



HELLO!

HOST TEAM

with Church Online

Welcome to the Host Team

Thank you for stepping up to become a spiritual contributor here at Church Online! Know that you are joining a group of people from all over the world that are passionately committed to doing anything short of sin to reach people who don't know Christ. Now that you're on the team, we'll be able to share the love of Jesus with even more people.



What is the Host Team?

We're sure you would agree that most people have preconceived notions about church, and many of them are negative. A lot of people think they'll be judged, ridiculed, or even completely rejected at church. When we help them experience the exact opposite—love, grace, and acceptance—we show them just how much Jesus loves them and that we love them. We can help them feel like family in our community.

So, how does the Host Team do that? We create a warm and vibrant environment by giving each Church Online guest a cheerful greeting, discussing the video message, and offering prayer to encourage people in their struggles—all with the hope that they'll let their guard down and open their heart to receive the Gospel message.

Who's on the Host Team?

You might be surprised to hear that there are currently over 300 volunteers from nearly 30 countries serving on the Host Team! Isn't it incredible that through technology, we're able to serve God with people on the other side of the world? As a Host Team volunteer, you'll serve at the same exact online service, with the same team, every single week. We have over 60 Church Online services each week—called “experiences”—and each one is led by a different team of volunteers.

The volunteers on each experience team have different roles. Your role on the team will be Chat Host, and we'll explain what that means in the next few sections. Other members of your experience team will include Live Prayer volunteers, who pray with guests individually, and a Captain, who leads the experience team. There are also Community Leaders who each oversee all the teams that serve on a certain day of the week. You may be wondering, “Will I ever get to become a Live Prayer Volunteer, Captain, or Community Leader?” Absolutely! We're passionate about providing you with opportunities to develop and grow in your leadership, so be on the lookout for more information about how you can serve in additional roles on the team as you continue to serve.

Finally, the Host Team as a whole is led by the Host Team Pastor. The Host Team

Pastor's goal is to encourage, equip, and empower the Host Team to reach people all over the world for Christ. You'll receive an email from him each week titled “In the Loop” with vision for the team and important updates about what's ahead.

Our team is like a giant global family, so we encourage you to get to know your teammates, stay in touch with them throughout the week, and have fun with the Church Online Team in our Facebook group. We know you'll love being part of the Church Online community!

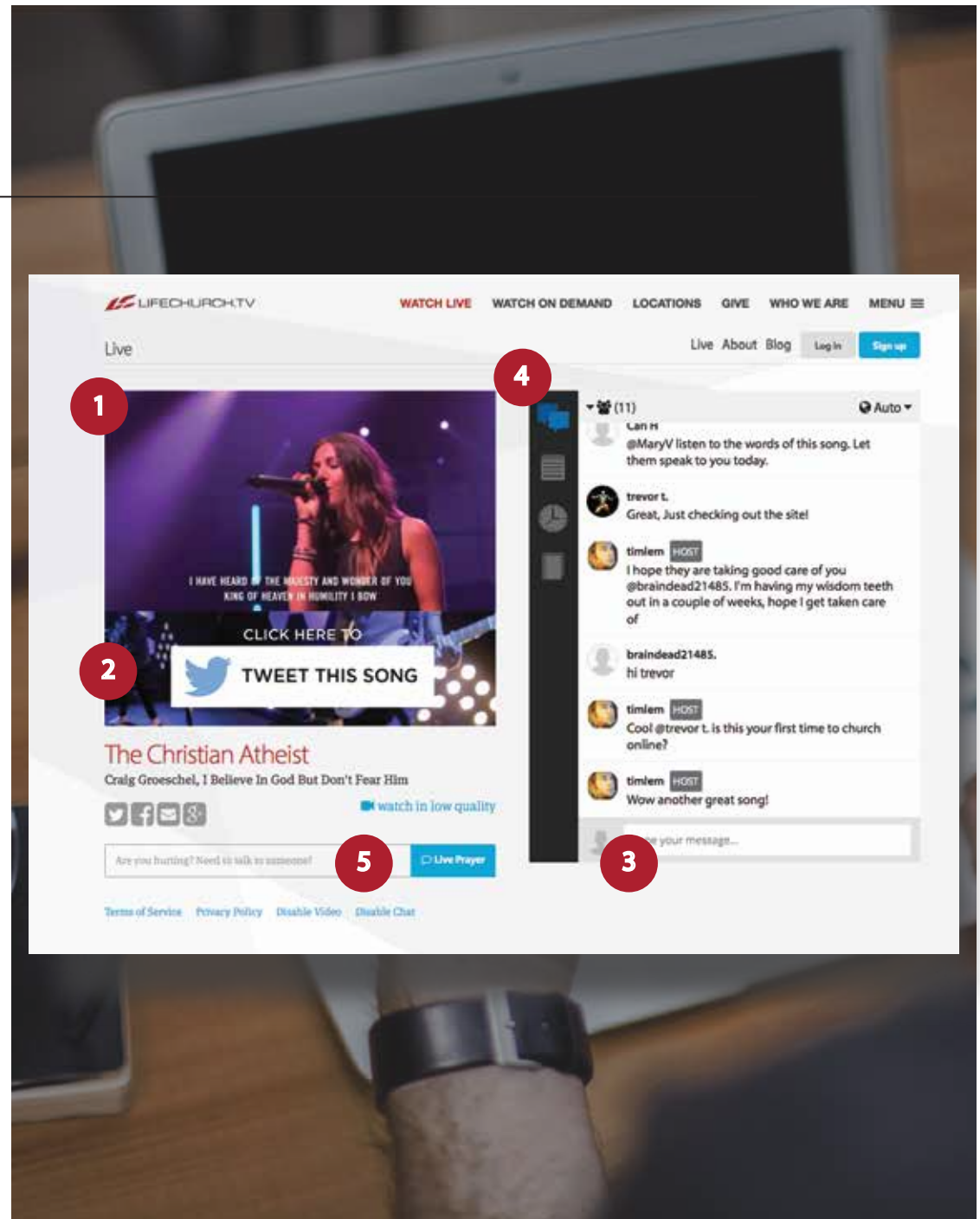


Church Online Site Overview

Have you had a chance to explore the Church Online site? Let's take a quick tour around some of the awesome features of live.lifechurch.tv. The first thing most people notice on the site is the **video player (1)**. The video will automatically play here when the service starts. Underneath the video, informational and **interactive slides (2)** are shown to help our audience engage with the message. Next, there's the **chat area (3)**. Did you know that it's automatically translated, so that guests speaking various languages can all chat together without any barriers? The other **tabs (4)** here show the message notes, a list of upcoming service times, and the Bible. There is another important button called **Live Prayer (5)**. When a guest clicks this button, they'll be connected with a Live Prayer volunteer in a private chat area, so they can talk and pray together one-on-one.

At the bottom of the page, the social share buttons provide a way for you to share Church Online via Facebook, Twitter, Google+, and email. When you're logged in as a volunteer, you'll see something guests don't see—the black volunteer toolbar at the top. The most important feature of this volunteer toolbar is Volunteer Chat. This is where you can interact with the other volunteers on your team while you serve.

Finally, make sure you check out the Info Tab each week before you serve—it contains important info about the week's experience, as well as handy links that you may need while you serve.





Chat Host Big 3

Now that you know what the Host Team is, who's on the Host Team, and what the Church Online site looks like, it's time to learn what you'll be doing as a Chat Host volunteer. It may seem a bit intimidating, but it really boils down to 3 easy things—what we call the "Big 3." The 3 things you'll do as a Chat Host are: welcome, spark discussion, and pray. Let's unpack each of these.

Welcome

First, welcome each guest into the chat area. You can use @ tagging like on Instagram or Twitter to welcome each guest by name. A friendly welcome can be made even friendlier by using exclamation marks and smiley faces!

Spark Discussion

Next, spark discussion in the chat area. You can do this by asking icebreaker questions (such as “Where is everyone joining us from today?”), recapping key points from the message, suggesting helpful resources, and redirecting off-topic or inappropriate conversations back to the message. If you’re not sure what to ask, open-ended questions—questions beginning with who, what, when, where, why, or how—are great conversation starters.

Pray

A Chat Host offers prayer to people in the chat area. You can pray with people right in the chat area, or encourage them to click the Live Prayer button to pray with a volunteer privately. It’s amazing to see how loved people feel when someone reaches out to pray with them!

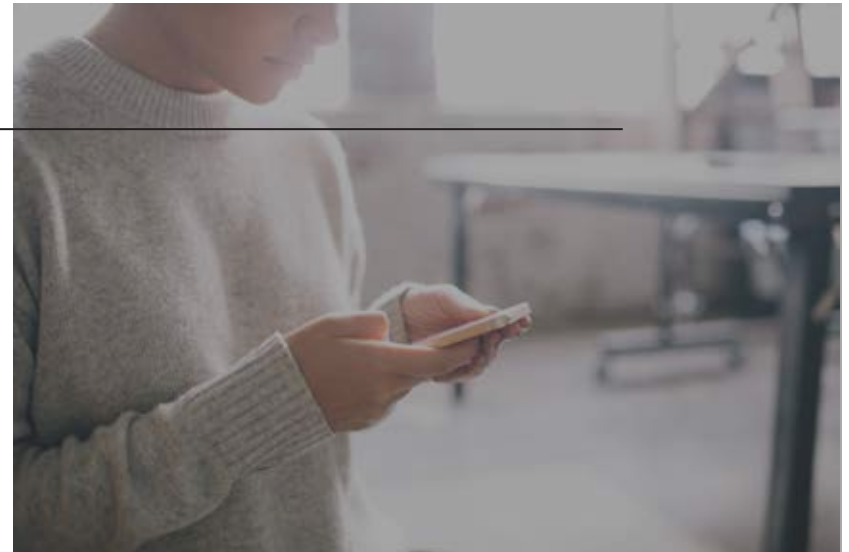
As a chat host, you’ll be the hands and feet of Jesus to people all over the world by welcoming new guests, sparking discussion, and offering prayer. It’s such an honor to serve in this way!

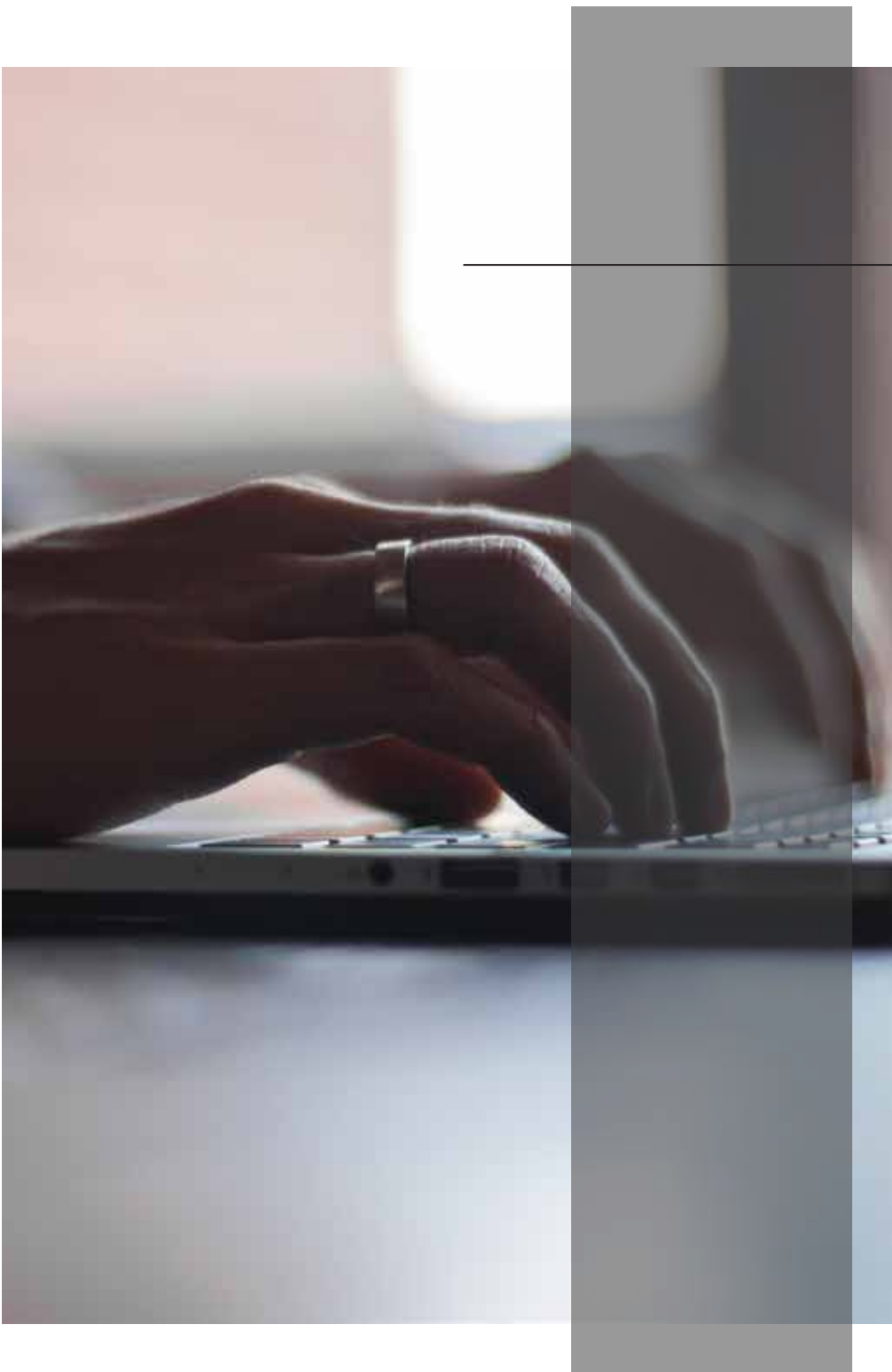
Our Audience

You just learned about the “Big 3” of being a Chat Host, but who exactly will you be welcoming, sparking discussion with, and praying with? The answer is...just about everybody!

Here are some examples of people who attend Church Online:

- *People who are familiar with Pastor Craig.*
- *People who attend a physical Life.Church campus.*
- *People who attend other churches.*
- *People who aren't Christians.*
- *People who don't have access to a local church.*
- *People who are searching for answers online.*
- *People who are searching for adult entertainment online.*
- *People from every country on the map.*
- *People representing nearly every background and walk of life.*





An Important Note on Google Ads

At Church Online, we believe that to reach people no one is reaching, we'll have to do things no one is doing. One innovative way we reach people who are far from God is by running advertisements specifically for people searching for pornography on Google. When they search for sexual material, they're shown an ad from us offering them something else: a chance to try Church Online instead!

When these guests arrive in your experience, we encourage you to show them extra grace and love. Just by being there, they are taking a small step toward giving God another chance in their lives. Remember that their addiction is an attempt to fill a void that only Christ can fill, so they often feel very broken, empty, and alone. We can show them the love of Jesus by welcoming them, letting them know that we're glad they found Church Online, and encouraging them to stick around and share their thoughts on the message.

Your Captain will have the ability to delete overly vulgar posts or mute chatters who consistently disrupt the service, but overall, we want to do whatever we can to help these guests experience God's love like never before. Seeing some of these guests begin to attend regularly and even surrender their lives to Jesus are some of the greatest joys of serving at Church Online!

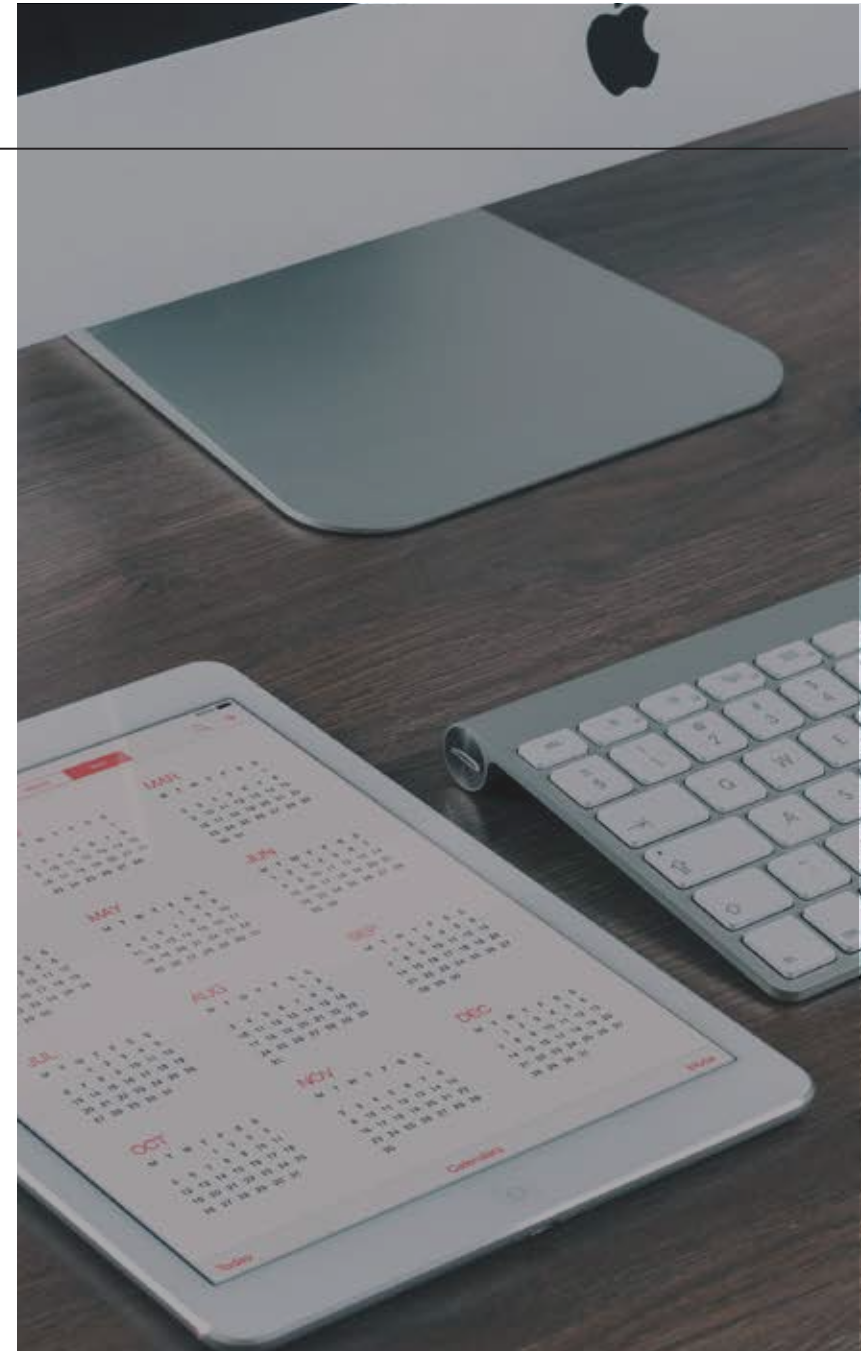
Expectations

We believe people thrive in roles where they understand what's expected of them. So, here are some expectations that will help you understand how you can honor God and inspire others as you serve.

As a Chat Host, you commit to:

- *Show up each week to serve with your team.*
- *Be spiritually filled before serving by attending a service, either at Church Online or your home church, being in community in a LifeGroup, and reading God's Word daily.*
- *Log in 15 minutes early to connect and pray with your team.*
- *Plan ahead to arrange a sub if you know you can't be there. Your Captain can provide you with some helpful tips on identifying other volunteers to ask for help.*
- *Be representative of Life.Church's core values and beliefs.*
- *Read your In the Loop email each week.*
- *Be engaged with our community and with your team.*

What are the expectations you can have of us? We promise to encourage you, provide you with opportunities to grow in your faith and in your leadership, and be available to help you with any questions or concerns you have. If you agree to all of these expectations and are ready to conclude your Chat Host training, move on to the last section: a quick quiz to test your understanding of this training module.



1. Why does the Host Team exist?

- A. To sell Bibles and worship albums.
- B. To create a warm and vibrant environment so people can experience the love of Jesus.
- C. To make sure only the right people come to church.
- D. To encourage people to eat healthy foods.

2. Who is on the Host Team?

- A. Only people from the USA.
- B. Only people who attend a Life.Church location.
- C. Pastor Craig and his best friends.
- D. People from many different churches and countries.

3. Where can you find important information about the experience each week?

- A. The Info Tab.
- B. The Live Prayer button.
- C. The social share buttons.
- D. Nowhere—you just have to guess.

4. What are the “Big 3” of being a Chat Host?

- A. Eat, sleep, and chat.
- B. Judge, criticize, and reject.
- C. Welcome, spark discussion, and offer prayer.
- D. Facebook, Twitter, and Instagram.

5. Which of these best represents our audience at Church Online?

- A. People who read the Bible every day.
- B. People from every country and every walk of life.
- C. People who have it all together.
- D. Only ‘churchy’ people.

6. Which of these is not an expectation for you as a Chat Host?

- A. Be representative of Life.Church’s core values and beliefs.
- B. Arrange a substitute in advance if you know you won’t be able to serve.
- C. Be engaged with our community & with your team.
- D. Be an ordained minister or licensed counselor.

7. Which one of these is not a role on the Host Team?

- A. Chat Host—someone who welcomes guests, sparks discussion, and offers prayer.
- B. Debater—someone who argues with guests about religious doctrine.
- C. Live Prayer volunteer—someone who prays with guests one-on-one.
- D. Captain—someone who leads a team of volunteers at each experience.

8. A new guest with the username IHateGod posts “hello” in the public chat area during a Church Online experience.

Which of these is the best response?

- A. “Hi @IHateGod, you really shouldn’t hate God. That’s pretty ungrateful, don’t you think?”
- B. “Hi @IHateGod, I’m guessing you haven’t been to church in a while.”
- C. “Hi @IHateGod, welcome to Church Online! :) Where are you joining us from today?”
- D. “Hi @IHateGod, this site is for Christians only. Please find another site.”

9. You won’t be able to make it to your assigned experience this week. What should you do?

- A. Plan ahead by working with your Captain to identify people to contact directly about subbing for you.
- B. Do nothing—the team will figure it out, right?
- C. Put out an emergency call on your Facebook page 5 minutes before the experience starts.
- D. Pray and hope that someone just happens to show up and offer to help.

10. What are some ways you can be spiritually filled before serving each week?

- A. Read God’s Word every day.
- B. Attend a service before you serve.
- C. Be in community in a LifeGroup.
- D. All of the above.

Answers

- 1-B, 2-D, 3-A, 4-C, 5-B
6-D, 7-B, 8-C, 9-A, 10-D

Congratulations—you just finished your Host Team training! Thanks for carving out time to learn about our team and how you can play your part at Church Online. We're so excited to have you on the team and see how God uses you to lead people all over the world to become fully devoted followers of Christ!

