

SMCC Best Practices

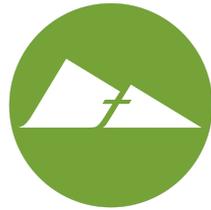


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Introduction

At SMCC, we value environments and excellence. This value stems from a desire to have guests engage with hopeful and helpful content in all of our environments across Utah.

Along those same lines, we do not control people, but rather, we control environments. One of the ways that we best control environments is by having best practices.

In this document, each department or ministry is outlined with its own set of best practices that relates to each environment. In order to have a thriving, growing, and vibrant ministry, we believe these best practices should be followed at all of our campuses at SMCC.

SMCC Administration Best Practices

SMCC Administration exists to support the efforts of the pastors, ministries, and attendees of SMCC toward the overall mission of helping as many people as possible become fully devoted, fully delighted followers of Jesus Christ.

Values

- Thorough and accurate communication, both written and verbal
- Accuracy in print, both on the web and in all hard copies we provide
- Providing an excellent product.
- Sensitivity to others in all conversations, graphic design, and publications, never assuming the audience's background (faith)
- Compliance to processes and willing to change, improve, revise these processes as ministries grow and change

Expectations

- All product that leaves the office will be done in a professional manner with the primary focus being to ensure it promotes the SMCC Mission Statement and provides all information necessary
- Communication with visitors, callers, and other staff ministry leaders will be professional, consistent and caring.
- We are all "we." We are a team. There is no "us vs them" mentality.
- We over communicate to ensure we are providing the best product possible.
- Depending on need, be prepared to engage on Sunday mornings with those who attend. Be knowledgeable about events coming up so as to be able to share accurate information with those who have questions.

PCO Planning Event Forms

- We expect to receive the PCO Resources Requests 6 weeks prior to the start of promotion.
- Events will reflect the interests and needs of the target audience instead of a one-size-fits-all approach.
- We expect that PCO will adequately describe all the event details. Some good questions to ask while completing the PCO Resource Request:

- Does the title immediately tell what the event is and who is invited? Ex. “Women’s Bible Study”
 - Is this event for guests? Does the verbiage make sense to a guest?
 - Who/What/When/Where?
 - Cost? Bring anything special?
 - Is childcare needed? Calendar conflicts? Etc.
- If you have a question on how to fill out the PCO Resource Request, ask for assistance. Incomplete/inadequate information may result in less promotion than originally requested or none at all. CST will always do its best to work with you.

Rentals, Weddings, and Funerals

- Please refer to the Google Drive Folder for access to information regarding rental fees of SMCC properties. This includes utilizing the space for weddings, funerals, and for-profit rentals outside of SMCC Programming.
- At SMCC, we want to make our space available if possible. The Administrator will partner with the Campus Pastor to help coordinate schedules, handle contracts, and create the best environment for those using the space. This may also include coordinating with outside vendors.

Other Admin Responsibilities

- Each campus may have different schedules and flows of the work week. The Admin should make sure to coordinate with their supervisor as to when various tasks are done. These tasks may include, but are not limited to, organizing connect cards to the proper workflow, sending out communication, Sunday prep for campus, collecting offerings, cleaning up hospitality areas, etc.
- Any purchasing or restocking of ministry areas may come through the admin. Be in communication with the Campus Pastor and other staff in order to provide any materials needed.
- The admin is the gatekeeper of each campus' schedule. Be sure to coordinate with ministry leads to ensure they are also taking a peek at the calendar so no event is double booked.

Assimilation Best Practices

(work in progress)

Guest Services Best Practices

Guest Services exist to create an environment that is enjoyable for the guest, to take away confusion, provide help when needed, and to properly give a warm greeting to our guests.

Environments

- Parking Lot
 - Team Members will wear safety vests while serving in the parking lot.
 - Team Members will be on post a minimum of 15 minutes prior to service.
 - Team Members will maximize the flow of traffic to the best of their ability.
 - The need for a parking lot team will be at the discretion of the campus Pastor.
- Entry Doors
 - Every guest should be greeted with a smile and/or handshake and given priority over all other conversations.
 - Team Members should intentionally look for the first-time guest and anticipate their needs. Ex: Do they have kids that need to be checked in? Do they need wheelchair accessible seating?
 - When needed, Team Members will walk guests to the area or ministry leader they are inquiring of, never “point” in the direction or assume the guest knows where to go.
- Welcome Counter/Booth
 - Every guest will be greeted with a smile and be given priority over other conversations.
 - All Welcome areas will be clean and clutter free.
 - Team Members should be aware of upcoming events and weekly events in order to share that information with guests.
 - Team Members should have quick access to staff and ministry leaders' contact information to direct the guest to the best resource.
- Coffee Station
 - All coffee stations should be clean and clear of clutter/trash.
 - All coffee stations should be regularly sanitized by Team Members.

- All coffee stations will be stocked and maintained by Ministry Leaders.
- All coffee stations should be ready to serve coffee and/or other beverages/food no less than 30 minutes prior to service.
- Auditorium Doors
 - Team Members will be on post a minimum of 15 minutes prior to service.
- Ushers
 - Will be on post a minimum of 15 minutes prior to service starting.
 - Team Members will maximize the occupancy of the auditorium.
 - Team Members will assist guests in finding a seat.

Dress Code

- All Team Members are to wear Guest Services shirt and/or name badge to ensure visibility to all guests and first responders.
- All Team Members should dress appropriately and in a way that does not bring attention in a distracting way.
 - No short shorts/skirts, see-through clothing, dirty clothing, or overly tattered clothes while serving.
 - Avoid strong smells while serving.

Equipping The Team

- Scheduling Team Members
 - Team Leader will schedule volunteers through PCO Services a minimum of 1 week prior to the date scheduled.
- Training
 - Team Members will be provided with training/shadowing opportunities before being placed on the schedule.
 - Ministry Leaders will determine the frequency of training based on the needs of their campus.
- Team Huddles
 - Team Leaders will lead a huddle for scheduled Team Members each Sunday prior to service.
 - Team Leaders will show appreciation to their team in a way that is consistent to the unique culture and budget of their campus.

Hosting Best Practices

The job of the host is to help create a **welcoming** environment from the stage that **invites** people into SMCC while being the key catalyst that moves someone from watching as a first time guest into our assimilation process. The goal of the host is to advance a person into the next step of our assimilation process. These best practices will do just that.

There are 3 opportunities for hosting in our 65 minutes service.

1. **Prior to the service.** This *optional* moment can orient people towards our service and what they can expect in the next 65 minutes.
2. **The Main Host.** This required moment happens in the first 10 minutes of the service.
3. **The Dismissal.** This required moment encourages a next step as people walk out of the service.

The Main Host:

- Will happen each week and all host content should be scripted prior to Sunday.
- All content should be practiced on stage. No microphone mistakes.
- Use ambient music behind the host in a distraction free way.
- Host should first welcome and introduce themselves.
- Next the host will communicate that we are one church in 5 locations, name each location.
- Content always connects people to our first time guest pathway. QR code, connect card, etc.
- Content always includes our mission statement or one of our values.
- Content connects a value to every event being communicated.
- Content always shares the **why** before the **what**.
- Make it personal. A host should share something personal that draws people in.
- Slides/photos/video should match information being presented.
- Any event announced must include the purpose behind the event. Please promote events in a funnel format. Events for most people get priority. See communication guide.
- Address any cultural moment. (holiday, sports, tragedy, etc.)
- Transition with intention back into the next service element. Use a verse, lyric, story, etc.
- Utilize different people in this process for variety and engagement.
- Utilize two hosts for added engagement.
- Every service includes a thank you and invitation to financial generosity.
- At each service, the Campus Pastor should either do the hosting or dismissal. People want to know who the pastor is and who they can connect with.

The Dismissal:

- Connect comments to previous content.
- Remind of the assimilation process. Connection card, info booth, etc.
- Invite people to take their next step and back the following Sunday.
- This moment can be led by a worship pastor, campus pastor, or another host.

Small Group Best Practices

Purpose of Groups

- Encourage small segments of people to take next steps together towards becoming Fully Devoted and Fully Delighted followers of Jesus Christ

SMCC Groups

- Develop Full Devotion and Full Delight through a **lecture/lab** model
- Cultivate **Christ-Centered Community** for every person

Group Leadership

- Leaders are **Fully Engaged**
- Leaders have been properly on-boarded by the pastoral staff in charge of small groups
- Leaders help people take their next steps toward becoming **Fully Devoted and Fully Delighted**
- Leaders communicate **regularly** with members
- Leaders act as facilitator, trainer, and shepherd for their groups
- Leaders are able to help people **engage** others meaningfully
- Leaders model **authenticity**

Group Experience

- Group leader defines expectations of members using the blue card
- Groups utilize fun
- Groups have at least one fun experience outside of normal group rhythm
- The ideal size of a group is 8-12 people. Groups should not exceed 14 people
- Conversation should be about 60 minutes, but not exceeding 90 minutes
- When possible, children should meet separately from adults
- Group environment should be comfortable, non-distracting, and accessible

Training and Support

- All Group leaders are given coaching by either lay-leaders or pastoral staff

- New group leaders attend a **group leader orientation** before their group launches
- All leaders are required engage in training annually
- Leaders **over communicate to members, coaches, and pastoral staff**

Group Coaching

- Group coaches have significant experience leading groups
- Coaches may be volunteer or staff
- Coaches are to be encouragers and consistently available
- Coaches connect with their leaders and pastoral staff monthly
- Group Coaches are there to help **model** best practices for leaders

SMCC Kids Best Practices

SMCC KIDS Ministry exists to connect kids to Christ and partner with parents so that together, we can help them grow to be Fully Devoted, Fully Delighted followers of Jesus Christ.

SMCC KIDS Environments

- a. **Kids Desire a Safe Place to Belong:** All children (birth-5th grade) are checked in/out of our ministry environments using PCO check in system and utilizing the child/parent badges. Kid's areas are secured/closed to guests 15 minutes after service begins. Parent badge is required for entry into secure areas and to pick up a child. If a badge is lost, a replacement must be picked up from Kids Guest Services.
- b. **First Time Guests:** Each campus has a designated "First Time Guest" area staffed with welcoming volunteers. Families receive a welcome gift that includes information about the campus and ministries. Families are escorted to the age-appropriate class and introduced to the leaders.
 - Kids are expected to go to their age-appropriate class. For a child that is needing to be with a sibling, the older sibling may temporarily go into the younger class. The younger child may not go into the older age group.
- c. **Rooms are Clean, Clutter Free and Child Friendly:** We expect to have guests and every environment should reflect that. Clean, kid friendly, age-appropriate items should be available in all spaces. Rooms should be decorated with kids in mind and themed for each month's lesson and holidays.
- d. **Kids Learn Best When They are Having Fun:** We make fun, engaging, irresistible environments a priority. When kids arrive, music should be playing, engaging activities set out and volunteers are present and ready to interact with kids. Elementary environments should include a large group and small group format to foster personal relationships.
- e. **Curriculum:** As we are one church with many locations, each campus will use the approved curriculum and stay on the current week for Sunday mornings. Midweek curriculum should be consistent with the Statement of Faith at SMCC and reflect the needs/resources of each campus.
- f. **Clean, Cheerful Branding:** Each campus will conform to SMCC KIDS logos, colors and style reflected in the "SMCC KIDS Style Guide" in kid's classrooms, hallways, printed and digital materials. Following the Style Guide will allow us to have the feel of "one church" while giving personality to each campus.
 - The use of kid's specific social media will be at the discretion of each campus.

- SMCC KIDS social media accounts are the property of SMCC and password/login information should be saved in the campus office for access by the staff.

Safety/Security Policies

- a. All individuals desiring to serve in SMCC KIDS must complete a volunteer application, interview with ministry leader and those over 18, must pass a criminal background check.
 - Anyone who attends SMCC may serve in SMCC KIDS. For anyone to lead in SMCC KIDS, there must be a professed faith in Jesus Christ that is demonstrated by Christian growth and modeled by spiritual leadership and a lifestyle that is consistent with biblical teaching.
 - Team members are expected to support the mission, vision and values of SMCC.
 - Student volunteers require guardian approval and must be 6th grade or older before serving on a team. Student volunteers must be 9th grade or older to serve with babies.
- b. Name tags and ministry shirts (or vests) are worn by all team members while serving in SMCC KIDS. This identifies background checked team members to kids and parents, other ministry staff and first responders.
- c. Any non-team member visiting or touring secure kids' environments 15 minutes after service starts, must wear a "VISITOR" name tag. Anyone without a name tag will be asked to leave the space.
- d. No adult is to ever be alone with a child. Ministry setting will be staffed by a minimum of two team members at all times (one of which must be over age 18). If the ministry setting is one large space subdivided into smaller classrooms, it is permissible to have one adult team member in the class, so long as the class is visible to other team members.
- e. Physical contact with kids should be minimal and only in the presence of other team members. Holding babies and young children is permissible in the presence of other team members in order to sooth and help calm little ones.
Under no circumstance should a team member ever spank, threaten, or belittle or yell at a child.

- f. Utah state childcare ratios should be reflected in all classrooms in order to provide the safest environments for kids and team members. Refer to the “Class Ratios” document.
- g. All classrooms should have access to basic first aid needs (bandages, ect.) and/or ways to communicate with the safety team and/or first responders.
- h. Utah requires mandatory reporting of suspected child abuse or neglect. Refer to “Suspected Child Abuse” document for details.

Equipping Team Members

- a. SMCC values time sensitive communication.
 - Team members should receive PCO Services scheduling email and lesson plans a minimum of 1 week prior to serving. Ministry leader will prepare and provide all necessary supplies/materials needed for team members to execute the lesson.
 - Ministry leaders should respond to all emails, text messages, etc. within 24 hours or less.
 - Team members should be provided ways to stay connected to the team. (Ex: contact lists, social media groups, group apps, etc.)
- b. All team members will receive a campus specific “volunteer handbook” that details the Best Practices of SMCC KIDS.
- c. All team members will receive 1 SMCC KIDS team shirt and name badge.
- d. All team members will receive orientation and continued training throughout the year.
 - Training must include campus specific fire/evacuation procedures, lock down/shelter in place procedures and first aid procedures.
- d. Ministry leaders will regularly show appreciation for the team in a variety of campus appropriate ways.

Special Events

- a. Special events (such as camps, VBS, fall fest, egg hunts, etc.) will be based on the needs and resources of each individual campus.
- b. Ministry leaders will work with the Campus Pastor and other staff members to manage events.

Partnering with Parents

- a. SMCC KIDS values the child/caregiver relationship and acknowledges that what happens in the home has a greater impact than what happens at church.
 - Details of what kids learned is given to caregivers each week (Ex: Parent Cue handouts, emails, newsletters, etc.)
 - Caregivers are given opportunities to serve in SMCC KIDS and encouraged to take their “Next Steps”
- b. Parent / Child Dedications will be scheduled at least once per year based on the needs of the campus. Parent interviews will be done by the campus pastor or children’s pastor/director based on the needs of the campus.

Next Steps for Kids

- a. **Baptism:** SMCC provides opportunities for kids to participate in believer’s baptism after the following requirements:
 - Interview with campus pastor and/or children’s pastor/director
 - Child can independently articulate why he/she wants to be baptized and the symbolism behind baptism by immersion.
 - Child can independently articulate salvation by grace.
- b. **Serving:** While the minimum age to serve in SMCC KIDS is 6th grade, kids can serve within their ministry by greeting their peers at the classroom door, helping run tech in their environment, passing out snacks/supplies, etc. Exceptions may be made for 4th/5th grade students serving with their parent/guardian upon Ministry Leader approval.

SMCC Students Best Practices

Vision

SMCC Student Ministries exists to help as many students as possible take their next step towards becoming fully devoted and fully delighted followers of Jesus Christ.

Philosophy

We seek to create an age appropriate environment where students can:

- Identify with and get connected to peers
- Have a relationship with adult leaders
- Expect to have a fun time
- Eagerly invite their friends
- Be seen, heard, and encouraged
- Take their next step towards FDFD
- Hear hopeful and helpful teaching

Best Practices for Environments

Teaching Environment

- Programming is intentionally planned before events, arranged before leaders arrive, and is aligned with the SMCC Way and Best Practices.
- **Welcome materials for guests at a check in booth:** Every guest will be met by peers and adult leaders and provided with guest material to say “thank you” and show them how to get plugged in.
- The physical environment is age appropriate, fun, clean, and says we expect people who have never been here before to show up.
- Leaders are prepared for the flow of the night in a leader meeting and know their roles to help with night's success.
- **Seminar style teaching (approx. 15-25 min):** Teachers use a sermon feel for the delivery of their content, connecting students in a relatable way to a biblical worldview. Each message should have a focus on either identity, authority, or activity. The main goal of teaching is to set the stage for a great small group.
- **Expect respect:** While there will be lots of high energy moments, programming will always be under control. At no time will we allow students to be disrespectful and a distraction to the group.
- **Take fun seriously (60:40 fun to serious ratio):** We want teaching environments to be an enjoyable experience for everyone.

- **Parents are partners:** Our goal is not to replace the spiritual discipleship of parents, but to enhance and partner with parents.
- Refer to SMCC Communicators Best Practices for specifics as a speaker/teacher

Small Groups

- **Welcome materials for guests:** Every guest will be met by peers and adult leaders and provided with guest material to say “thank you” and show them how to get plugged in.
- PCO check-in stations are ready.
- The physical environment is age appropriate, fun, clean, and says we expect people who have never been here before to show up.
- Leaders are prepared for the flow of the night in a leader meeting and know their roles to help with night's success.
- The purpose of small groups is to develop meaningful relationships between peers and leaders. Students will experience being seen, heard, and encouraged towards taking their next step.
- **The ministry goal for groups is to build towards having gender and age specific groups led by 1 or more trained small group leaders.**
- **Group content is centered around the content taught in the teaching environment.**
- **HSM groups should not last longer than 60min.**
- **MSM groups should not be less than 15min.**

Events/Parties

- Programming is intentionally planned and prepared before, arranged before leaders arrive, and is inline with the SMCC Way and Best Practices.
- **Welcome materials for guests:** Every guest will be met by peers and adult leaders and provided with guest material to say “thank you” and show them how to get plugged in.
- The physical environment is age appropriate, fun, clean, and says we expect people who have never been here before to show up.
- Leaders are prepared for the flow of the night in a leader meeting and know their roles to help with night's success.
- Any teaching or small groups should follow the above best practices

- The goal of an event or party is to provide an essay invite for students to invite their friends.
- Events are highly relational and activity driven meant to be an easy invite for students to invite friends to.
- They do not have to include teaching or small groups.

Joining the Team

A good Small Group Leader is:

- Growing in FDFD
- Growing as a Next Step Coach.
- Growing as a Connector & Networker.
- Growing more emotionally intelligent.
- Growing as a Model of Authenticity.
- Passed a background check.
- Can in good conscience sign the leadership agreement.
- A regular attender of a sunday worship service.
- Creates a small group environment students love to attend.
- Interacting regularly with the Student Ministry Pastor and other Small Group Leaders
- Being trained through the “Lead Small Material”
- In regular attendance for Small Group Leader training.

Security and Safety

- All individuals desiring to serve in SMCC Students Ministries must complete and submit in advance, a Volunteer Application and schedule an interview with a Student Ministry staff member from that area. Background checks for all persons over 18 years of age are required.
- Name tags are worn by all volunteer/team members while serving. This identifies you as a leader to parents and other ministry staff.
- Physical contact with children should be minimal and only in the presence of other adults. Appropriate touching should be limited to handshakes, ‘high fives’, brief hugs ect.

Discipline

The purpose of discipline is to create a great environment for everyone. While punishment looks back, discipline addresses the future. "Discipline" is instruction that molds, shapes, corrects, and inspires appropriate behavior; punishment is the infliction of suffering, pain, injury, or loss. Discipline provides the opportunity to redirect students. **Under no circumstances should a leader ever spank, belittle, mock or yell at a child.**

5 Essentials

1. **Pursue excellence in all things:** We commit to give our very best in all phases of preparation and performance.
2. **Don't draw attention to ourselves:** Keep the focus on Jesus.
3. **Planning Center governs the service:** If it's not planned, it's not practiced; if it's not practiced, it's not performed.
4. **All leaders (with a microphone) are Christ followers:** We can't lead someone where we won't go; we can't share what we don't have.
5. **Be aware of guests and make them a priority:** We do what we do with the guest in mind; our speech is clear to people who aren't Christians yet.

DRESS

In the interest of our core value of honoring our guests, the following guidelines are to be utilized by the worship team across our locations.

T-shirts are allowed, but only if they fit well (aren't overly baggy or wrinkly) and do not have text, quotes, or logos on them. Shorts are not allowed, and jeans should be well maintained (avoid ripped, damaged, tattered, or frayed fabric). Team members should avoid pants that accentuate the body, unless wearing a top that covers below the thighs. Hats should be avoided on stage, as well as sandals. Team members should avoid overly tight tops that accentuate the body, and should also avoid low cut or open midriff tops.

STAGE PRESENCE/NONVERBAL COMMUNICATION

● **Body Positioning and Movements**

We always strive to encourage people to engage with the truth of the songs. Our body positioning and movements are done with the guest in mind. At SMCC, this means we're careful with the amount of freedom we allow ourselves during worship. Our arms and hands may go up as an act of surrender but we are aware of how much movement or waving we do because an unintentional byproduct can be that we draw attention to ourselves. Our gestures must match the culture and environment that we are trying to create.

● **Posture**

The way we stand or sit communicates a lot about how we feel about a service. We hold our face up and keep our back straight to communicate that we're happy to be here and that we have the energy to be excited.

- **Facial Expressions**

Our facial expressions play a major role in conveying how we feel. During a song or service element we want to match the room vibe or environment with our face. For example, a Good Friday service doesn't call for big happy smiles and Easter is a time to celebrate so our face is full of joy and exuberance. Another example, when our eyes are closed we show that we are more focused on what is being sung but at the same time we are communicating that this is 'my time' and we can lose connection with the audience.

- **Equipment Interaction:** Adjusting a microphone to point at your mouth is fine, but hanging, leaning on or even holding a mic stand looks like you're tired or uninterested. Slouching at the piano or resting your hands on a guitar or music stand says similar things. We want to ultimately communicate how present and happy we are to be where we are.
- **Attitude (vocal inflections):** How we talk into a microphone is just as important as what we say. Again, we want our voice to match the environment we are trying to create. We understand that it can be difficult to always have a great attitude on Sunday morning but this is imperative due to our "attractational model." We will always employ a "check your bad attitude at the door" policy so that we can make our space a positive one.
- **Believers lead worship:** Only those who have chosen to take their next steps in Baptism, or have scheduled a time to do so, should be singing into a microphone.
- **Life Circumstances Affect You and Your Ability to Serve:** Serious life-altering events can shake our lives in many ways. These circumstances are not limited to: death, loss, sickness (physical or mental), and separation or divorce. At the occurrence of a life event such as this, SMCC *highly recommends* taking *at least* 2 weeks off from serving to surround yourself with those in SMCC who will walk with you as you process this life event. It is up to the judgment of your worship leader, campus pastor, or the lead pastor to ask you to step down from service for a period of time if they believe that you are not allowing time to recuperate.
- **Environments:** The stage should be organized, clean, and exude excellence. Instruments not being played should be moved off of the stage.

Technology

- Because of our commitment to excellence, the following technology guidelines should be followed:

- Multitracks — the use of a click and guide, along with tracks, should be the norm at each campus. Although some exceptions can be made on certain Sundays (or special services) the norm should be the use of multitracks.
- ProPresenter — engaging production elements allows our auditorium environments to be inspiring and awe-provoking. ProPresenter is the leading tool that allows for moving backgrounds and lyrics. All campuses should be utilizing this technology.
- Lights — proper lighting can create an intimate atmosphere. At our campuses, we encourage the use of lighting to help set the mood based on the song. Too much commotion can be distracting, so use lighting tastefully. At minimum, have the lights change for every song; at maximum, have the lights move per section of the song (verse, chorus, bridge).