



TEAM LEADERSHIP Guidebook

Jesus built His Church by building a Team.

He called ordinary people, trained and empowered them, and the world has never been the same. We believe this is still Jesus' model to impact the world. Every weekend, hundreds of people step onto our campuses searching for hope, purpose, and belonging – and what they experience depends largely on the health and strength of our teams.

That's why we take Team Leadership seriously. When you serve in team leadership at Crossroads, you're not just managing volunteers – you're pastoring people, protecting culture, and carrying the mission forward.

This guide is designed to give you clarity, confidence, and consistency as you lead.

You're not just leading a team. You're building the Church.

Why do we have TEAMS?

- 1. Because Teamwork is Necessary to build the Church.**
 - The most important thing Jesus did (other than the Cross) was Build a Team. The mission would have died when He left, if He had not built a team.
 - 2. To create Incredible & Life-Giving Weekend Services.**
 - Church should be the most life-giving place a person attends. That's not always the case in the American church but it CAN be at Crossroads! Our Weekend Services are the most common entry-point for new people pursuing God, and our Teams have the opportunity and responsibility to represent the heart of God and create the most welcoming environment for all who attend.
 - 3. So people can serve and Experience Fulfillment in their Calling.**
 - God created us all with unique talents and abilities, and every single person is valuable to the kingdom of God and can make a difference within the local church. There's a deep need in each of us to make a difference in something bigger than ourselves, and at Crossroads, we want to give them that opportunity.
 - 4. To create places for Personal Relationships to happen.**
 - People NEED relationships, and statistics show that people without relationships eventually leave the church. Some of the best relationships are built through working together to accomplish a common goal, which means Teams are perfect for building lasting relationships within the church.
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Our Pathway for Getting People Involved in Serving on a Team:

1. During Weekend Services, people have a life-giving experience, see the Dream Team in action, and hear about the opportunity for them to get involved.
2. They choose to attend Discover Crossroads, where they learn more about the ways they can get involved, and have the opportunity to take their "Next Step".
3. After Discover Crossroads, if a person believes their "Next Step" is serving on a Team, they are treated like VIP's, receiving clear communication, and seamlessly guided into their role on the team, through orientation, shadowing, and getting scheduled to serve.
4. As they serve on the team, they're able to use their giftings to serve in the church, but they're also cared for personally by their team leader, creating a relational bond, not just a work role.
5. Eventually, some will be recognized for their faithfulness, and elevated to becoming leaders themselves.

What's Expected from Leaders?

For anyone in Team Leadership:

- 1. Take the Responsibility Seriously:**
 - Understand the expectations and take it seriously. Strong churches are built by a group of leaders who know their role, own it, and do it consistently and excellently.
- 2. Be a Good Personal Example:**
 - As a leader, you are representing Christ and your church. Be a good example when it comes to attitude, work ethic, social activities, morals, values, and passion.
- 3. Build Personal Relationships with your People:**
 - This is described at length on the next pages, but it's critical to build personal relationships with the people you are leading.
- 4. Manage the Tasks:**
 - The tasks are important, and how we execute during our weekend services, etc are a direct representation of the local church and the kingdom of God. Have a clear understanding of what is expected and manage the tasks with excellence.
- 5. Carry the CULTURE of Crossroads:**
 - Culture Trumps Everything, so lead strongly in these Culture-building Core Values (Love God, Love People, Pursue Excellence, Choose Joy), and encourage team members to do the same through their example. This includes being an example of "Serve One - Worship One".
- 6. Know the WHY and Remind your Team Often:**
 - For every team at Crossroads, there's a genuine kingdom-minded purpose behind it. Get clear about the WHY for your team and make sure the team never forgets it.

RELATIONSHIPS:

So often, team leaders mistakenly believe their only priority is to accomplish a task on Sunday, but strong teams are Built and Sustained by focusing on the PEOPLE. We want teams that hear, *“I care more about YOU than What You Can Do.”*

Here's How...

Organize to Prioritize Relationships and Care:

- The target is a 1:10 ratio at every level.
 - Why? Because we want every team member to be needed and known.

Serve the Next Layer Down:

- Directors serve Coaches, Coaches serve Team Leaders, Team Leaders serve Team Members.

Communicate Weekly by Wednesday:

- The Goal: *Every Team Member is Needed and Known by Wednesday Every Week.*
- Example: If I am a Team Leader and I have 9 people on my team, I text 3 on Monday, 3 on Tuesday, 3 on Wednesday - Every Week.
- Showing Interest, Asking for Specific Prayer Requests, Following up on Prayer Requests, Getting to know them personally and what they are dealing with.
 - *Something I saw in you...*
 - *What can we be praying for you about this week?*

Pray Daily for your team and Follow-Up:

- Quite Possibly the most important part of Leadership = Prayer.
- Ask, Learn, Pray, and Follow-up with them with genuine conversation and concern.
 - If they told you about a surgery Thursday, set a reminder and check on them.

Celebrate with Stories:

- This takes effort, but it is so powerful to your team when you share stories of how they are making a difference. Don't Slack on Stories and Celebrations!

> Remember our Heritage:

Over 40 years ago, Nelson Hight was approached about taking the role of “Pastor.” His immediate response was, *“That's the craziest thing I've ever heard. I don't know how to be a Pastor.”* Then they asked, *“Can you Love Us?”*

He replied, “Well yeah, I can love you.” - and that has been the most effective ingredient of Crossroads Leadership for decades. **Just LOVE Them.**

RESPONSIBILITIES:

On-Board with Excellence:

- Have a clear on-boarding plan for new team members, and get them to an orientation quickly after they graduate Discover Crossroads.
 - Explain the serve & Talk about expectations
 - Determine their Commitment Level and Serving Preferences
 - Clarify their next step to begin serving

Scheduling:

- Make scheduling as simple as possible, but it needs to be systematic and consistent. Try to get solid commitments from team members, and schedule accordingly.
 - If you use software, schedule them based on their commitment.
 - If you prefer a “less-hands-on” approach, agree on a schedule and let them know you will be expecting that they will be there unless they notify you.
 - Simple Example: A new Team Member says they can serve during 8:30 service. Done.
- Don't wreck the month based on cancellations
 - Example: If the plan includes 6 greeters, but 2 cancel on Saturday, use wisdom in possibly allowing only 4 instead of calling others in to cover. This maintains a culture of proper-expectations. Beyond that, communicate with the team members who cancelled and lovingly lead them toward honoring their commitment.

Manage the Roster:

- Have a Clear Roster
- Make sure every team member is serving consistently
- Notice Inconsistencies:
 - Reach out, Pastor them, Help them, Care for them
 - Communicate with your Coach/Director about persistent inconsistencies and get help with people who are slipping
- If a team member becomes Inactive or Changes Teams, be sure to notify your Coach/Director

Resourcing:

- Make sure that whoever we are leading has everything they need to accomplish their role successfully.
 - Team Leaders resource their Team Members.
 - Coaches resource their Team Leaders.
 - Directors resource their Coaches.

Protect Culture:

- You are the “Culture Police” for Crossroads. Don't be overly-critical, but always be watchful and lead people to maintain our Core Values [*Love God, Love People, Pursue Excellence, Choose Joy*].

TEAM LEADERSHIP ROLES:

DIRECTORS: Lead a Department

- Communicate / Care for your Coaches Weekly
- Assist & Resource your Coaches & Team Leaders
- Meet with Pastoral Staff regularly
- Establish & Maintain the On-Boarding process for teams within your department
- Plan relational time with your Coaches & Team Leaders
- Pass-Along Church Event details to everyone in your Department

COACHES: Work with Directors & Lead Multiple Teams

- Communicate / Care for your Team Leaders Weekly
- Assist & Resource Team Leaders
- Watch for New Potential Leaders

TEAM LEADERS (+Service-Team Leaders where needed): Lead a Team of Volunteers

- Communicate / Care for your Team Members Weekly
- Assist & Resource Team Members
- Schedule the Team
- Manage your roster excellently
- Pre-Serve Huddles on Sunday
- Serve with the Team
- Watch for New Potential Leaders

TEAM MEMBERS:

- Serve Consistently
- Pray for the other Team Members
- Consistently grow in the Four Core Values

Example Team Structure (Org-Chart)

