are free to prayerfully begin the selection process.

As you begin, keep in mind that you play a critical role in achieving one of the primary goals of this ministry, and that is making disciples! Becoming a member of the Support Team is the initial step in that process. Our plan is pretty straight forward: from Participant to Support Team; from Support Team to Table Leader; from Table Leader to Prayer Team. So, by design, the level of accountability and the depth of teaching increases with each step. Furthermore, our understanding of Biblical Community is also strengthened; all of which, serves to support and fortify The Church!

With that said, our desire is to bring as many people through this process as possible. So, the people you select **should all be new to the Teaming process**. We are keenly aware that there are many who would gladly Team every time; however, bringing back "veterans", unless they're in an approved "training" role, is simply not necessary, nor condoned; doing so, robs others of this incredible opportunity and stifles our intended mission.

## Important Considerations

As a ministry, our need to properly “vet” prospective Team members cannot be over-emphasized. This responsibility falls squarely upon the shoulders of our leadership. We do not expect perfection, as experienced has taught us that there are times when information is withheld and/or situations arise during the **teaming** process. However, that should not preclude us from asking the hard questions during our initial conversations with potential candidates. We can never assume we know, nor should we solely rely on outside sources and/or “referrals” from previous Team members. So, if in doubt, or you need guidance, you should never hesitate to contact your Coordinators.

It is important to remember, as far as this ministry is concerned, **family always comes first** in any/every situation; this includes seasoned leadership, as well as a new Support Team member, and everything in between. If there are major marital issues or we discover that the spouse is not onboard with their loved one teaming, that individual **may not**, under any circumstances, participate in the process. Likewise, if there are any major family issues/struggles, including matters such as a recent death, a rebellious child, addictions, etc. These matters need to be discussed in detail to ensure there will be no adverse effects on the family and/or the prospective Team member. In other words, our homes must be in order, spiritually, emotionally and otherwise; this ministry and/or participating on a Team cannot be an escape from our family responsibilities. Remember, the focus is first on the family, and not on participating in a Discovery teaming process.

So, as you begin your Team selection process, there are important aspects of each position that must be taken into consideration as well as questions that must be asked. First, we will address personal qualities and expectations which apply to every Team member, and then, we will get position specific.

## General Expectations for Team Members:

### Spiritual Condition:

All Team members are to be **Christ-followers** who are actively pursuing a deeper relationship with our God. Great questions you should ask:

- “Tell me about your relationship with Christ.”
- “Practically speaking, what does your relationship with Him look like?”
- “What are you doing to pursue Him?”

### Prospective Married Team Members:

If married, they should have a solid relationship with their spouse and are not currently experiencing any major marriage issues. Questions that should be asked:



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- "Tell me about your marriage and your relationship with your spouse."
- "Are there any current issues and/or struggles in your marriage/family we should know about?"
- Does their spouse approve of their participation in the teaming process?
- Is their home in order (no major issues with parents, children, legal battles, etc.)?

**How to Respond to Answers that Disqualify Teaming:** If you receive an answer that disqualifies them from teaming, it is sometimes hard to know how to respond. It helps to think about your response ahead of time, so you aren't caught off guard. An example would be:

*"I appreciate your time and honesty. This ministry's policy is family first and teaming would be a huge distraction for you right now. So, it would be best for you to stay focused on your family/marriage/situation. How can we be praying about for you?"*

### Prospective Single Team Members:

If dating, is their relationship godly? Are they sexually active? Note: if they are currently living with their boyfriend/girlfriend, they **may not** Team. As stated above, consider how to respond if their answer(s) disqualify them from teaming.

### Current Schedule:

Are they ready, willing and able to fully commit to the teaming process, to include attendance at all scheduled meetings?

Previously scheduled vacations or events (which should be discussed prior to accepting team position) are certainly allowable; however, having to miss multiple meetings is not conducive to Team building, and for our purposes, cannot be condoned.

**Note: It's important that you give the prospect some idea of the time required to team prior to asking these questions; this should be taken into consideration with their current schedule.**

- "What's your schedule like?"
- "What other activities are you involved in?"
- "Do you have the necessary time to commit to this without adversely effecting your family?"

## Team Position Specifics

The size of the Support Team will be 10-11\* members (not including the STL), as follows:

- Support Team Leader (1)*
- Cooks (2 – 1 Cook; 1 Assistant)*
- Table Servers (7)*
  - *The Love Power Coordinator (LPC) role will be filled by one of the Table Servers **OR** a non-team member. If the LPC is not one of the Table Servers, that individual will **ONLY** attend the All-Team meetings (meetings 1, 4 and 10). Their commitment includes Thursday through Sunday AM of the Weekend event.*
- Photographer(s) will attend the Weekend, but **ONLY** attend the All-Team meetings (meetings 1, 4, and 10).*

*\* 10 or 11 team members depending on whether you have 1 or 2 photographers.*

The only variation to the Support Team compliment is if we are training another STL at the discretion of the Directors. And finally, keep in mind that Table Leaders are expected to assist in set up, breakdown, and clean up, both before and after the Weekend event.

### Cook(s): 2 Needed (1 Cook/1 Assistant)

STL may rotate other Support Team members through the kitchen to assist the cook and their assistant with meal preparation as needed.

### Table Servers: 7 Needed

This group represents the bulk of the Support Team. They will be expected to fulfill multiple roles, as directed by the STL, to include:

- Set up, breakdown, clean up throughout the Weekend event.
- Assist the Cook in meal preparations (may be rotated through the kitchen as delegated by the STL).
- Serve their **designated Table**; each of these members **will be assigned a specific Table** to care for throughout the entire Weekend event.
- Assist the Love Power Coordinator when needed, as directed by the STL.
- Distribute Weekend gifts as directed.

## Love Power Coordinator: 1 Primary Leader

Ideally, you want to find a couple who really have a heart for Love Power and are willing and able to work together; this is an enormous task and must be accomplished with excellence. Much like the Admin position, this person(s) must be well organized and very task-oriented. In addition, they should have strong leadership qualities as they will be responsible for building a team of people to assist them. Furthermore, they should also be spiritually mature, as they will be fielding phone calls from all the participant's family members, friends and loved ones.

### **With regard to filling this position, you have two options:**

**Option 1:** utilize one of the members (Table Servers) already on the Team. The bulk of the work, including phone calls, emails, and letter collection should be completed before the Weekend event. Additionally, if it is a Men's Weekend, the primary callers should be women; likewise, if it is a Women's Weekend, the primary callers will be men. With that said, the designated Love Power Coordinator should be able to rely on the remainder of their assembled Team to complete the task of gathering letters and making any last-minute phone calls. They can easily remain in contact with their off-site Team and be provided time, within the normal Weekend schedule, to prepare for the Love Power segment of the Weekend.

**Option 2:** utilize someone who does not have the time to attend Team meetings; however, they have a heart for Love Power. Obviously, this person(s) will be required to fulfill all their responsibilities, as outlined in the Love Power manual. In addition, they are required to attend the All-Team meetings (meetings 1, 4, and 10). They are welcome to attend the Weekend.

## Photographer(s): 1 Needed – possibly 2

The Photographer must have photography skills and should be adept at creating a slideshow, for viewing during the Sunday morning Family Reunion. May have 1 assistant. Their commitment includes set-up on Thursday through Sunday AM pack-up of the Weekend event. In addition, they **only** attend the All-Team meetings (meetings 1, 4, and 10).

## Materials—Leadership Handbooks

If you are reading this, you should have received it via email from the Weekend Coordinators. It is their responsibility to ensure you have the most current version of this manual. They will also provide you a Weekend Notebook that contains the Support Team Schedule, Trailer Inventory and pack up instructions, as well as set up diagrams for all the Weekend events. We frequently update our materials when/if needed, so **DO NOT** use an older manual! This may create some confusion, especially if there have been changes made to the Weekend Schedule.

You will also be responsible for ensuring the Love Power Coordinator and Photographer have received **and read** their respective Handbooks; it is paramount that they also have the most recent revisions.

## Support Team Leader's Focus List

The Home Office has created a "Focus List" for each of our leadership positions to use throughout the Teaming process. Simply put, this is a "To-Do" list. We use a program called Asana to create these lists; Asana is an online project management software.

These Focus Lists are designed to streamline tasks and provide automatic email reminders, as well as other tools to make everyone's jobs easier. There are also "checks and balances" built in to each list to ensure all tasks are completed in a timely manner. In addition, any document or video associated with a task is accessible via the task itself; it's "embedded in the software" and is only "a click" away - no other program to open! Everything is right there at your fingertips. It will also be a huge benefit to the DW Home Office for leadership document management.

You will receive an email "invitation" from the Home Office, which will give you access to this Focus List. From there forward, it's simply a matter of checking your list every week as you're preparing for your weekly meeting; completing the assigned task(s) for that week and moving forward in your preparations. Gone are the days of doing everything from memory (especially for our "seasoned veterans"). These Focus Lists will ensure that our leadership remain on the same page and nothing, with respect to Weekend preparations, is forgotten.

## Meetings

### Preparation

#### Environment Matters

Your meeting location is very important. Ideally, you should plan your location(s) ahead of time. **We prefer** that you find a home to conduct your meetings. A Sunday school class room or fellowship hall simply does not compare to the comfort of a home. A home provides an atmosphere that is much more relaxed, making it **conducive to intimacy and sharing**.

If you're unable to secure a home for your meetings during pre-teaming preparations, then feel free to ask your Support Team members, at your first meeting, if any of them could open their home for that purpose.

### Host Home Criteria

#### A Host Home should meet the following criteria:

- A room that can comfortably hold 12 people for team meetings
- Privacy from the family that lives there
- Centrally located
- Access to a TV-Screen for displaying videos and PowerPoint presentations as needed

### Home Not Available for Meeting?

#### If a host home is not a possibility, use the following to find the right location:

- A room that can handle 12 people for team meetings
- Privacy from other activities that might be taking place in the building
- Centrally located
- Access to a TV-Screen for displaying videos and Power Point presentations as needed

#### Preparation is Crucial

Prepare ahead of time for each meeting. Make sure you are familiar with your selected materials and videos are ready, etc. Everything should be prepared in advance, before your Team arrives. Just like on the Weekend, when the participants walk into the meeting room and see the organization, the decorations, and all the "tables set"; this puts them at ease and stands as a reminder that you're ready to get down to business!

## Making the Most of Your Team Meetings

### Start Your Meetings on Time... and Stick to the Schedule!

We must remain keenly aware of the amount of time required to conduct our meetings, while also remaining open to the leading of the Holy Spirit. It's paramount that we keep the Team focused on the given task and limit any "rabbit trails." A team respects leadership that is authoritative and prepared. It gives them confidence in you and an assurance that you're honoring their time by operating in a timely and efficient manner. It also makes it much easier to open up to someone who is attentive to them and focused on their needs, instead of fumbling through notes and paperwork during the meeting. Remember, God is a God of order and He will bless your efforts.

With everything there is a balance, especially when it comes to time. It's important that you manage your time wisely and accomplish your given tasks in an efficient manner, within the timeframe the team commits to. There may be weeks when the meetings run late, but that should be the exception and not the rule.

With regard to your Support Team, "marathon" meetings are simply **NOT** necessary! The Table Leader meetings go into much more depth and they have much more material to cover. If your Team members want to "hang out" and fellowship afterward, that's certainly acceptable, but that's their decision. With that said, Support Team meetings, including time for a meal and fellowship, should be **no more than three hours** in length! Your meeting format should look like this:

#### General Meeting Format

- Food and Fellowship (30 minutes)
- Opening remarks and prayer (5 to 10 minutes)
- Administrative Issues (if needed; 10 minutes)
- Praise & Worship and/or Corporate Prayer for Team and Participants (15 to 20 minutes)
- Meeting Curriculum/Video (45 minutes)
- Discussion (45 minutes)
- Wrap up/Closing Prayer (15 minutes)

### Accept Your Responsibility

Don't be afraid to take authority—be bold! Embrace your role as Support Team Leader – you've been chosen for this position for a reason. More importantly, remember your position in Christ and accept the responsibilities that carries! As a Child of the King, you've been called to set the captives free. He has entrusted you with His Power and made His wisdom and discernment available to accomplish this

task. It is your responsibility to help your Team come to that understanding as well.

### Begin Going Deep Immediately

Set the tone at the very first All-Team meeting! Your Team must understand that this process will be a very deep, very real, soul-searching journey, and they need to take advantage of this time! Your leadership will be diving into the depths of their heart, which will require their willingness to be brutally honest about their struggles and challenges. There will be no place for “church faces” and superficial “Sunday school” answers during the teaming process. You are there to challenge them to go deeper at every turn. Just like the Weekend, your time with this Team is limited, so you must take advantage of every moment. So, set this tone early and help them to understand that this is an incredible opportunity to pour out and completely empty themselves, so the Lord can fill them up. **True ministry can only come from the overflow of His Presence in our lives!**

### Establish Urgency

It is important that you consistently remind team members not to waste the opportunity they've been given; they may never have a time like this again. They need to understand that they have been called to the teaming process for a purpose, and part of that purpose may include breaking free from their struggles and bondage. But they must be willing and ready to dig! God will not cross our will but is so willing to meet us when our heart is open to His intervention. As a leader, you must be ready to respond to their brokenness in the meeting. Whenever you encounter such a “divine” moment, forget the schedule, embrace the opportunity, and focus on ministering to the team member(s)!

## Practical Matters

### General Meeting Schedule

For your planning purposes, here is the general meeting schedule; note the “All-Team” meetings in **red**. Typically, these will be held where the Team met for the initial meeting. The Coordinators will inform you if there are any changes to that. Keep in mind, this may be on another day, at another time, than your usual meetings, so plan accordingly. During the weeks when the Table Leaders are sharing their story, it's a great idea to have your Support Team pray for that individual and focus on that specific topic.

#### **Week 1: All-Team Meeting**

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**Week 2:** "Check in" – getting to know your Team; introduce book and/or video series if needed

**Week 3:** Book/Video discussion

**Week 4:** All-Team Meeting – ACTS/Ministry

**Weeks 5:** "God" Story

**Week 6:** "Mentors" Story

**Week 7:** "Integrity" Story

**Week 8:** "Family" Story

**Week 9:** "Brothers/Sisters" Story

**Week 10:** All-Team - Final Preparations

**Weekend Event** (Thursday - Sunday)

**Team Wrap Up**

## Snacks/Break Time

Because of the typical start time for your meetings, your Team may prefer a full meal (pizza, slow cooker meal, simple things etc.), rather than a snack. This is something you should discuss and decide with them during the first meeting. If they do prefer the meal, you should adjust your meeting time accordingly. Thirty minutes earlier is usually sufficient.

## Time Management

It's helpful to position a clock in the meeting room that is easy for you to see, but not obvious to the team, allowing you to be aware of the time throughout the meeting. If a team member is sharing and you check your watch, it can be interpreted to mean they are taking too long and could cause them to shut down. It can also appear that you are in a hurry to finish the meeting. If you are not able to have a clock that is easily seen, then plan a way to check your watch or cell phone (when needed) without being a distraction.

## Cell Phones!

For obvious reasons, we strongly recommend you have your Team "check their cellphones at the door"! You may want to have a basket prepared for them to deposit them into. At the very least, they need to be silenced or turned off entirely, if possible.



## Prayer Team Members

Prayer Team members may begin rotating through each of your meetings. Their role is simply to observe and provide prayer support. They are not there to participate in the discussion times. It is certainly appropriate, if you would like, to ask them to open the meeting in prayer. If, at any point, during the meeting, they feel they have something they need to share, they've been instructed to speak to you privately. If you feel it's pertinent, you may provide them with an opportunity to do so. It should be brief and to the point.

## Meaningful & Productive Discussions

### Facilitating Discussion Times

It is your responsibility to encourage and facilitate **all** discussions. You're the one with the experience and you're the one who's going to ask the "hard" questions; it is your responsibility to ensure that all conversations remain focused, productive and meaningful.

Finally, it is important to keep in mind that the more transparent and vulnerable you become during these conversations, the more willing your team will be to follow. If you seem to have it all together and do not become vulnerable by sharing your own personal struggles, the team may not feel they can share with you. "Masks" are not authorized! In essence, your ability to be vulnerable and transparent gives them permission and frees them to have the courage do the same.

### Don't Overlook Prayer

As with everything in Discovery, start by praying for your team ahead of time! In the days prior to your meeting, ask the Holy Spirit to guide you and lead you into the areas He wants to address. Pray for open hearts and a willingness to dig deep to find the fertile soil. Ask the Lord to fill you with His wisdom and discernment as well...never take this for granted! He is always faithful to lead when we ask Him for direction.

### Remain Attentive

Whether you're enjoying a Team meal, on a scheduled break, or in the middle of your meeting, you should remain watchful. You may be very surprised at what you can learn by simply observing their interactions and casual conversations. Find out as much about your Team members as possible. Be

attentive to what is going on in their lives. Take note of any issues that surface, especially if there seems to be common thread among several Team members.

### Establish the Ground Rules Immediately

Much like facilitating Table conversations during a Weekend, it is important that you establish the “ground rules” up front. Let your Team know that you will be following an agenda and you're prepared to do whatever it takes to keep them focused, even if you must cut them off to get them back on track! You'll be asking some very hard, very pointed questions, and you expect open and honest responses.

So, when addressing the team, keep them on topic and be sure they answer the specific question! Don't allow team members to hide behind their knowledge of scripture either. This is very often a mask. If they are sharing a scripture, ask them how that scripture speaks to them personally.

Be quick to nip “rabbit trails” in the bud! Discussion time is an opportunity for them to share their heart, but not a platform to share their entire story, opinions, perspective, etc. This is a common occurrence, so be ready! Finally, keep them focused on **their** heart...**their** personal issues – not their spouse, friends, workmates, or other family members.

### Listen with Your Ears, Your Eyes, and Your Heart

During discussion times, listen to each response attentively, and always maintain good eye contact. Remain keenly aware of their body language too. Listen closely to conversations among the team members. This can provide some guidance and direction on where you may need to lead them in future discussions. **Listen for what they don't say** as much as what they do say. Consider whether their heart lines up with what their mouth is speaking.

### Don't be Afraid to Push

It may be necessary to encourage team members to push beyond the discomfort of a painful moment. Unfortunately, our tendency is to either stuff the pain or rationalize, “I can deal with this later”; neither of these are healthy options. Where there is pain, there is a need for healing, and we should be quick to remind them that The Lord wants to see them whole!

Keep in mind that encouraging someone to embrace their pain is a foreign concept to most. Care enough to help them push beyond the uncomfortable and embrace their freedom; however, remember

to do so in love.

If after your encouragement you still meet resistance, have the team begin to pray in a quiet, non-distracting manner, and provide the time for the Holy Spirit to minister to the individual. Trust God, and He will show you what to do and give you the words to say. Don't move on until you feel a release from the Lord to do so.

This is what we do on the Weekend... we ask participants to be real and challenge them when they aren't. Remind them that although it might be uncomfortable, the result will be worth it! We know you want the most for the participants on the Weekend as well as your team members. This all starts with the team helping each other to work through difficult places.

### Schedule or Ministry—Which do you choose?

Keeping that in mind, we need to also recognize that the schedule is in God's hands. If the team is really opening up, don't just cut it off and move on. Remember that this process is what prepares them for the Weekend.

Also, if your curriculum discussion leads you into an extended time of ministry, and it's getting late, use wisdom to evaluate the particular circumstances; sense the leading of the Holy Spirit, and respond accordingly.

## Dealing with Challenging Personalities

As you go through the teaming process, you will come across a myriad of personalities, which can create some challenges for you as their leader. Listed below are several personality types you might encounter during teaming and helpful suggestions to deal with these special needs.

### The Monopolizer

This person answers **too** often, talks for **too** long, and keeps the more quiet/introverted team members from participating. Yet, this individual has legitimate needs too, and you don't want to crush them. What should you do? It is important to be kind, but also to act, for you have a responsibility to the **entire** team. If you do nothing, everyone else may suffer, and the cohesion you desire to create in your Team will be greatly hindered.

### Helpful Communication Hints

- Pray, pray, pray! Pray that this person will feel loved and valued. More often than not, these tendencies to dominate the conversation are often a mask designed to hide deep-seated insecurities or pain. They are a cry for real love and affirmation. In short, this individual probably struggles with their identity and needs godly validation.
- You may want to find ways to affirm this person outside of the meetings. Send an encouraging email or try to meet for coffee or lunch.
- If possible, do not sit across from the monopolizer. This increases eye contact which can be interpreted as a prompting for them to share.
- You'll need to **make** opportunities to ask questions, such as: "What does someone else think?"; "Can we hear from someone else who has not shared yet?"
- Take the team member aside privately and say something like, "Some of the team is not sharing and we need to provide them with the opportunity to gather the courage to speak up. This may require us to just sit in silence for a few minutes. I really need your help with this. Those of us who don't struggle with openly sharing need to hold back just a bit. If the "shy" members of the Team do start to speak up, could you also encourage them by nodding or smiling at them?"
- Their attempts at vulnerability and transparency may be shallow at first, but don't accept it. Push them to be real and deep with their responses.

### The Emotionally Needy

This may be more prominent on our women's teams, but don't discount the men! Keep in mind that this team member may be going through a rough week or carrying a heavy, undisclosed burden. It is merciless to ignore their need, yet their needs can change your focus, which may be to the detriment of the remainder of the Team, and their growth through this process.

### Helpful Communication Hints

- Find ways for the team to minister to this individual outside of the meetings. It would be good if they could meet with their prayer partner, which they should be doing anyway. This will provide additional support that is likely needed.
- Make an effort to send a card or email as an encouragement during the week in between team meetings.
- Personal ministry time may be necessary. Allow this individual to share their burden with the group, but after a few minutes, you may direct the team to circle around and pray. You will have to rely on the leading of the Spirit to know whether a quick, simple prayer will suffice or whether more ministry is needed.

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- ❑ If it seems that a prayer of agreement regarding the need might be appropriate, invite three team members to pray out loud for this individual. If you discern deeper ministry is needed, you should lead the prayer instead. The team should pray silently as you address your concern through prayer.
- ❑ Another option would be to pray with the team member at the close of the meeting **if it is something that can wait**. Be careful though, as it is wide to address a wound while the pain is active. Putting the prayer time off, could provide time for the team member to stuff the pain or simply “reason” it away. If you opt to pray later (at the close of the meeting), feel free to release any members unable to stay late.
- ❑ We encourage you to include the team in this process! Don't pray for this individual alone or send them off to another room with a Prayer Team member or the other Coordinator. It is part of the bonding process to support one another.
- ❑ If a team member is experiencing *severe* depression, and you fear that they or their family may be in danger, then **you are obligated** to recommend they seek counseling. You may also have to assess whether the team member is able to follow through with their commitment. If you feel this is the case, please contact your Discovery Director **immediately**. It takes courage, wisdom, and humility to accept help when you are sinking in quicksand, and it also takes courage to point someone in that direction.

## The Poser

This team member will wear one or more very convincing masks. They may hide behind their biblical knowledge, their achievements, titles, family issues, their job, their struggles or sins, their sickness or anything else that will work to cover their true weaknesses, hurts, or feelings. Vulnerability and transparency will be very uncomfortable for this person. However, if you can press in and provide opportunities for the Lord to lift the mask, this team member can really experience a radical transformation and taste a freedom they've never known!

## Helpful Communication Hints

- ❑ Pray for wisdom, discernment and breakthrough!
- ❑ Once it becomes apparent you are dealing with this, begin looking for opportunities to address these tendencies.
- ❑ Call the team member out any time they attempt to “hide” behind their masks. For example: If someone is hiding behind biblical knowledge, ask them to make it personal. How has a particular scripture ministered to them on a personal level. If they are constantly referring to a family situation, remind them that the real issue is the condition of **their heart** in this matter.

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- Take time to talk with the team member away from the meeting. Maybe meet for coffee and continue to ask questions that encourage freedom from the false self and masks.
- Don't give them any room to fall back into the habit of leaning on the comfort of their masks. Be consistent at challenging this habit.
- Their attempts at vulnerability and transparency may be shallow at first, but don't accept it.
- If after 2 weeks you do not see progress, call your Discovery Director for advice pertinent to your situation.

### The Bible Scholar

This team member will be overly confident in their knowledge of scripture. In the beginning, they may focus a great deal on what they have accomplished, or classes that they have taught. They will project an image that they have already been healed...they have no problems...their marriage is perfect, and their parenting is to be admired. Vulnerability and transparency will not be easy and their pride may almost make it impossible.

### Helpful Communication Hints

- Pray for wisdom. Pray for breakthrough.
- As with the previous category, look for opportunities to address this. Ask questions that push personal sharing. When facts about their accomplishments are brought up in conversation, challenge them with questions about their feelings. It is difficult to answer questions about feelings with facts about accomplishments.
- When the team member does share from the heart, respond with positive reinforcement and encouragement.
- Be consistent. Set the tone – we are keenly aware of the truths of scripture – our focus is on your heart and its condition! None of us have arrived and we all remain “works in progress”!
- Unfortunately, you must keep the upper hand with this individual or they may challenge your authority; however, that challenge may come in a very indirect way, which has the potential to create division.

### The Wall Flower

This team member would be completely satisfied to simply sit back and allow every other team member to carry the entire meeting. However, they are often screaming on the inside to be heard and to be valued. They may have a bruised or damaged self-image, and more than likely have not embraced who they are and to Whom they belong!

### Helpful Communication Hints

- Pray for wisdom and breakthrough.
- Be aware. It is often easy to miss the wall flower. They are used to blending into the background and will not stand out in the crowd. It is easy for more forceful, outspoken Team members to overshadow them.
- From the very beginning, it's paramount that you draw them into the conversations. Ask them questions directly and don't allow them to get away with a one-word or shallow answer.
- Remind them that we all have something to say, and what they have to say needs to be heard by all...it has worth and is important!
- When this individual does share from the heart, respond with positive reinforcement and encouragement.
- Contact the team member by phone or meet for coffee to encourage them to step out of the confines of the box they've placed themselves in. They may feel safe there, but ultimately, they are locked up in bondage.
- Protect this team member from the stronger, more dominant members who unknowingly keep this individual from speaking out.

### Members Resistant to Follow Your Instructions or DW Policies

A team member that continually pushes the limits and 'bucks the system' needs to be addressed, **sooner than later**. This overall attitude undermines your authority in the eyes of other team members and becomes divisive. You need to address this team member directly and in love.

At first, you might want to challenge them to trust this well-established process; it's literally been working for decades! Remind them that it isn't always easy, but it will be worth it. If you still meet resistance, you may need to talk with them again to ask if they've been offended in some way. Be honest in sharing your observations about their resistant behavior and attitude and invite them to be part of the solution. Ask if there is something you can do help them. Ultimately, they may need to be released from the Team if they refuse to follow through with their commitments, which includes being submitted to the leadership.

### Religion vs. Relationship in the Life of Team Members

Obviously, one of the prerequisites for being a part of a Discovery Weekend team is striving for an intimate relationship with the Lord. This should have been clearly addressed during the initial Team Selection process and vetting. However, we also understand that on occasion, during the teaming process, questions arise about the depth or the reality of a team member's salvation. This is an

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uncomfortable situation, but one that has to be dealt with delicately.

We have a video resource titled, Abide, which is an awesome tool to address this subject. Contact your DW Director to obtain access to this resource.

### **Additional Considerations:**

- Allow some time for this to develop; hopefully, as you disciple them, you will see some significant changes.
- If need be, you may want to arrange to meet with the team member privately, in a setting that feels safe, so that the individual may be freer to share from their heart.
- A good question to start with might be: "Have you placed your trust in Christ or are you still on the way?" If the response is "Yes", ask how it happened. If still on the way, ask to explain what that means. Listen carefully.
- Be ready to share the gospel and explain the difference between religion and relationship.

## The Meeting Curriculum

Unlike the Table Leader meetings, we will not provide you with a specific week-by-week curriculum. Therefore, you will be responsible for laying out your meeting curriculum as dictated by the course of Home Office approved study materials you've chosen. Often times, the book you choose to read and/or the video series you choose to watch will provide the curriculum for you. At the very least, there should be an obvious "natural progression" within the chosen material. Typical studies are usually six to eight weeks in length anyway, which become a perfect fit for your meeting schedule..

### Meetings 9 and 10

With that said, we strongly recommend that you allow for some time to discuss Weekend specific logistics with your Support Team during the Week 9 meeting; you will have an opportunity to address the whole Team during Week 10; however, for the sake of time, there are details and responsibilities that need not be discussed with the whole Team. If this means you must meet a little longer for Meeting 9, so be it.

One of the advantages of using people who are "new" to the Teaming process, is that they don't know what to expect; they aren't familiar with the workload or set up/tear down procedures, etc. This will make them dependent upon your direction and guidance, which in turn, will eliminate confusion. As you know, if someone isn't in charge, things can get chaotic. And when things get chaotic, things get missed, stress levels go up, and emotions get high...let's not go there!



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In contrast, when you have “veterans” on your Team, there is a tendency to do things from memory. Although well-meaning, this **is not** an advantage. It has been our experience that a) the veteran can get ahead of schedule and/or b) will begin “directing” other Team members to accomplish what they think needs to be done next. They will also become a point of contact which the “new” members seek out for further direction.

In all cases, this opens the door for confusion. With the amount of work that needs to be done, it is paramount that there be one voice directing the process, and that voice belongs to you, **The Support Team Leader!**

### Specifics- Meeting 9

Here are some specific points of discussion for your Week 9 meeting:

- Remind them of what personal items they need to bring:
  - Bedding
  - Toiletries
  - Snacks (if assigned)
- Lodging: if you're able, check with the Administrative Assistant to see where your Team will be sleeping. It's a good idea to let them know now, so when they do arrive at the Retreat facility, they can unload their personal items before their work begins.
- Times and locations: clarify what time your Team is expected to meet at the Retreat facility; take note of any members who cannot be there at the specified time. You'll need to know how many members you'll have to work with.

**Note:** ALL Team members are expected to be at the Retreat Facility on Thursday; this is not optional, unless there are some extenuating circumstances! This was part of their initial Teaming commitment.
- Trailer delivery: who's picking it up and what time can they get it to the facility?
- Shopping:
  - Who's doing the grocery shopping?
  - Do they have the DW credit card (including the PIN#) and/or check?
  - Do they need help?
  - Do they have an appropriate vehicle to haul the groceries?
  - **MUST** keep **ALL** receipts and turn them into the Administrative Assistant
- Weekend Gifts:

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- T-shirts: who's responsible for picking them up (if necessary)?
  - When?
  - Where?
  - Do they need to be paid for? If so, do they have a Discovery check? Typically, the Home Office receives an invoice and handles the payment with our vendors.
  - Acquire a copy of the invoice and turn it into the Administrative Assistant.
- Cedar Blocks (men only): have they been cut? Who's bringing them?
- Plaques (men only): who's responsible for picking them up (if necessary)?
  - When?
  - Where?
  - Do they need to be paid for? If so, do they have a Discovery check? Typically, the Home Office receives an invoice and handles the payment with our vendors.
  - Acquire a copy of the invoice and turn it into the Administrative Assistant.
- Are there any additional items you need your Team to bring?
  - Camp chairs
  - Umbrellas
  - Snacks
  - Decorations for the Meeting Room or Participant's Sleeping Quarters (**ONLY** if you have asked for them!)
- Emphasize that **YOU** are their single point of contact throughout the Weekend, **NOT** the Coordinators; you are **the only one** who will be delegating their assigned tasks! They aren't to do anything unless you tell them otherwise.
- Once everyone has arrived at the Retreat Center (all those available), the first thing you'll do is gather and pray! This is how the Weekend should start!
- Using the Support Team Weekend Schedule, you will begin delegating their tasks. Typically, this is done in two-man teams.
  - These tasks are accomplished in a **very specific order**, which eliminates clutter and confusion, so it's paramount they are accomplished accordingly.
  - As soon as they've completed their assigned tasks, they are to immediately report back to you for their next assignment.
  - Doing things in this fashion ensures that everything is completed in a timely and effective manner.

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- Share a brief overview of the entire Weekend Schedule (provided in your STL Weekend Notebook). There's no need to go into a lot of detail or times: a) they won't remember everything; and b) it can be overwhelming! Just assure and encourage them that you'll be leading them, every step of the way.
  
- Assign Table Servers:
  - You should contact the Administrative Assistant beforehand to determine each Table Leader's assigned table number.
  - Each Table/Table Leader should have a specific Support Team member assigned to them.
  - This really helps with cleaning and resupplying the Tables during break times, **but more importantly**, it helps to facilitate bonding between the Table Leaders and Support Team; your Support Team members will feel more "included" in the Weekend process!
  
- Go over Table Server responsibilities:
  - **IMPORTANT!** They are there to "serve" the Table but should **NEVER** become a distraction to the participants or the Weekend process.
  - Their interactions with the participants, while at the Table, should be limited. In other words, they should not be engaging the participants in conversation.
  - Friday evening, while participants are getting settled at their Table, it's ok to get them drinks and/or some additional snacks; however, **once the curtain closes**, and the evening begins, Support Team members (Table Servers) should refrain from entering the Meeting area for any reason, unless otherwise directed by you.
  - **This should remain the procedure throughout the remainder of the Weekend:** whenever there's an assigned break, and the curtain is open, Table Servers should enter the Meeting area to resupply tables and eliminate garbage as needed.
    - Note:** There must be Support Team members attending the drink table during breaks, so, if you are using one of the assigned Table Servers for that purpose, ensure that someone else takes care of their assigned Table.
  - Table Servers **will not**, for any reason, enter the Meeting area while a story is being presented or post-story Table discussions are taking place.
  - Table Servers are **strongly encouraged** to pray for their assigned Table Leader and participants **by name**, throughout the Weekend!

### Specifics- Meeting 10

The Weekend Coordinators will be conducting this meeting. However, you should be afforded the opportunity to speak to the entire Team. When directed, here are some specific points of discussion:

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- Remind them of what personal items they need to bring:
  - Bedding
  - Toiletries
  - Snacks (if assigned)
- Lodging: ensure everyone knows where they will be sleeping, if the Administrative Assistant hasn't already done so. Instruct all Team members to unload their personal items, upon their arrival at the Retreat facility, before their work begins.
- Times and locations: clarify what time your Team is expected to meet at the Retreat facility; take note of any members who cannot be there at the specified time. You'll need to know how many members you'll have to work with.

**Note:** ALL Team members are expected to be at the Retreat Facility on Thursday; this is not optional, unless there are some extenuating circumstances! This was part of their initial Teaming commitment.

- Are there any additional items you need your Team to bring?
  - Camp chairs
  - Umbrellas
  - Snacks
  - Decorations for the Meeting Room or Participant's Sleeping Quarters (**ONLY** if you have asked for them!)
- Emphasize that during set up and break down, **YOU** are their single point of contact, not the Coordinators. They have other responsibilities and should not be distracted. You are **the only one** who will be delegating their assigned tasks! They aren't to do anything unless you tell them otherwise.
- Once everyone has arrived at the Retreat Center (all those available), the first thing you'll do is gather and pray! This is how the Weekend should start!
- Using the Support Team Weekend Schedule, you will begin delegating their tasks. Typically, this is done in two-man teams.
  - These tasks are accomplished in a **very specific order**, which eliminates clutter and confusion, so it's paramount they are accomplished accordingly.
  - As soon as they've completed their assigned tasks, they are to immediately report back to you for their next assignment.

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- Doing things in this fashion ensures that everything is completed in a timely and effective manner.

### The Discovery Trailer – Inventory Procedures

It is your responsibility to inventory the trailer to ensure all needed Weekend supplies and equipment are available. This includes cleaning the trailer as needed, as well as ensuring that all supplies and equipment are in their proper location (on the trailer) and properly secured for travel.

In the ideal scenario, the previous STL should have completed a Post-Weekend inventory and provided that inventory to the Home Office. If done correctly, you will not need to conduct a Pre-Weekend inventory; so, your first step is to contact the Home Office for the most recent list. We will inform you if a new inventory is required.

In your Support Team Leader's Weekend Notebook, you will find the following:

- **Trailer Inventory – By Venue:** this is incredibly helpful for unloading the supplies and equipment as you prepare for the Weekend setup. Use this to direct your Team in staging the bins/equipment into the appropriate areas (Meeting Room, Kitchen, Dining Room, Prayer Room, etc.).

**Note:** if you will not be using the Trailer to haul the Participant's luggage, feel free to keep the supplies on the trailer until needed to reduce clutter and confusion. As an example, Love Power and Upper Room supplies can remain in the trailer until needed.

- **Trailer Inventory – Alphabetical Listing:** this is a handy reference for you to use throughout the Weekend event. This allows you to quickly and easily locate any item on the trailer, whenever needed.
- **Trailer Loading Procedures:** The trailer **MUST** remain well organized: **everything has a specific place!** This is the only way we can maintain an accurate inventory, as well as facilitate an efficient set up and breakdown. These loading procedures are a step-by-step, pictorial guide to quickly and efficiently load the trailer in a timely manner. If done properly, Saturday evening pack up can be completed in hour to an hour and a half at most! So, **USE** these as directed!

**Note:** the importance of you directing/managing Saturday night pack up can not be overstated. The inherent issue is the mental state of the Team as a whole; **everyone** is simultaneously excited and **exhausted** by this juncture. Often, the unspoken mindset becomes, "let's just get this done, so we can go to bed!" When that happens, things get misplaced, damaged and often

placed on the trailer wherever a spot is available. Ultimately, this will cost you additional time and energy unloading, so you can properly reload and inventory.

### Post-Weekend Inventory

As previously stated, it will be your responsibility to conduct a Post-Weekend inventory. We highly recommend that you find a volunteer or two to assist you in this process. Your responsibilities during this inventory include:

- Contact the Home Office to obtain access to the Master Trailer Inventory Spreadsheet. This is an MS Excel document that the Home Office maintains and will share with you. For inventory purposes, you will be able to print the Inventory Sheets to use during the physical inventory.
- With the inventory sheets in hand, update the entire trailer inventory to ensure we maintain accurate supply numbers; this will be a huge benefit for the upcoming Team!
- While inventorying, please make note of any missing and/or damaged items.
- Ensure that **ALL** the bed sheets have been cleaned and are properly stored. An accurate number count of the sheets is **VERY IMPORTANT!**
- Ensure that **ALL** table cloths have been cleaned and are properly stored. Again, an accurate number count of both Round and Rectangular Table Cloths is **VERY IMPORTANT!**
- Clean up the trailer (sweep floor and wipe down where needed).
- Once complete, transfer the information you annotated on the Inventory Sheets to the online Master Spreadsheet the Home Office provided you access to.
- Email the Home Office to ensure we are aware that your inventory has been completed.

