



ASLAN Leadership Training Day  
24<sup>th</sup> November 2012



# Introductions

Hymn: How Great Thou Art!

Hymn: Great is Your Faithfulness

# REFRESHED UNDERSTANDING OF ASLAN VISION

- Induction session for new volunteers (see handout)
- Video message from All Souls Church
- Summary, prayer for today.

# ASLAN INDUCTION SESSIONS FOR NEW VOLUNTEERS

- Introductions
- Mission and history of ASLAN
- Areas of service
- What it means to be a volunteer
- Best practice
- Giving

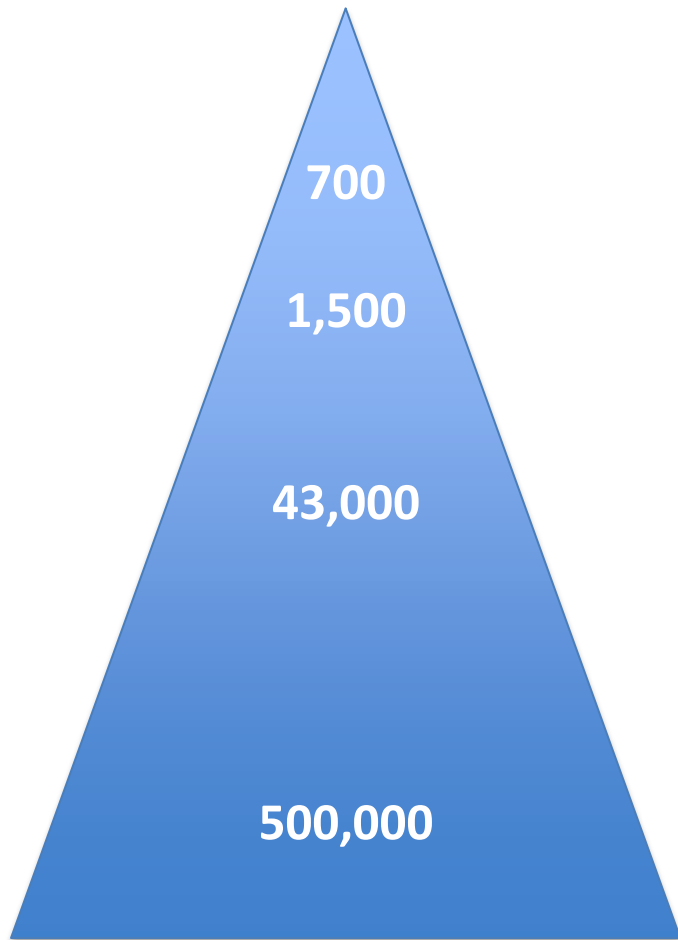
# The average life expectancy of people on the street

A. 57 for men, 53 for women

B. 47 for men, 43 for women

C. 37 for men, 33 for women

# The UK Homeless Iceberg on any given day...



Rough sleepers

Number of people leaving prison without a 'home' to go to

In hostels, refuges and night shelters

Overcrowded homes where at least one adult doesn't have a bedroom

Crisis.org.uk



# Housing Justice Update

## Winter Shelter Training Day 09.11.12



- Continuing cuts in benefits and LA funding
- Persistent shortage of housing, especially affordable.
- Increasing homelessness.
- Heavier demands on services/ need for new services.

# Mission Statement

ASLAN's mission is to manifest God's love to homeless people through our actions:

- by addressing physical, mental and spiritual needs.
- by giving help and affection without preconditions.
- by transmitting our joy in Christ.
- by steadily improving standards of care and support with God's guidance





# What does it stand for?



## All Souls Local Action Network

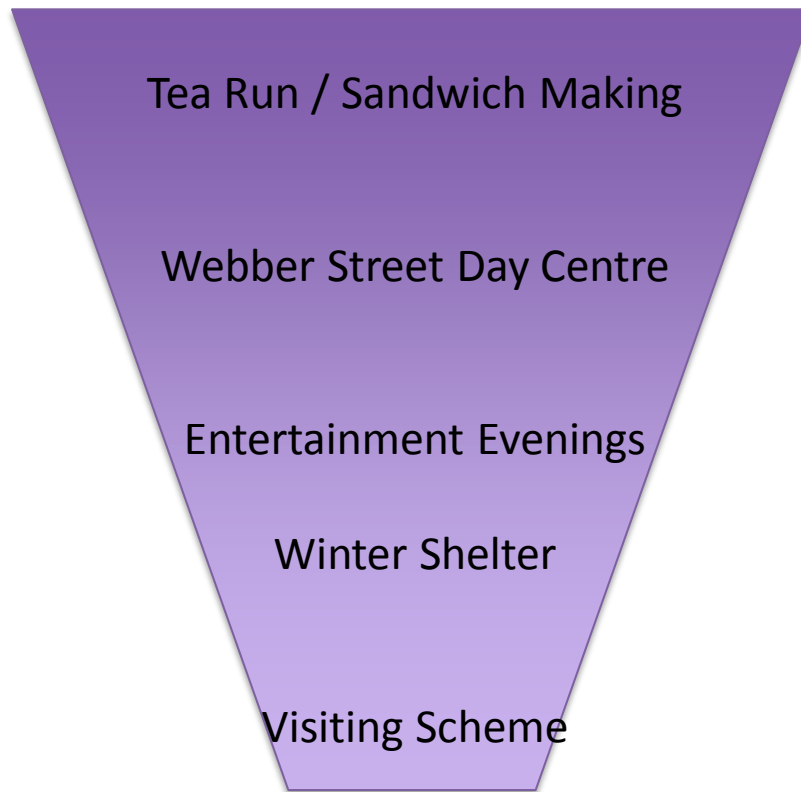


# Narnia



It's an epic journey  
of a lifetime.  
Evil is quite real!  
There is great hope.

# The ASLAN funnel



Time spent with  
each person



Number of  
people



# Why did someone start ASLAN?

## Who started it?



# History of ASLAN

1988 Tea Run founded by eight young people.

1989 Work with The Passage Day Centre begins.

1993 Entertainment Evenings are started.

1998 Visiting Scheme is launched.

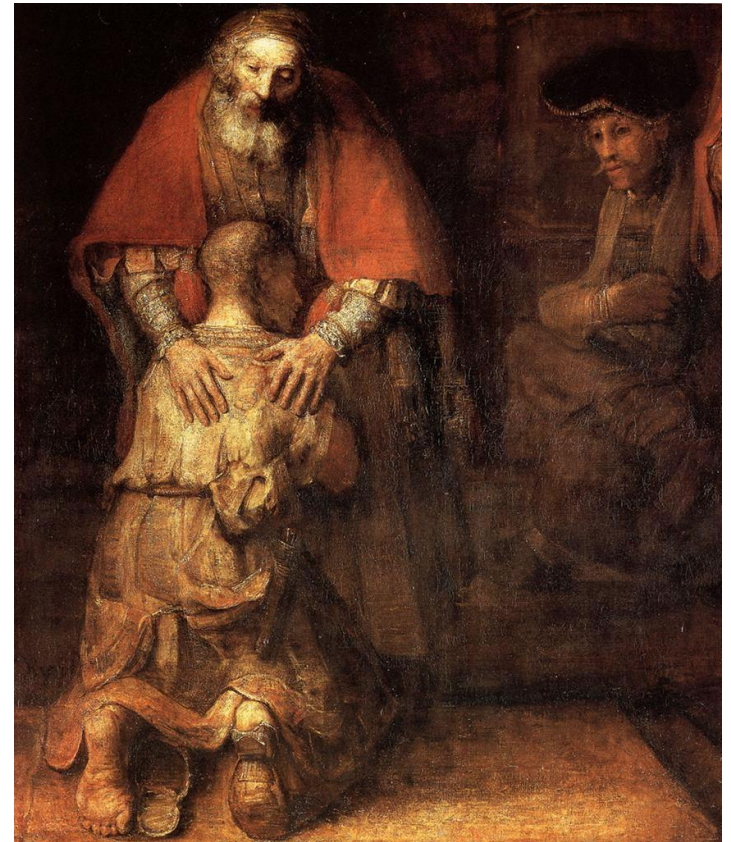
2007 Work with London City Mission begins.

Now we have 17 teams and over 250 volunteers from several London churches.

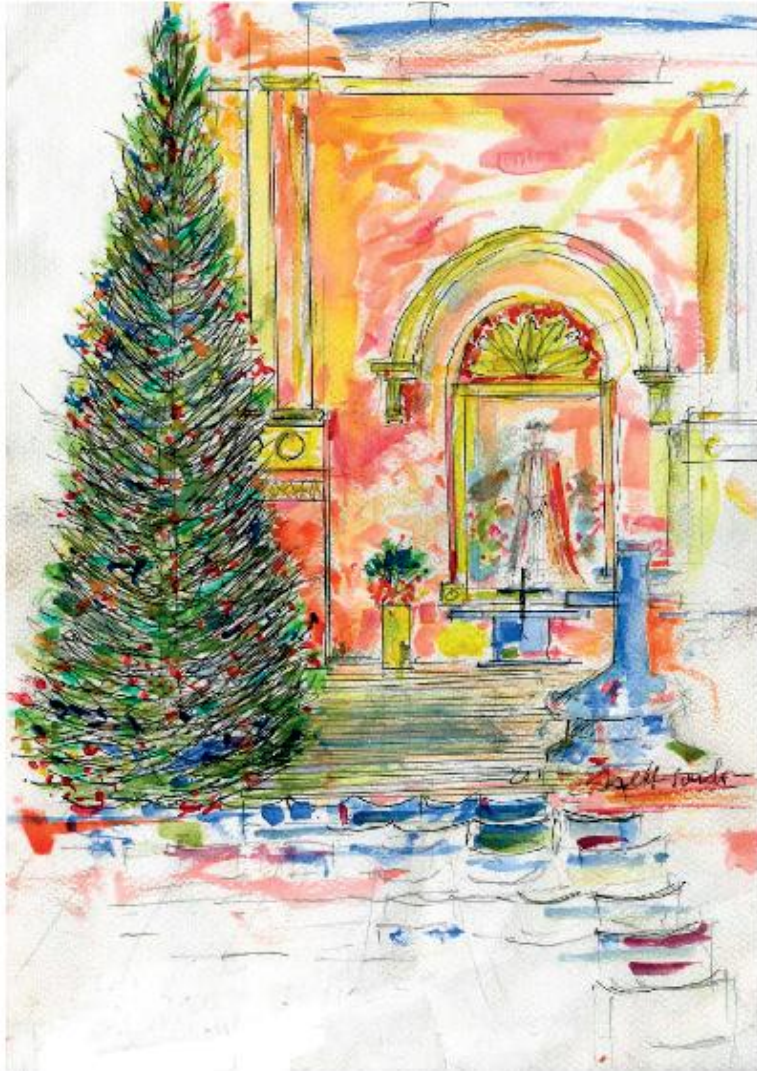




# What is the main purpose?



# How much does it help people?



Guests:

Mr GCL

Mr AB

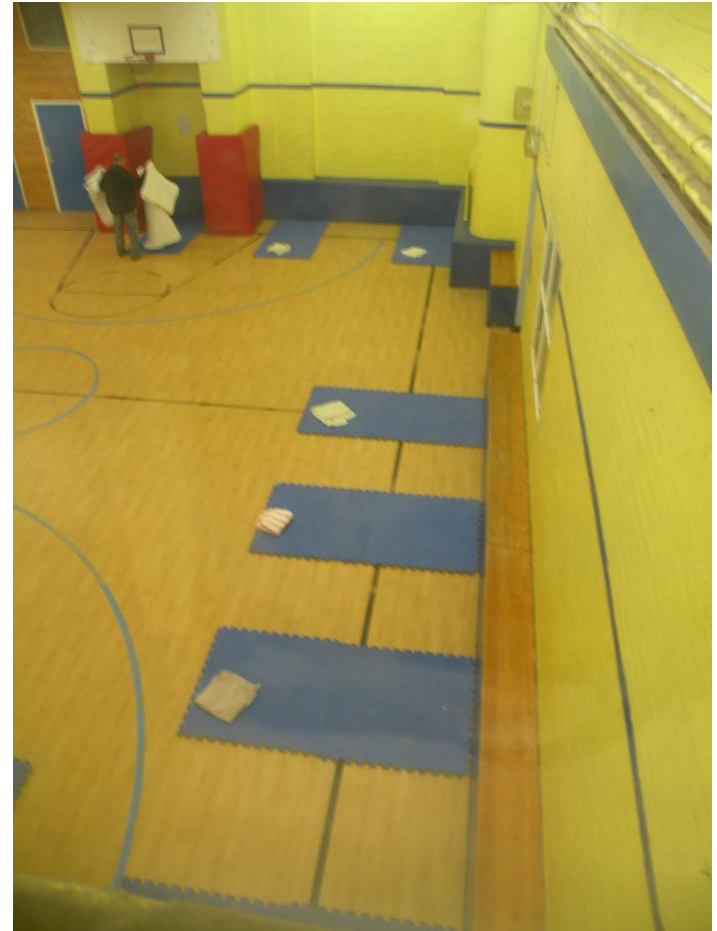
Mr NB



# How much does it help people?

Winter shelter 2012:  
17 re-housed

Winter shelter 2011:  
11 re-housed, 7 with  
construction skills  
cards or interviews  
for work





# How much does it help people?

Community  
Bible Study  
Prayer  
Family



# How much does it help people?



# What ASLAN expects of volunteers

- Prayer
  - Is at the heart of all we do, attend monthly prayer meetings.
- Membership
  - You need to register and to fill in a form for insurance purposes.
- Commitment
  - You are important and will be missed if you're not there.
- Willingness to do anything
  - Everything from food preparation to toilet cleaning.
- Developing relationships
  - Be friendly and welcoming, get to know names, be yourself!



# What volunteers can expect of ASLAN

- Support and advice
  - We will conform to Health and Safety Regulations
  - You will be supported by your team leader and more experienced team members.
- Information and training
  - We will ensure that you are kept up to date with important information.
  - We offer regular training sessions and are developing online training in first aid, food hygiene and managing conflict for everyone.

# Best Practice

- Why?
  - To improve our service out of love for guests and to honour God.
  - For Health and Safety of guests and volunteers.
  - To meet the requirements of our insurance policies.
- Health
  - Are you up to date with tetanus, hepatitis and TB?
  - First Aid- know where the first aid kit is and if it's serious call an ambulance.

# Best Practice

- Safety
  - Work in pairs when in dark and lonely places.
  - Never get into an argument.
  - Never return abuse.
  - Never give your phone number or address.
  - Never give money.
  - If trouble develops leave the area and call the Police if necessary.
- Emergencies
  - Check with your leader about who to contact if he or she isn't available.
  - Make sure you know your leader's mobile number (which should be switched on!) – if there is any danger don't hesitate to dial 999.

# Best Practice

- Food hygiene
  - Wash your hands before and after preparing food.
  - Know the cleaning regulations for the kitchen you are using.
  - Serve food to clients rather than letting them help themselves (to be more honouring and hygienic).
  - Keep tables clean.
- Relationships with Clubhouse and Webber Street
  - Read the Best Practice Guide for your area of service.
  - Make sure your team leader has shown you the emergency exits, first aid kits, and fire extinguishers for the building you are in.
  - Ask your team leader for information about key staff and/ or other user groups.

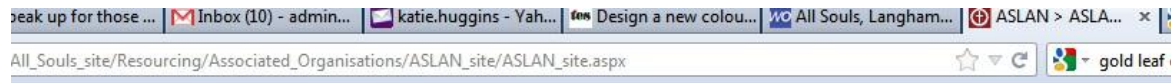
# Giving to ASLAN

- ASLAN runs on shoestring budgets and relies on the generosity of individuals.
- If you would like to give please contact [Katie.Huggins@allsouls.org](mailto:Katie.Huggins@allsouls.org) for details.
- Regular giving is particularly valuable, please see the ASLAN website for details.

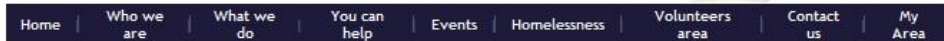




# ASLAN Website



Manifesting God's love to homeless people.



ASLAN's mission is to manifest God's love to homeless people through our actions:

- by addressing physical, mental and spiritual needs.
- by giving help and affection without preconditions.
- by transmitting our joy in Christ.
- by steadily improving standards of care and support with God's guidance.

[DONATE TO CLUBHOUSE](#)

[ASLAN NEWS >](#)

[CLOTHES >](#)

[DONATE >](#)



ASLAN's project co-ordinator Tim Aldeburgh is raising money for All Souls Clubhouse where many of our events are held.



ASLAN News Spring 2012 is now available at All Souls Church. Alternatively



Why not have a clothes collection at work, or just donate your own unwanted clothes. Click above to find out more.



If you would like to contribute financially towards the work of ASLAN, please click on the Donate button.

[Donate Here >](#)



# Why is ASLAN vital to All Souls?



- Practical action.
- Local.
- God's compassion.
- Barriers broken down.
- Transformed lives.
- Includes everyone.

# Thank you

Dear friends, since God so loved us, we  
also ought to love one another.

1 John 4: 11



# Video Message from Hugh Palmer (Rector of All Souls Church)

# ASLAN SPIRITUAL PASSION

To start the recharge that Hugh suggested lets get a view of God from Psalm 66:

- God is awesome and powerful.
  - Defeats the enemy.
  - God turned the sea into dry land.
  - God jealously protects them from opposing forces.
  - Allows trials in their lives but also gives them hope of abundant provision.
- Response is perseverance in serving.
- Condition of sharing God's grace is not cherishing sin in our lives.



# AIMS OF LEADERSHIP DAY 2012

- Thank God for the work (ASLAN funnel) which he has given us.
- Thank God for fearless and outward looking volunteers, work on leadership skills to encourage and enable them.
- Thank God for people faithfully serving for over 20 years.
- Use prayer time as a spiritual health check on sin in our hearts and work with ASLAN, pray for each other's struggles.
- Thank God for his saving grace and that he turns his face towards us in love.
- Matthew 5:14-16 Pray that our light will shine before men.
- 1 Peter 2:9-10 Pray that ASLAN will continue to represent the Church- a chosen people brought out of darkness into his light, united as a people of God, having received his mercy.




# Opening Prayer by John Williams (Day Centre Area Coordinator)

# ASLAN Leadership Training

24 November 2012



A photograph of a person sleeping on a bench, covered with a blue plaid blanket. The person is wearing a dark jacket and a beanie. The background is blurred, showing city lights at night.

ASLAN's mission is to manifest God's love to homeless people through our actions by:

- addressing physical, mental and spiritual needs;
- giving help and affection without preconditions.by transmitting our joy in Christ;
- steadily improving standards of care and support with God's guidance.

# Iconic Leadership

- Whom would you suggest as an example of great leadership?
- What makes / made them great leaders?



# Iconic Leadership (feedback)

- Winston Churchill
  - Task focussed, inspiring others and confidence
- Nelson Mandela
  - Modelling forgiveness
- The Queen
  - Service
- Mrs Thatcher
  - Courage, example, courage in conflict.
- William Wilberforce
  - Never gave up.
- Chris Peacock
  - Set example.
- John Stott
  - Humble, meek.
- Andrew Strauss
  - Respect, conviction









# **Mobilising volunteers**

*Biblical principles of leading volunteers*

# Ezra & Haggai – historical context

- 586BC Babylonians sack Jerusalem; destroy temple; Jews taken to Babylon
- 573BC Ezekiel's vision of restoration
- 550BC Belshazzar co-regent of Babylon
- 539BC Babylon conquered by Medes and Persians
- 539BC Cyrus the Great decrees Temple to be re-built





# “Cyrus the LORD’s anointed” Isaiah 45v1



# The Return

- The first group returned in 536 BC under leadership of Zerubbabel
- The second group in 458 BC led by Ezra
- The third group in 445 BC led by Nehemiah.



The 1,000 mile journey



זְרֻבָּבֶל

"the one sown of Babylon"

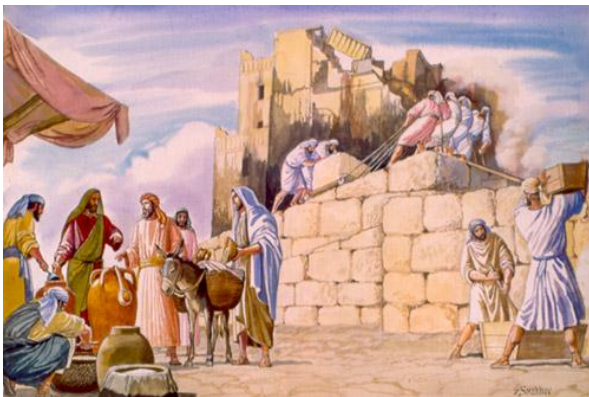
Sheshbazzar "joy in tribulation"



*'On that day, says the Lord of Hosts, I will take you Zerubbabel, son of Shealtiel, my servant, and wear you like a signet ring; for it is you whom I have chosen. This is the word of the Lord of Hosts'' – Haggai 2.23.*

# The Leadership of Zerubbabel

- What was Zerubbabel's priority?
- What were his biggest leadership challenges and how did he overcome them?
- What can we learn from this about leading volunteers?



# Vital lessons from Haggai et al

- The LORD provides the wherewithal and even used state authorities to achieve his purpose
- God calls & gifts ordinary people to do the extraordinary
- He orchestrates the timing (it's not always convenient!)
- He always requires obedience above sacrifice
- God's priorities are key: they bring blessing & fulfilment
- Godly leadership turns low morale and apathy into life changing action !
- Leaders under the LORD's authority never give up



# Vital lessons from Haggai et al (feedback)

What were the leadership concerns?

- Safe journey to destination.
- Achieve the task- build the temple.
- People settled.
- Worship and sacrifice.
- Everyone involved.
- Process of worship in place first.
- Culture of local people.
- Opposition.
- Anxieties.
- How to communicate.

# Vital lessons from Haggai et al (feedback)

- What are our corresponding concerns in ASLAN?
- Big picture
  - God's ministry
  - Long journey- work started when they arrived.
  - Caring.
  - Love
  - Prayer
  - Our motivation- Jesus, we love because...
  - Kept enemy out.

# Fundamentals of volunteering

- When you think of volunteers, what words come to mind??
- What do volunteers really want?







amateur

Part time

unpredictable

limited

enthusiastic

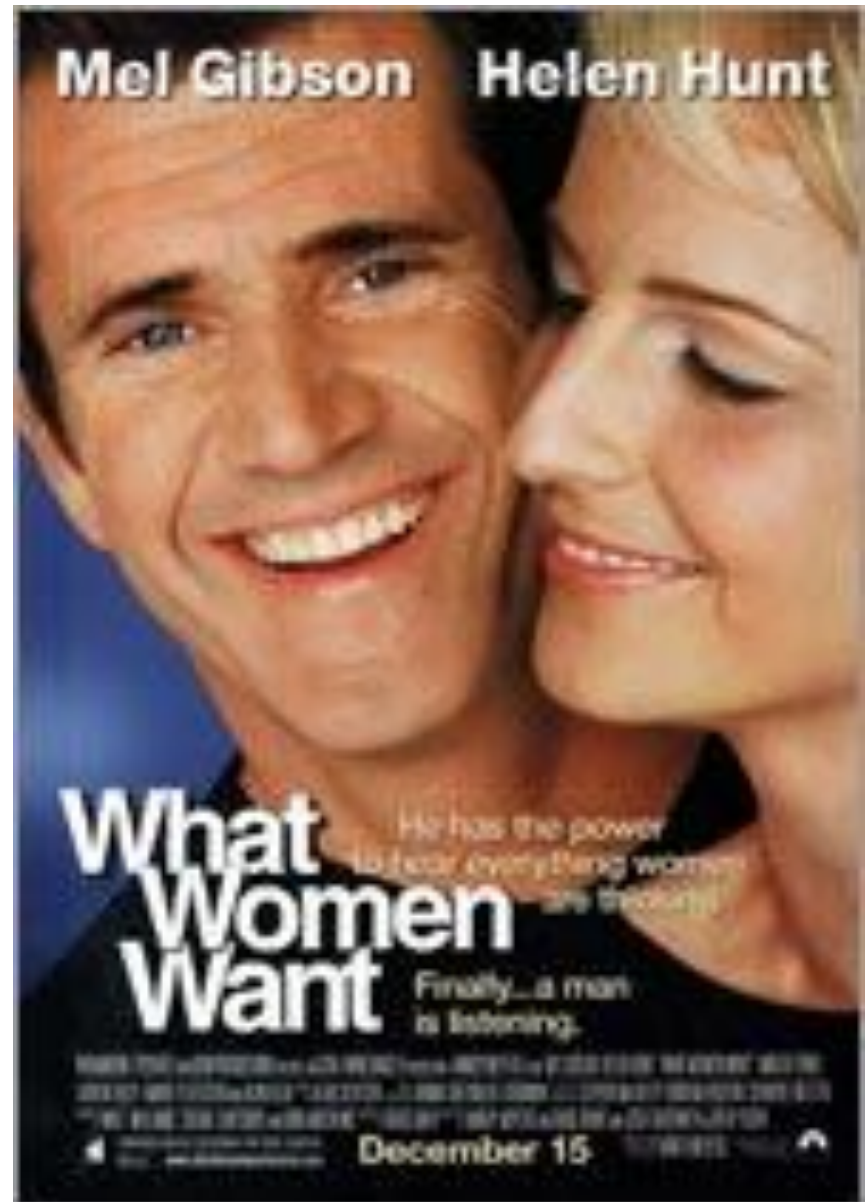
well meaning

time consuming

self managing











*So what do volunteers really want?*



# Volunteers' top 5

1. Supportive leadership
2. Relevant information
3. Know how tips
4. Networking
5. Tools for the job

# Fundamentals of volunteering (feedback)

- Clear leadership
- Effective organisation.
- Purpose and Outcomes
- Appreciation.
- Friendship and fellowship.
- Opportunities to use gifts.
- Getting to know God.

# Video message from Rico Tice (Evangelist at All Souls)

# PRAYER TIME

ADORATION: Sing 'Be Still for the Presence of the Lord'

CONFESSION, THANKSGIVING & SUPPLICATION : We would then move into the groups and share Bible Verses , posting special requests from each person.

CONCLUSION : Regroup and sing, 'Make me a Channel of Your Peace'.



# Hymn: Be still for the Presence of the Lord

# THANKSGIVING & SUPPLICATION

- Pass bag around and select card with verse on it.
- Take a pen and post it note.
- Take card to one of the five 'prayer stations' chancel, side chapel, music room, crèche, youth room.
- Read your verse to the others in your group and make any other comments.
- Write a prayer for your work with ASLAN in the post it and stick on the poster.
- In the room, pray together for everyone.




# Hymn: Make Me A Channel Of Your Peace

# H&S and ONLINE TRAINING

- ASLAN Webber Street H&S Policy
- ASLAN Webber Street Risk Assessment
- Clubhouse H&S Policy
- ASLAN Clubhouse Risk Assessment
- Online training launch



# ONLINE TRAINING LAUNCH

Manifesting God's love to homeless people

ASLAN Online Training

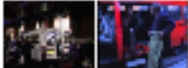
And God is able to bless you abundantly, so that in all things at all times, having all that you need, you will abound in every good work.

3 Corinthians 9:8 (NIV)

Introduction

Welcome to ASLAN online training!

Please click below to view an Introduction to Volunteering for ASLAN. The film on the right is 2 minutes long and was created in 2005 and the film on the right is 11 minutes long and was created in the 2000's.



Please note that this training is intended to provide a very basic level of training in First Aid, Managing Conflict and Food Hygiene.

All volunteers should read the ASLAN do's and don'ts and relevant Best Practice Guide for their area of service before their first ASLAN session. Please read these now if you haven't already done so.

ASLAN Do's and Don'ts

[List of Do's and Don'ts](#)

ASLAN Best Practice Guides

[Ten Run Best Practice Guide \(last revised 2006\)](#)

[Walker Street Day Centre Best Practice Guide \(last revised 2012\)](#)

[Zandvoort/Hemel Hempstead Best Practice Guide \(last revised 2006\)](#)

[Entertainment Event Best Practice Guide \(last revised 2006\)](#)

[Visiting Extreme Best Practice Guide \(last revised 2002\)](#)

[Walsingham Churches Winter Shelter Guide \(last revised 2014\)](#)


We also provide Emergency First Aid at Work training to try to ensure that there is one first aider in each ASLAN team. Internal CISM Level 2 Food Hygiene training, mental health training and safeguarding training is also provided, refer to the ASLAN website for details.

Remember that our work is protected by the Law - and the most powerful thing you can do to protect our work and volunteers is to attend the monthly prayer meeting at 8pm on the second Sunday of each month in the Room at All Souls Church, Langham Place.

ASLAN has been going for 22 years and each month we thank the Law that there have been no major incidents and pray that this protection will continue.

[Please Click here to Continue](#)

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Declaration

Before continuing with the ASLAN Training Quiz please complete the following declaration:

**Please tick**

☒ I CONFIRM that I have read the ASLAN do's and don'ts and the relevant Best Practice Guide for my area(s) of service

**Full Name**

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# ONLINE TRAINING LAUNCH



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## ASLAN Training Quiz

<b>Title (Mr/Mrs/Ms/Miss/...)</b>	Miss
<b>First name *</b>	Katie
<b>Surname *</b>	Huggins
<b>e-mail address</b>	

[Next »](#)

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## ASLAN Training Quiz

1.1. Overview of current issues in homelessness and ASLAN-Quiz

\* The total number of people who sleep rough in the UK in one year...

Source: Crisis

☐ 2000

☐ 1000

☐ 8000

\* The total number of people who sleep rough in London in 2011...

Source: Crisis

☐ 2400

☐ 3300

☐ 3070

\* The average life expectancy of people on the street

Source: Crisis

☐ 27 for men, 22 for women

☐ 47 for men, 42 for women

☐ 27 for men, 22 for women

\* The year ASLAN started...

☐ 1988

☐ 1998

☐ 2000

\* The total for non-ASLAN for one year

☐ 75,000

☐ 80,000


☐ 85,000

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# ONLINE TRAINING LAUNCH



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## 2.1. First Aid - Introduction

• About First aid

1. Please follow the link to the Red Cross "Everyday First Aid" website, go to the "Learn First Aid Skills for..." section here: ([Red Cross Website](#))

2. Make a note of the nearest accident and emergency department and drop in centres for homeless people - see [Link](#).

Accident and Emergency Departments;

All Souls Clubhouse  
University College Hospital (0.3 miles)  
235 Euston Road,  
London, NW1 2BU  
Tel: 020 3456 7890

Webber Street Day Centre  
Guy's and St Thomas' Hospital (0.6 miles)  
Westminster Bridge Road,  
London, SE1 7EH  
Tel: 020 7188 7188


3. If you have a smartphone please download the British Red Cross app - see [Link](#).

☐ I have not received Emergency First Aid at Work Training in the last 3 years.

☒ I have received Emergency First Aid at Work Training in the last 3 years.

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## 2.2. First Aid - Red Cross Quiz

• Where would a person having a heart attack most likely feel pain?

☒ In their chest.

☐ In their lower abdomen.

☐ In their legs.

• Which item below would be the best thing to apply to a head injury to reduce swelling?

☒ A bag of frozen vegetables wrapped in cloth.

☐ A wet cloth.

☐ A can of cold soft drink.

• If you think someone is having a stroke, you must act FAST. But what do the letters in FAST stand for?

☒ Fingers. Arms. Speech. Time.

☐ Face. Arms. Speech. Time.

☐ Feet. Arms. Speech. Time.

• If someone seems distressed because of an emergency situation, what is the first thing you should do to?

☒ Give them a hug and then take them to the doctor.

☐ Show you are listening and calmly ask how you can help.

☐ Ignore them and hope they improve.


• If someone is having a diabetic emergency, what should you do?

☒ Give them a low-calorie drink, like diet cola.


☐ Give them a sugary drink or sugary food.

☐ Give them bread or pasta

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# ONLINE TRAINING LAUNCH

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### 3.1. Managing Conflict - Introduction

**• Introduction to Managing Conflict**  
Please read the following extract from the All Souls Church Staff Handbook dated 04.10.12. Sections in brackets are only relevant to All Souls' Welcome Desk.

**Disruptive visitors**

- Your aim is to relieve tension and not confront or threaten.
- Be aware how your body and verbal language may impact people.
- Do not stand too close or tower over people.
- In difficult situations, eye contact is often best avoided and standing to the side rather than face to face may, where practicable, seem less threatening.
- Avoid mirroring their agitation.
- Talk calmly, quietly, clearly.
- Explain why their behaviour is unacceptable.
- If their behaviour remains unacceptable, ask them firmly but politely to leave the church.
- No physical force should be threatened or used.
- If the visitor refuses to leave the church, call the police.

**People seeking Pastoral help**


(- Initial contact is made with the Welcome Desk.)

- Trust your instincts - If you feel you need support seek it immediately.
- (- In situations where this can be handled at the Desk, give yourself a time limit; 5 - 10 minutes is a good average. These situations are often better dealt with away from the interruptions of the desk.)
- Be realistic about how much you can help this person. Too many questions or too much time spent with the person can raise expectations, then if these aren't fulfilled the person will be upset again.
- Focus on what you can give.
- Pass on to the appropriate person.

Please note: All staff are asked to comply with the policy of not giving out money, even their own, on site or in the vicinity of the building.

☒ Click next to continue

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### 3.2 Managing Conflict - Quiz

**• When should you call the Police?**

- ☒ You enlarge the issue.
- ☐ You have firmly asked the person to leave the premises and they have refused.
- ☐ You or another volunteer have been injured.

**• In which of the following ways should you talk to the distressed person?**

- ☒ Calmly
- ☐ Quietly
- ☐ Clearly
- ☐ Loudly
- ☐ Firmly
- ☐ Complimenting them
- ☐ Politely

**• What is most important to explain?**

- ☒ Why their behaviour is unacceptable.
- ☐ How you are feeling.


**• What is the aim of managing conflict?**

- ☒ Solving someone's problems.
- ☐ Reduce tension and not confront or threaten.
- ☐ Convinced someone that you are right.

**• Which of the following actions are correct?**


- ☒ Explain yourself.
- ☐ Be aware of your own body language.
- ☐ Calmly and clearly explain why the behaviour is inappropriate.
- ☐ Use physical force.

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ASLAN



# ONLINE TRAINING LAUNCH



Manifesting God's love to homeless people.

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## 4.0 Food Hygiene - Introduction

• Introduction to Food Hygiene


Please click [HERE](#) to watch the short videos on food safety issues on the Food Standards Agency.

The following food hygiene test questions are taken from the 'Food Safety Handbook (Level 2)' by Highfield Ltd which forms the basis of the food hygiene training provided by All Souls and ASLAN.

☒ I confirm that I have watched the short videos on food safety issues

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## 4.1 Food Hygiene - CIEH/ Highfield Level 2 Quiz

• Which of the following are all common vehicles of food poisoning bacteria?

☒ Cutlery, syringes and hands

☐ Hard ceramic surfaces, floors and walls

☐ Culling baskets, drains and refrigerator handles

☐ Cleaner handles, knives and freezers

• Which of the following doesn't need reporting by a food handler to their supervisor before starting work?

☒ Biting food items to have tasted food poisoning

☐ If they have a cut on their hand

☐ If they have had a badly infected leg

☐ If they have a discharge from the ear

• Which of the following is most likely to result in food poisoning if undercooked?

☒ Chicken

☐ Egg products

☐ Corned beef

☐ Corns

• Which of the following range of temperatures results in the most rapid growth of common food poisoning bacteria?

☒ 0-10 degrees Celsius

☐ 10-20 degrees Celsius

☐ 20-30 degrees Celsius

☐ 30-40 degrees Celsius

• Food poisoning is most likely if you store


☒ cooked meat in a refrigerator

☐ cold cooked meat in a freezer

☐ food at 10 degrees Celsius

☐ cooked meat at room temperature

[Learn](#)



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# ONLINE TRAINING LAUNCH

3. Be aware of your own body language  
4. Clearly and clearly explain why the behavior is inappropriate  
5. Use physical force

## 4.0 Food Hygiene - Introduction

### Introduction to Food Hygiene

Mark: correct  
Answers:

1. I don't feel I have covered the most critical or food safety issues - Correct

## 4.1 Food Hygiene - CISH: Highfield Level 2 Quiz

Which of the following are all common vehicles of food poisoning bacteria?

Mark: correct  
Answers:

1. Cattle, sheep and horses - Correct  
2. Home central surface, floor and horse  
3. Culling bands, wires and refrigerator handles  
4. Cattle handles, knives and tissues

Which of the following does not need reporting by a food handler to their supervisor before starting work?

Mark: correct  
Answers:

1. Eating food (even if it has caused food poisoning) - Correct  
2. If they have a cold or flu  
3. If they have a sore throat  
4. If they have a discharge from the ear

Which of the following is most likely to result in food poisoning if undercooked?

Mark: correct  
Answers:

1. Chicken - Correct  
2. Egg products  
3. Cow and goat  
4. Cattle

Which of the following range of temperatures results in the most rapid growth of common food poisoning bacteria?

Mark: correct  
Answers:

1. 0-10 degrees Celsius - Correct  
2. 10-20 degrees Celsius  
3. 20-30 degrees Celsius  
4. 30-40 degrees Celsius

Food poisoning is most likely if you store:

Mark: correct  
Answers:

1. cooked meat in a refrigerator - Correct  
2. cold cooked meat in a freezer  
3. food above 60 degrees Celsius  
4. cooked meat at room temperature

Total Points 9 correct out of 23

Mark: correct

Answers:

1. 0-10 degrees Celsius - Correct  
2. 10-20 degrees Celsius  
3. 20-30 degrees Celsius  
4. 30-40 degrees Celsius

Food poisoning is most likely if you store:

Mark: correct

Answers:

1. cooked meat in a refrigerator - Correct  
2. cold cooked meat in a freezer  
3. food above 60 degrees Celsius  
4. cooked meat at room temperature

Total Points 9 correct out of 23



# ONLINE TRAINING LAUNCH

ASLAN Online Training

+ New

To-Do List

Howdy, Katie

Media

Formidable

Profile

Downloads

WPSQT

WPSQT

Quizzes

Surveys

Polls

Options

Maintenance

Help

To-Do List

Collapse menu

WP Survey And Quiz Tool - Results

ASLAN Training Quiz: [Edit](#) | [Sections](#) | [Questions](#) | [Form](#) | **Results**

Shortcode: [wpsqt name="ASLAN Training Quiz" type="quiz"]

Result successfully marked!

All (6) | Unviewed (1) | Accepted (5) | Rejected (0)

Export CSV 1

<input type="checkbox"/>	ID	Name	Score	Percentage	Pass/Fail	Status	Date
<input type="checkbox"/>	31	Anonymous	9/23	39%	Fail	Accepted	22-11-12 16:49:46
<input type="checkbox"/>	28	Anonymous	19/23	83%	Pass	Accepted	17-11-12 20:13:21
<input type="checkbox"/>	27	Anonymous	18/23	78%	Pass	Accepted	15-11-12 21:02:25
<input type="checkbox"/>	26	Anonymous	18/23	78%	Pass	Accepted	14-11-12 17:03:18
<input type="checkbox"/>	25	Anonymous	17/23	74%	Fail	Unviewed	14-11-12 15:51:26
<input type="checkbox"/>	13	Anonymous	15/17	88%	Pass	Accepted	28-09-12 9:31:35
<input type="checkbox"/>	ID	Name	Score	Percentage	Pass/Fail	Status	Date

Export CSV 1

Delete Selected



Lunch  
(Kindly provided by Pret)



# **Mobilising volunteers**

*A model for leading volunteers*

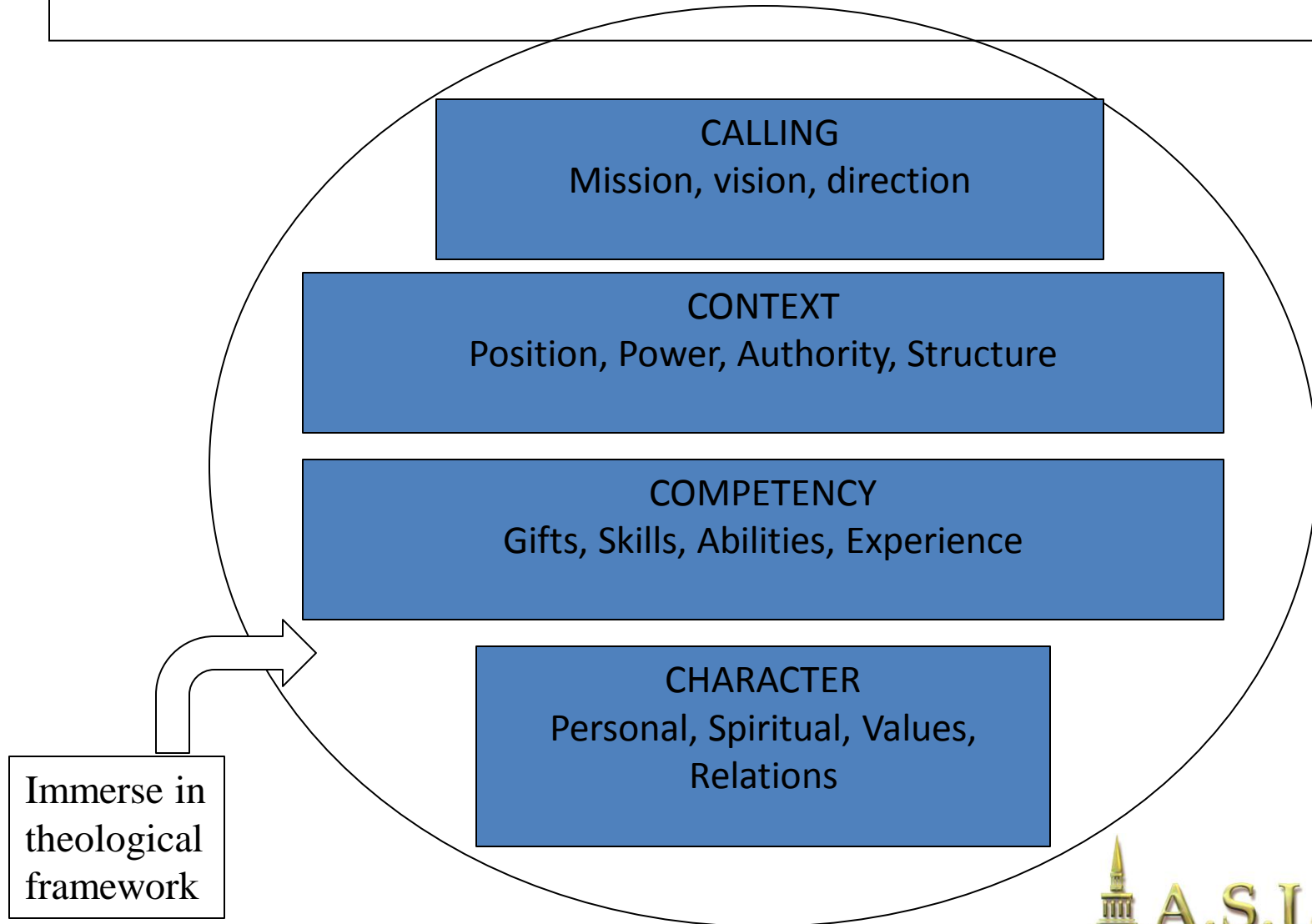
# What do effective leaders do?



- Find one Bible reference that explains what good leadership looks like
- Summarise the reference in one word or sentence



# The Christian leader

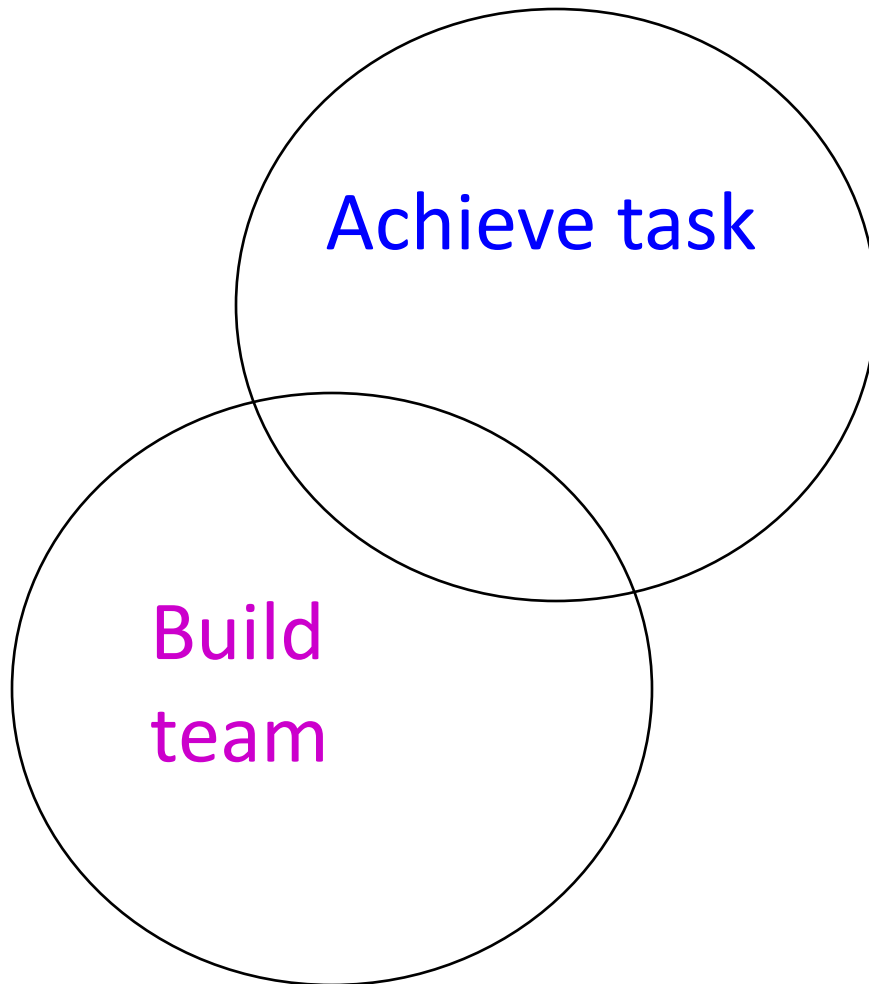


# Action-Centred Leadership



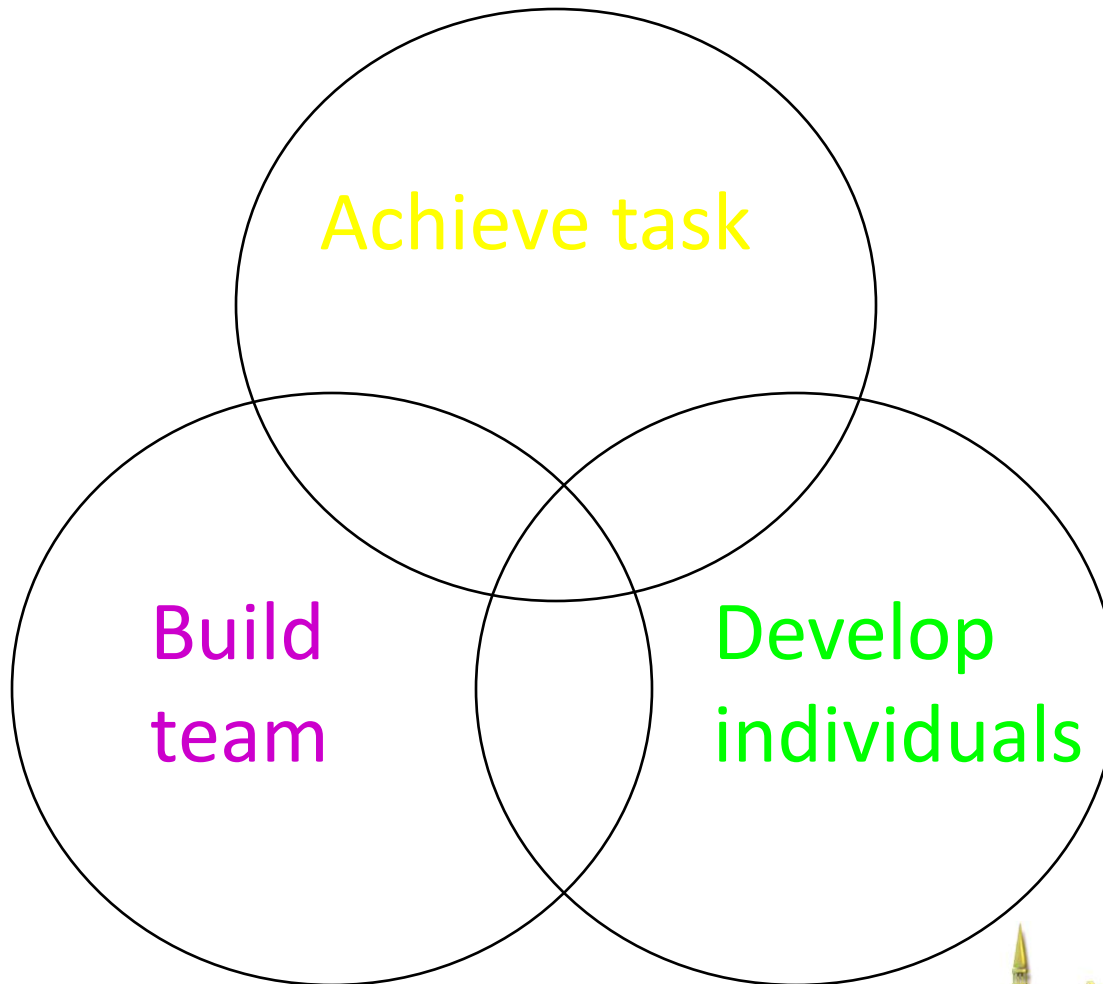
Achieve task

# Action-Centred Leadership



After John Adair

# Action-Centred Leadership



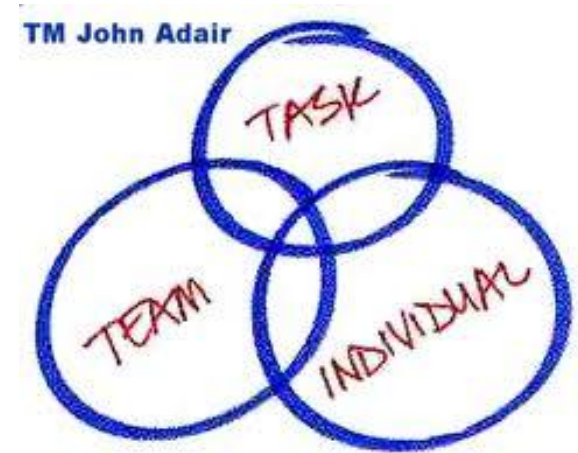
After John Adair

# Challenges facing ASLAN leaders

- Volunteers
  - Motivation when the going gets tough
  - Wavering commitment / availability
  - Taking responsibility
  - Seeing the bigger picture
  - Delegating difficult jobs
- Guests
  - Making tough calls e.g. turning people away
  - Dealing with difficult behaviour
  - How to introduce God
- Partners
  - Clashes of priorities
  - Concerns about safety & safeguarding

# Breakout session on managing volunteers

- Four topics:
  - Motivation
  - Commitment and reliability
  - Taking responsibility
  - Seeing the big picture
- 20 minutes to discuss the issues in small groups
- Each group to report back to the plenary after the break





# Plenary session on managing volunteers

- Four topics:
  - Motivation
  - Commitment and reliability
  - Taking responsibility
  - Seeing the big picture
- What precise actions would you take to remedy the situation?



# ENCOURAGING VOLUNTEERS TO TAKE RESPONSIBILITY

*How would you deal with the situation that your team rely too heavily on you and are reluctant to take responsibility or exercise initiative?*

- Identify those who could take on more responsibility
- Discuss the needs and encourage a prayerful personal review
- Seek opportunities to delegate tasks and responsibilities not forgetting to 'explain and train'
- Address barriers to people taking on more responsibility (whether attitude or aptitude)
- Examine your own leadership style and seek feedback to see if you are limiting your team's opportunity to take more responsibility
- Check that your team understand the vision for your activities
- Develop opportunities for team and individual training
- Periodically assess how each member of your team is doing and try to have an open conversation about their progress and development needs
- Seek to bring in new people with the skills that can't be developed from within
- Seek and give honest feedback on how things are going
- Pray for each member of the team as well as the guests you are serving
- Seek to identify and develop future leaders, using the opportunities to take on new and different responsibilities.



# DEALING WITH VARIABLE COMMITMENT

*How would you deal with variable and unpredictable commitment within your group of volunteers?*

- Set clear standards around time keeping, regular attendance and advance notification when absence is unavoidable
- Explain why these standards are important to delivering the goals of ASLAN
- Make sure that everyone in the team is kept in the loop and gets to understand what is happening and how it all fits together and why consistent commitment is key
- Explain the big picture and purpose of ASLAN on a regular basis
- Praise good effort and consistent commitment – always seek to recognise good work and commitment to the mission of ASLAN
- Provide team members with opportunities to socialise and have fun together
- Raise the issue with those who are waivering. Better to be crystal clear about what is needed and expected than to fudge the issue.
- Encourage team members to engage with guests
- Encourage everyone to take ownership of specific tasks
- Provide mentoring and training where appropriate



# SEEING THE BIGGER PICTURE

*How would you deal with the situation that your team is very parochial and is only concerned with their part of ASLAN?*

- Ensure you have a clear vision for your area but also how this fits into the wider mission of ASLAN
- Share stories from other teams to help people get a wider view of what's happening
- Encourage members of your team to try out other roles within your team and possibly other areas of service within ASLAN – when it's not an emergency
- Pray for wisdom – when to be directive and when to be gentle
- Ensure de-brief sessions are held
- Encourage people to review their contributions and pray about how they might develop their commitments and skills
- Ensure proper everyone receives a proper induction and has an understanding of the full breadth of ALSAN's work
- Encourage everyone to attend the ASLAN prayer meeting and make full use of the prayer letters
- Consider exchanges and swaps to deepen understanding of the role and work of other teams
- Encourage each person to have a personal develop plan and discuss how we might all support each other's development and training.



# MOTIVATION OF VOLUNTEERS

*How would you approach a problem of flagging motivation and morale in your team?*

- Regularly remind team members about the heart, vision and purpose of ALSAN – why it is so important
- Focus on the task and the difference it is making to lives of the guests
- Be enthusiastic about the opportunities to serve and make a difference
- Pray together and seek guidance from the Holy Spirit
- Encourage and visibly appreciate team members; publicly recognise good performance and good effort
- Encourage team members to understand and use their gifts and talents
- Consider mentoring and ‘buddying’ within the team to provide encouragement and support
- Resist the enemy and pray for God’s protection
- Seek to care for each other through simple acts of kindness and consideration
- Ensure that the roles and tasks people are given, fit with their heart, gifts and experience
- Seek to provide social opportunities to encourage fellowship and getting to know each other
- Pray for every member of the team that their full potential might be released.



# Interview with Nik Ward (Commissioner for Homelessness Services at Westminster Council)



# Closing talk by Tim Aldeburgh (Project Coordinator)



## Understanding the context of sacrifice - John Ch7 V 38

“Whoever believes in me, as the scripture has said, streams of living water shall flow from within them”

A paraphrase of the last part of the sentence might be -“-everything we receive shall escape”.



Our Lord is asking who will do it for Him?

And if you are worried you will be exhausted, turn to the verse before and read -

John 7 v 37 – “Whoever is thirsty let him come to me and drink”

– Jesus is an everlasting fountain!!





Let's have a look briefly at another verse... John 15:15

“I no longer call you servants, because a servant does not know his master's business. Instead, I have called you friends, for everything that I learned from my father I have made known to you.”



Your call is clear, cold  
centuries across;  
You bid me follow you, and  
take up my cross,  
And daily lose myself, myself  
deny,  
And stern against myself  
shout 'Crucify.'

My stubborn nature rises to  
**rebel**  
against your call.  
Proud choruses of hell  
Unite to magnify my restless  
hate  
Of servitude, lest I  
capitulate.



**The world, to see my cross,  
would pause and jeer  
I have no choice, but still to  
persevere  
To save myself – and follow  
you from far,  
More slow than Magi –  
for I have no star.**

**And yet you call me still.  
Your Cross eclipses mine,  
transforms the bitter loss  
I thought that I would  
suffer  
if I came to you  
– into immeasurable gain.**





**I kneel before you, Jesus,  
crucified,  
My cross is shouldered and  
my self denied;  
I'll follow daily, closely, not  
refuse  
For love of you and man -  
MYSELF to lose.**



**JOHN STOTT**



# Hymn: Great is Your Faithfulness





ASLAN Leadership Training Day  
24<sup>th</sup> November 2012

