

## ✔ VIDEO TRAINING #2 — PRACTICAL ACTION STEPS FOR EACH SLIDE

(Short, condensed, but very actionable. These are the “how to do it” steps.)

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### SLIDE 1 — NOTICE

#### Practical Steps

1. Scan every 3–5 seconds—look up, look around, look again.
2. Lift your eyebrows slightly when your eyes meet a guest (signals warmth).
3. Smile early, not once they’re right in front of you.
4. Count it mentally: “I see you.”
5. Log the guest type: new, hesitant, regular, stressed, family, alone.

#### Scenario Example

A guest steps out of their car looking uncertain.

You see it early → smile → eye contact → eyebrows lift → you’re already preparing to engage.

#### Why This Matters

Before people hear a sermon, their brain asks: “Am I safe here?”

Warm noticing calms that part of the nervous system instantly.

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### SLIDE 2 — ACKNOWLEDGE

#### Practical Steps

1. Use the “small wave” or “small nod.”
2. Keep gesture under 1 second—friendly, not dramatic.
3. Angle your body toward them so it’s clear the gesture is for them.
4. If at distance, gesture first, words later.

### Scenario Example

Guest is 12–15 feet away → slight wave → nod → guest gets a warm signal without pressure.

### Why This Matters

Acknowledgment says: “You’re not invisible.”

This increases a guest’s sense of belonging immediately.

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## SLIDE 3 — ENGAGE

### Practical Steps

1. Take one small step forward (no lunging).
2. Hand over your heart—signals sincerity.
3. Use a soft first line:  
“Hey! Welcome in... I’m glad you’re here.”
4. Stop talking after the greeting—let the guest respond.
5. Mirror their energy level (calm guest = calm tone).

### Scenario Example

Guest looks anxious → you slow your tone → gentle approach → you become a calming presence.

Why This Matters

Engagement bridges the gap from “noticed” to “valued.”

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## SLIDE 4 — THE 3-SECOND BREAKDOWN

Practical Steps

Teach volunteers this exact tempo:

Second 1 — NOTICE

Eyes up → smile → eyebrows lift.

Second 2 — ACKNOWLEDGE

Wave or nod → soft posture → turn shoulders toward guest.

Second 3 — ENGAGE

Small step → hand over heart → greeting phrase.

Scenario Example

Guest approaches from parking lot:

You do N–A–E in rhythm → guest feels the welcome was natural, not forced.

Why This Matters

Consistency creates trust.

Predictability creates safety.

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## SLIDE 5 — THE POWER OF TONALITY

## Practical Steps

1. Lower your volume by 15% (calmer tone = safer atmosphere).
2. Round your words—no sharp edges, no clipped endings.
3. Start every greeting mid-smile—you can hear a smile in the voice.
4. If guest looks stressed → slow your pace 20–30%.

## Scenario Example

Guest looks overwhelmed → your tone slows → they unconsciously match your calmer breathing.

## Why This Matters

Tone can build trust faster than words.

A warm voice lowers heart rate and tension.

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## SLIDE 6 — THE POWER OF CLARITY

### Practical Steps

1. Give one clear instruction at a time.
2. Use landmarks, not church jargon:  
“Straight down this hall past the windows.”
3. Confirm with a simple:  
“Does that make sense?”
4. If they seem confused → escort immediately.

### Scenario Example

You tell a guest where kids check-in is.

They hesitate → you pivot to:

“Let me walk with you.”

### Why This Matters

Clarity reduces anxiety and decision fatigue.

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## SLIDE 7 — THE EMOTIONAL TEMPERATURE

### Practical Steps

1. Mirror first—match their emotional speed.
2. Then lead gently—use warmth to elevate their mood.
3. Keep shoulders relaxed—your calm becomes their calm.
4. If multiple guests enter → always greet the most anxious-looking one first.

#### Scenario Example

A parent juggling kids looks panicked.

You immediately approach with warmth → their shoulders lower → they breathe again.

#### Why This Matters

Connection is more emotional than informational.

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### SLIDE 8 — MICRO-WINS IN EVERY INTERACTION

#### Practical Steps

1. Notice quickly: see the need early.
2. Help simply: fix one small thing.
3. Encourage gently: “You’re good, take your time.”

#### Scenario Example

Mom drops a diaper bag → you pick it up calmly → smile → “You’re doing great.”

#### Why This Matters

Small wins build big trust.

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## SLIDE 9 — HELPING HESITANT GUESTS

### Practical Steps

1. Slow everything down—voice, pace, gestures.
2. Give extra personal space.
3. Avoid rapid-fire questions.
4. Offer one small next step:

“Would you like me to show you where to sit?”

### Scenario Example

Someone lingers near the entrance → you step toward them slowly → reassure → escort.

### Why This Matters

Hesitant guests need more permission than direction.

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## SLIDE 10 — HELPING OVERWHELMED GUESTS

### Practical Steps

1. Don't add choices—reduce decisions.
2. Speak quietly and slowly.
3. Ask:  
    “Let me help you with one thing at a time.”
4. Keep children, bags, or distractions in mind.

#### Scenario Example

Mom juggling kids, coffee, and diaper bag → you assist with one item → escort calmly.

#### Why This Matters

Overwhelm shuts down decision-making.

You provide peace.

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## SLIDE 11 — HELPING TALKATIVE GUESTS

#### Practical Steps

1. Listen for 10 seconds—honor their heart.
2. Then softly redirect:  
    “I want to hear the rest—walk with me?”
3. Gesture with palm-open movement.

#### Scenario Example

Someone begins a 5-minute story → redirect kindly → still keep the flow moving.

Why This Matters

You honor them and protect the flow.

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## SLIDE 12 — HELPING DISTRACTED GUESTS

Practical Steps

1. Remove noise: “Let’s step right over here.”
2. Give one simple option:  
“Kids check-in is straight ahead.”
3. If their eyes wander → gently re-center:  
“Let me show you.”

Scenario Example

Guest looking everywhere → you simplify → escort → problem solved.

Why This Matters

Distracted minds need simplicity, not more talking.

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## SLIDE 13 — THE POWER OF CONSISTENCY

Practical Steps

1. Show the same warmth every week.
2. Build a recognizable rhythm.
3. Become a “predictable presence” for returning guests.
4. Keep tone, posture, and pace consistent.

#### Scenario Example

A family says:

“We saw you last week!”

They now associate you with safety.

#### Why This Matters

Consistency creates belonging.

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### SLIDE 14 — THE RHYTHM OF A GREAT GREETING

#### Practical Steps

##### 1. The Approach

Slow walk → hand visible → smile.

##### 2. The Greeting

Warm tone → simple words → eye contact.

##### 3. The Release

Soft transition:

“You’re all set... enjoy the service.”

#### Scenario Example

Guest walks in → you guide → greet → release naturally.

Why This Matters

Great greetings feel smooth, not scripted.

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