

## THE ROLE AND THE WIN

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### NEXT STEPS TEAM MEMBER

**Who do I report to?** Next Steps Coach

**What is the goal of this role?** To provide every inquirer with a clear and helpful Next Step on their journey to become fully engaged followers of Jesus by either providing them with information or helping to sign them up.

**How do I define the wins?**

1. **Touch someone's heart today!**
2. **See** – Greet people warmly and with a smile, as if you've been expecting them.
3. **Connect** – Ensure each person who comes to you for help feels known and loved.
4. **Hope** – Be prepared to lead persons spiritually (through Prayer) at Next Steps as well as to lead them with information and technical assistance.

**How do I reach the wins?**

1. Be on time to the team huddle to pray and get your heart ready to love people where they are.
2. Make sure you are actively looking for those who want assistance and that everyone who comes to you for help receives your full attention.
3. Call people consistently by their names and remember details they share with you.
4. Take time to listen to each person's story, lead authentically and vulnerably.

**What skills are needed to win?**

1. Interpersonal communication.
2. Basic technical skills
3. Friendliness and empathy
4. Attention to detail.

**What makes my role valuable to the team?**

Next Steps Team Members act as the connection point between people and their Next Step. They get the opportunity to lead people who have just gotten up the courage to pursue their Next Step and ensure they do not slip through the cracks.

