

## ★ VIDEO 1 — PRACTICAL TRAINING STEPS

(Steps correspond to Slides 1–18)

SLIDE 1 — TITLE (Kingdom Way: Connect Members Training)

Practical Step:

Set the tone: “We’re not greeters... we are culture builders.”

Action to Show:

Trainer standing confidently, hand over heart.

Micro-Scenario:

“Imagine walking into a home where someone truly wanted you there.”

Why:

Posture & tone set emotional safety before instructions even start.

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SLIDE 2 — HONORING THE PAST

Practical Step:

Acknowledge past teams verbally.

Action to Show:

Hand over heart → soft nod → “Thank you to those who made room for us.”

Scenario:

“Someone welcomed YOU years ago — now you’ll welcome someone else.”

Why:

Belonging increases when people feel connected to legacy.

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SLIDE 3 — SCRIPTURE FOUNDATION (1 Cor. 16:14)

Practical Step:

Everything runs through a “love filter.”

Action to Show:

Hold glowing heart graphic → “Is this loving?”

Scenario:

Guest is late, stressed. Love responds gently.

Why:

Love lowers embarrassment and increases connection.

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SLIDE 4 — FROM GREETING TO HOSTING

Practical Step:

Shift from saying “hi” → to creating an atmosphere.

Action to Show:

Two motions:

1. Small wave (greeter)
2. Open-arm “welcome in” motion (host)

Scenario:

Instead of “Good morning,” you say, “We’re glad you’re here — I’ll help you get where you need to go.”

Why:

Hosting reduces intimidation. Greeting only acknowledges.

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SLIDE 5 — THE KINGDOM WAY COMPASS

Practical Step:

Operate through these four filters every moment.

Show How:

Trainer touches each quadrant:

Safety → Courtesy → Experience → Efficiency

Scenario:

Family arrives with stroller → Safety: clear path, Experience: smile, Efficiency: walk with them.

Why:

Gives volunteers a mental framework under pressure.

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SLIDE 6 — WHY HOSPITALITY MATTERS (76%)

Practical Step:

Understand the weight.

Statistic:

76% of guests decide to return before the sermon based on hospitality.

Action to Show:

Thermometer rising to 76%.

Scenario:

A guest's first 2 minutes overshadow a 40-minute service.

Why:

Reveals the spiritual impact of small behaviors.

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SLIDE 7 — THE FIRST 7 SECONDS

Practical Step:

Master your first impression window.

Action to Show:

Stopwatch set to 7 seconds.

Trainer takes one warm step forward.

Scenario:

Guest steps onto the sidewalk → you smile → nod → step toward.

Why:

The brain decides “safe / unsafe” instantly.

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SLIDE 8 — POSTURE • PRESENCE • PLUSSING

Practical Step:

Train all volunteers to reset their body in 3 steps.

1. Posture: Shoulders open, weight forward
2. Presence: Slow breathing, gentle smile
3. Plussing: A small intentional step

Scenario:

You see a lost guest → posture resets → you step toward → “How can I make this easy?”

Why:

Body language communicates 10x faster than words.

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SLIDE 9 — POWER OF PLUSSING

Practical Step:

Add one extra step in every moment.

What to Demonstrate:

Straightening a sign

Holding a door

Picking up trash

Walking with a guest

Scenario:

Guest says “Where’s the nursery?” → You walk them there.

Why:

Plussing removes confusion and creates delight.

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SLIDE 10 — GUEST JOURNEY OVERVIEW

Practical Step:

Track the guest journey in 4 phases.

1. Arrival
2. Approach
3. Engagement
4. Transition

Scenario:

Follow a guest from car → sidewalk → door → foyer → kids check-in.

Why:

Volunteers must master “the whole trip,” not just their spot.

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SLIDE 11 — ARRIVAL SUCCESS

Practical Step:

Be visible, welcoming, and ready.

Action to Show:

Trainer waves warmly from 15–20 feet away.

Scenario:

Guest opens car door → you make eye contact → smile → small wave.

Why:

Long-distance greeting reduces anxiety immediately.

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## SLIDE 12 — APPROACH SUCCESS

Practical Step:

Take one step toward every guest.

Action:

Trainer steps forward slowly & warmly.

Scenario:

Family hesitates near entrance → you gently approach → “Welcome! Let me walk with you.”

Why:

Movement equals leadership.

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## SLIDE 13 — ENGAGEMENT SUCCESS

Practical Step:

Use a warm greeting formula:

Smile → Heart-hand → Gentle tone → Open question

Scenario:

“Good morning! Anything I can help you find today?”

Why:

People decide trust based on tone + face.

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#### SLIDE 14 — TRANSITION SUCCESS

Practical Step:

Walk WITH, never point.

Action to Show:

Trainer walks beside imaginary guest toward door.

Scenario:

Guest: “Where’s the sanctuary?”

You: “Right this way, I’ll walk with you.”

Why:

Escorting reduces uncertainty and elevates experience.

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#### SLIDE 15 — ART OF REASSURANCE

Practical Step:

Provide calm guidance.

Action to Show:

Hand over heart → soft voice → brochure extended.

Scenario:

Guest looks nervous → “You’re in the right place. Take your time.”

Why:

Reassurance lowers emotional resistance.

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SLIDE 16 — READING THE ROOM

Practical Step:

Scan for 5 signals:

- Lost
- Hesitant
- Overwhelmed
- Alone
- Unsure where to go

Action to Show:

Trainer visually scans room left → right.

Scenario:

Spot someone standing still → “Let me help you get settled.”

Why:

Awareness creates connection BEFORE discomfort becomes distress.

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SLIDE 17 — BODY LANGUAGE OF BELONGING

Practical Step:

Teach 3 body cues:

1. Open posture
2. 45° angle toward guest
3. Palm-open welcome

Scenario:

Guest approaches → shoulders open → smile → palm-out gesture.

Why:

Body angle signals psychological safety.

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## SLIDE 18 — THE SMILE EFFECT

Practical Step:

Smile genuinely — not “church fake.”

Action to Show:

Trainer exaggerates big smile → then returns to natural warm smile.

Scenario:

Smile → guest smiles → chain reaction.

Why:

Smiling increases trust chemicals (oxytocin & dopamine).