

Love Church

Next Steps Manual

| “Helping people take their next step in following Jesus.”

1. Vision & Heart of Next Steps

Next Steps exists to help people go from **attending Love Church** to **belonging to the family of God**. We believe every person has a step to take in following Jesus — and when we help them take it, we open the door for life transformation. Our goal is that every guest leaves feeling:

| “This church made it easy for me to take my next step. I know where I belong.”

As The Power of Moments reminds us:

| “Defining moments shape our lives, but we don’t have to wait for them to happen.
We can be the author of them.”

That’s what the Next Steps team does — we create defining moments of clarity, excitement, and belonging. Like Disney’s Be Our Guest principle, we make the pathway obvious and easy. And like Ritz-Carlton’s New Gold Standard, we serve with honor, respect, and personal care — guiding people into their next chapter with Jesus.

2. Next Steps Culture

We:

- Treat every guest with **honor and respect** — their next step is important and we treat it that way.
- Keep the conversation personal — use names, listen to their story, and remember details.
- Connect people not just to a class or form, but to **real relationships** — introduce them to others they might connect with so they leave with multiple new friendships.
- Celebrate the courage it takes to take a step — whether that’s filling out a Connect Card or deciding to get baptized.
- Make the process clear and easy — guests should never feel lost or pressured.
- **Stay present** — no phones or distractions while serving.
- Take ownership — follow up and ensure no step gets dropped.

3. The Next Steps Pathway

Our goal is to guide every guest through a simple and clear pathway:

Fill Out a Connection Card

- The entry point for all next steps.
- Available at the Welcome Table, in seat backs, and through the Guest Experience team.

Attend Essentials Class

- Offered every Sunday after service (about 30 minutes).
- Helps guests learn our vision, values, and find their place at **Love Church**.

Join a Serve Team

- After Essentials, we invite guests to sign up for a team and begin serving.
- Serving is one of the fastest ways to feel connected and grow spiritually.

Other Next Steps Available Anytime

- **Baptism** – Public declaration of faith in Jesus.
- **Get a Bible & Bible Reading Guide** – So people can start growing in God's Word.
- **Join a Love Group** – Build friendships and grow together in community.
- **Personal Prayer** – Connect with a prayer team member or pastor.

Our role: Make sure guests leave with whatever resource, information, or connection they need to take their next step with God.

4. The Next Steps Flow

Before Service:

- Arrive early (exact call time TBD).
- Attend pre-service prayer/huddle with the Guest Experience team.
- Ensure the Next Steps area is stocked with Connect Cards, pens, Essentials flyers, baptism info, and Bibles.

During Service:

- Be ready to connect with guests brought to you by Guest Experience or other team members.
- Keep Essentials Class materials ready for quick hand-off.

After Service:

- Position yourself at the Next Steps area with a warm smile and approachable posture.
- Personally invite guests to Essentials Class — walk with them if possible.
- Help them sign up for baptisms, Love Groups, or Serve Teams as appropriate.

- Hand out Bibles and reading guides when needed.
- Collect all Connection Cards for follow-up.
- End with a quick team debrief to celebrate wins and ensure follow-up happens quickly.

5. Follow-Up & Care

- Every Connect Card gets a personal follow-up within 24 hours.
- Essentials Class attendees are connected to Serve Team leaders that same week.
- Baptism sign-ups get a call from a pastor or leader to prepare them.
- New Bible recipients get encouragement to start in the reading guide provided.
- **Love Group** sign-ups are introduced to their group leader quickly.

6. Handling Special Scenarios

- **Uncertain Guests** – Listen first, offer one clear next step.
- **Upset Guests** – Honor them, listen without defensiveness, connect them to a pastor if needed.
- **Overwhelmed Guests** – Give them space, a smile, and a simple step — and follow up later in the week.

7. Next Steps Team Wins

We win when:

- Every guest knows exactly what their next step is.
- People leave with **multiple new friendships**.
- Guests are excited and confident about taking their next step with God.
- No one slips through the cracks because we followed up promptly and personally.