POSITION TRAINING

PWOC LDP

Leadership Development Program

Participation

Welcome Leader,

Working on a PWOC Board can be such a delight!

This training is designed to set the correct trajectory for your position to set you up for success. Take the time to think through each element. Consider how the information applies to you and to your military installation. Ask questions! Track down answers. Be proactive.

As you are making plans for the year, be sure to include self-care. Put God and your health first—take care of yourself and your family! Your service in PWOC should be a blessing to your other areas of responsibility—if it is not, step back and make adjustments. Course corrections will be needed throughout the year.

May God bless you and direct your steps,

Your PWOC Sisters in Christ

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Summer Homework

READ **the PWOC Ministry Manual:** This will give you a great overview of the ministry of PWOC along with helpful tools and information.

CHECK OUT **theHubPWOC.net** for great resources and specifics for your position.

ASSEMBLE **a support team:** Ask 1-2 women to cover you in prayer throughout the year. It is helpful to ask non-local women so they can be objective in giving advice as needed.

COMPLETE **task items such as:** 1) Registering in a volunteer hours system, 2) Completing a Background Check for working with children, or 3) Taking a Food Handler's Course.

WATCH **the Personality Module** in this Leadership Development Program, unless your Board plans to do this training together.

A note about your Board Position Notebook:

In an ideal PWOC world, you were handed a super helpful position notebook (sometimes called a “continuity binder”) filled with everything you need to know, specific to your Board position, at your local installation. If you are one of the lucky ones, make your notebook even better by including all you learn this year. Add your own notes and resources to those of your predecessor.

If you do not have a position notebook, begin creating what you wish you would have received. Collect contact information for your key people. Record local protocol. Create event AARs. Write great Board Reports. Give the advice you wish you would have had. At the end of your term, you will have a valuable resource to hand over to your successor.

Position notebooks can be hardcopy, digital, or a hybrid. For more information and a list of items to consider including, see the section: **Keeping a Position Notebook** in Chapter 1 of the PWOC Ministry Manual.

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The Participation position welcomes regular attendees and newcomers to PWOC each week, fostering a sense of belonging. It also keeps attendance records and participant information. This job requires a blend of administrative and relational skills. Participation gives the first impression of PWOC which can make or break the experience—especially for a first-time visitor.

The following slides will help you "unpack" your position. The first line item on each slide comes directly from your position description in the PWOC Ministry Manual, followed by suggestions, questions, and comments to help you see how each element may play out at your installation. Text that appears in gold refers to resources in the PWOC Ministry Manual (PWOC MM) or the PWOC Leadership Development Program (PWOC LDP).

Participation

1. **Forms a Participation Ministry Team who will help create an inclusive, warm environment, realizing that greeters are PWOC's first line of contact and are essential for setting a welcoming tone.**
   - Are you stronger in administrative skills or relational skills? Lead to your strength and staff to your weakness! Both elements are essential in your position. Make sure they are well covered by your team.
   - Participation typically has paperwork—especially for first-time visitors. Make sure you ALWAYS have team members available to greet and to make a positive first impression; otherwise, new arrivals will encounter you and your team buried in administrative work and distracted as they walk through the door. This is important for your PWOC regulars as well. Make everyone feel special and wanted as they enter.

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2. Provides nametags for regular participants, newcomers, and guests.

- Nametags help to create a sense of belonging for everyone. Even if your PWOC is small and everyone knows each others' names, newcomers do not; nametags will help them feel less like outsiders.

  - A temporary nametag (i.e., a disposable sticker or handwritten tag) will help to identify who is new. The Board and other leaders can be on alert to watch for newcomers. A permanent nametag on week two tells the newcomer that they belong, and their arrival was anticipated.

- Consider separating nametags by class. This will help women find their nametag faster and will provide an easy point of reference for Bible Study Facilitators to see who is absent.
- Consider providing unique nametags for Board members so they can be easily identified.

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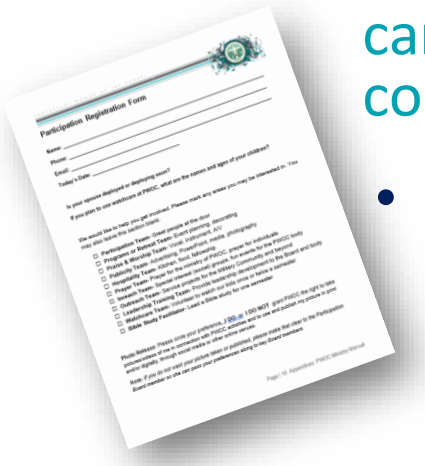
3. **Considers using a *Participation Registration Form* to collect relevant information on each participant (their interests, needs, basic contact information, etc.) being careful to honor OPSEC (Operational Security) guidelines to protect their information.**
    - You will want to find the balance between being proactive in helping people integrate and being overwhelming to someone who is brand new and unsure of PWOC. Make sure your paperwork is optional. Let newcomers know they can fill out a Registration Form at a later date. Focus on helping them feel comfortable.
    - See the PWOC MM Appendix: ***Participation Registration Form***. Use this as a starting point and tweak it to fit the needs of your PWOC.


Participation Registration Form

Name:

Phone:

Email:

Today's Date:

Is your renewal displayed or displaying now?

If you plan to vote withdrawn at PWOC, what are the names and ages of your children?

We would like to help you get involved. Please mark any areas you may be interested in. You may start here this week!

- ☐ Participation Team: Greet people at the door
- ☐ Program or Retreat Team: Food, entertainment, decorating
- ☐ Praise & Worship Team: Sound, instruments, voice
- ☐ Publicity Team: Graphic design, videography, photography
- ☐ Hospitality Team: Set up, clean up, meeting refreshments
- ☐ Prayer Team: Prayer for the ministry of PWOC, prayer for individuals
- ☐ Outreach Team: Social media, flyers, bulletin announcements and more
- ☐ Mentorship Team: Individuals who would like to be matched with a mentor
- ☐ Bible Study Facilitator: Lead a Bible study for one semester

From Between: Please mark your preference. I DO NOT grant PWOC the right to take photos/videos of me or my children and to use and publish my picture in your online digests, through social media or PWOC website and to use and publish my picture in your online services.

Note: If you do not want your picture taken or published, please make that clear to the Participation Board member or one can pass your preferences along to key Board members.

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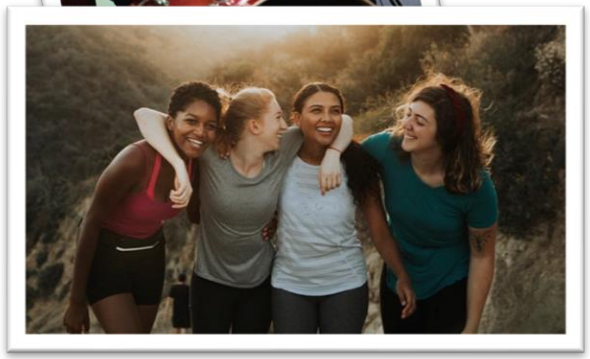
Participation

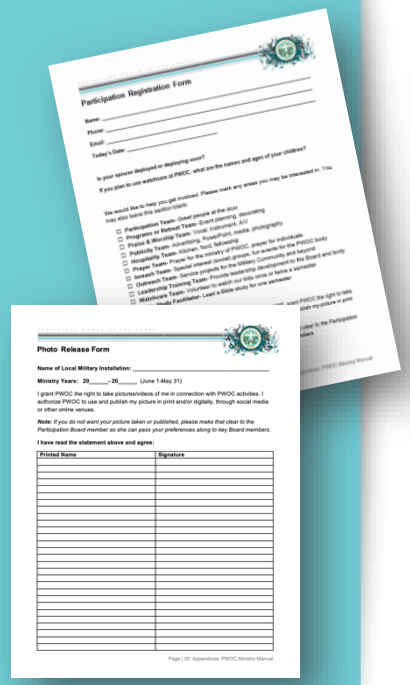
4. Uses information on the *Participation Registration Form* regarding potential areas of interest to connect participants with the appropriate Board member(s).

- People will be far more likely to return to PWOC if they are involved in the ministry in some way. If your Registration Form includes areas of interest (e.g., singing or playing an instrument) help connect individuals with the appropriate Board member or team leader.



- If your PWOC has special interest groups (e.g., hiking, crafts), that meet outside of the normal PWOC meeting, consider providing information on how to join. These groups could also appear on your Registration Form.

Participation



5. Provides a Photo Release Form for Social Media use if a photo release statement is not included on the Participation Registration Form.

- The sample ***Participation Registration Form*** from the PWOC Ministry Manual Appendix already has a Photo Release Statement.
- See PWOC MM Appendix: ***Photo Release Form*** for a separate form that accommodates multiple names and signatures.
- If you have individuals who do not wish to have their pictures taken, be sure the Board knows who these people are—especially the Publicity position and the Administrative Coordinator who will be posting online.

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6. Considers maintaining a master roster as a resource for the Chaplains, Board, and Bible Study Facilitators. Published rosters should include the *Privacy Act Statement.*

- Individual Bible studies may create their own rosters, but it is of benefit to also have a master roster for your PWOC that your leadership can reference when responding to emergencies or other needs.
- See PWOC MM Appendix: ***Privacy Act Statement***.

Participation

7. Maintains weekly attendance records. This may include taking a headcount during the whole-group time, class attendance, and watchcare attendance. Communicate expectations with the President and the PWOC Chaplain Sponsor.

- Create a spreadsheet or other tool to track attendance; you may choose to separate attendance sheets by Bible studies, perhaps pairing them with a basket of nametags for each class.

- Consider reaching out to those who have not come to PWOC for a couple weeks. Send a card, email, or text to let them know they are missed.
- Find out if your PWOC needs to report attendance numbers. Whose responsibility is it? Compare notes with your Administrative Coordinator and your PWOC Chaplain Sponsor to clarify roles and expectations.

Participation

8. Has knowledge of the watchcare program and provides moms with the information they need.

- If possible, it is good for the Watchcare Coordinator to be present as women enter to directly answer questions and perhaps sign children in, especially for Kickoff and opening weeks.
- Watchcare will be the number one concern of moms attending for the first time. Make sure your team is well-informed. Coach them to put moms at ease. Have the appropriate information and paperwork available.
- If you do not have Watchcare Ministry Team members available, plan to have a member of your team walk first-time attendees and their children to the appropriate classes. If you are short on team members, consider partnering with available members of the Inreach Ministry Team or Hospitality Ministry Team.

Participation

9. Introduces newcomers to the PWOC body and farewells PWOC members who are moving.

- Welcome newcomers in a non-threatening way, perhaps sharing trivial information such as where they moved from and an activity they enjoy. Encourage your PWOC regulars to help newcomers feel welcome.
- Encourage newcomers to jump right in and get involved. Help them overcome the feeling of being an outsider. Listen to the ideas of your team; how can you help people feel welcome and integrate into PWOC?
- Take the time to say goodbye properly. Find out who is moving and when. Ask each week, “Is today anyone’s last day?” Invite the person up to pray for her. Invite her classmates and others to come forward to stand with her as you pray. If you are uncomfortable praying, the Prayer Board member may be happy to step in.
- Consider having welcome gifts and farewell gifts to make these occasions more memorable.

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10. Considers ways to help newcomers feel at ease beyond the welcome table—perhaps coordinating efforts with the Hospitality Ministry Team and Inreach Ministry Team.

- You will likely need a large team to help newcomers connect. Consider joining forces with the Hospitality and Inreach Teams who have similar goals in helping people integrate and feel like they belong.
- Consider introducing a newcomer to their Bible Study Facilitator before class begins. Help connect them with other key individuals.
- Brainstorm ways to make “being new” at your PWOC easier.

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11. Considers hosting an event to help newcomers connect, such as a lunch following PWOC.

- What type of event would your newcomers enjoy?
- Invite Board members, your PWOC Chaplain Sponsor, and other key leaders to the event. Consider having them share what they do.

- Consider providing basic information about PWOC—the history of the organization, the Four Aims, your local theme, etc.
- Incorporate fun activities. Make sure the women have time to talk to the people they are with.

Participation

12. Considers recognizing birthdays and anniversaries, maintaining OPSEC guidelines.

- You may want to acknowledge birthdays, and possibly anniversaries, as part of your regular PWOC meeting. If so, include this on your Registration Form, asking for month and day only.
- Another option is to send a card via email or through a social media platform—posting privately only. A card in the mail can also be a nice gesture, but would require a mailing address on the Registration Form.

Participation

13. If relevant, keeps a supply of PWOC pins and provides the President with information for awarding pins (e.g., attendance goal met).

- PWOC has traditionally used small lapel pins of the PWOC logo as a sign of belonging. Sometimes the pin is "earned" by attending a certain number of weeks (i.e., the person receives a pin on their third week at PWOC).
  - Your PWOC may not use pins. Is there another meaningful symbol you could use, perhaps related to your theme? Does your team see value in presenting some sort of token? What might that look like?

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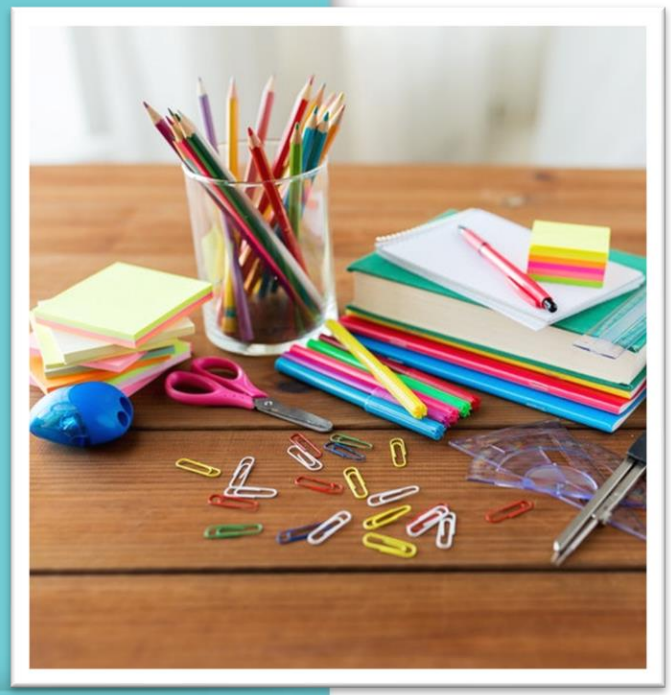
14. Works with the Financial Liaison to purchase supplies (nametags, pins, welcome/farewell gifts, etc.) keeping within budget constraints.



- You will need to meet with your Financial Liaison right away to submit a Purchase Order Request for needed supplies. What is your budget? What are the rules? How long does the process take? Leave plenty of time.
- If you plan to put on a Newcomers Event, this will also need to go through the Purchase Order Request process.
- If you have a small budget or no budget, what are your options? Be creative. Are there office supplies (such as nametags) available at your Chapel? Are there items already on hand that could be used as gifts?

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Some final thoughts...

You hold such an important position on the PWOC Board.
First impressions are crucial! All of us carry some vulnerability inside—
even your PWOC "regulars." Your team has the privilege
of stepping into vulnerable places to help women feel wanted and welcome.
Make this your priority. Love people well and help them know they belong.
God bless you as you lead!

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