Onboarding a New Team Lead

Introduction

Prerequisites

- [ ] Served on the current team a minimum of six months
- [ ] Completed Grow Steps
- [ ] Completed a Freedom group and attended the conference
- [ ] Lead or participated in a Grow Group
- [ ] Background Check cleared (*when applicable*)
- [ ] Lead the Sunday serve for the designated team a minimum of three occasions
- [ ] Previously served as a team Administrator and/or Trainer
- [ ] Grow Team Leadership Interview

Systems Training

- [ ] People
    - Review the People Training Video
        - Note: This video is over 1 hour long, but the only information that needs to be reviewed is the following: Chapter 11 (Profiles in People) and Chapter 12 (Using Workflows to Follow Up)
        - Team members with access to People do not have the same profiles and ability to access features
    - Complete the Non-Disclosure Agreement Form
    - Complete the Dedication to Freedom Form
    - Share best practices
        - Use of communication tools

- [ ] Workflows
    - Review Workflow Training Video
        - Youtube Training
    - Explain the process and differences between shadow and training a new team member
    - Share best practices
        - Saving notes on workflows
        - Timely follow up when a workflow is received and through the process of onboarding a team member
        - What to do when someone says “I would like to join your team”
            - Send email to Grow Steps Captain
    - Conduct a live workflow

- [ ] Services

- Review Services Training Video
  - Using the Matrix on Services Video
- Walk through scheduling the current team
- Share best practices
  - Knowing the order of service each Sunday
  - Benefits of sending a Push Week email to determine when team members are available to serve
  - Setting a day the following week to complete the Monthly Schedule
  - Attending the Team Huddle and its purpose
  - Emailing team members to communicate information
- Resource for new team members: First-time Services User

Review Manuals

- [ ] Discuss and review the Grow Team Coach/Captains Manual
  - Lead Team Breakdown Sheet
- [ ] Review the Grow Team SOP
- [ ] Review the Grow Culture Guide
- [ ] Share the Animal Service Policy Document
  - Animal Service Policy Online Form

Leadership Development

- [ ] Best practices on effective leadership
  - Building relationships with team members
    - 3 Month Connect
  - Celebrating the team
    - Birthdays
    - Anniversaries
    - Graduations
    - Personal achievements
  - Following up with team members when they have suggestions, concerns, conflict, or personal situations.
  - Emotional intelligence
  - Scheduling team get-togethers
- [ ] Discuss the relationship between coach, captain, trainer, and admin.
- [ ] Review the designated Team Card and Team SOP