



CONSULTING SOLUTION OVERVIEW

MINISTRY EVALUATION

Anything worth doing is worth evaluating. And what you are doing in your church is incredibly worthy work. So, that means it's worth evaluating. Sometimes when we are so close to something, we can't truly see things. That's why it's helpful to invite another person in to get their perspective.

The purpose of an environment evaluation or secret shopper evaluation is to get a fresh set of eyes to experience your environment(s). This could be a particular ministry environment, such as Children's ministry, or it could be a higher-level, church-wide evaluation.

The difference between an environment evaluation and a secret shopper evaluation is who knows about the visit before it happens. In an environment evaluation, the church staff typically knows a Consultant is attending on a particular Sunday and has been asked to evaluate certain ministry areas. The secret shopper visit is typically a surprise for all but one staff person, typically the Lead Pastor or another designated staff person. This is so the Consultant can experience a "normal" Sunday with no advanced or special preparations made by the church staff.

EXPECTATIONS

You're a part of Irresistible Church Network because you want to create a church that unchurched people love to attend. This is the lens that the Consultant will consider as they experience your environments.

The Consultant will consider what do they see, hear, and experience/feel. For example, do they know where to go? Do they feel welcomed as a new person? Does the message make sense even if they have never opened a bible? Are the bathrooms clean? Does the children's ministry feel safe? Does it seem like the church was expecting a guest?

The church team will be provided with encouragement, specific examples, and opportunities for growth. The goal is to provide helpful and applicable feedback, not to critique.

We ask that the team approach the feedback with humility and curiosity to receive the feedback. We know it's not always easy to hear certain things, yet it's all in the church's best interest and like-minded nature "that we should not make it difficult for the Gentiles who are turning to God." (Acts 15:19) This is why we take the time and do the hard work of evaluation.

CONSULTING SOLUTION OUTLINE

PRE-VISIT

- Schedule time with Consultant for the visit at least two months in advance.
- Have a conversation with the consultant with the questions below:

- What areas are your strengths?
- What areas do you think are areas of growth?
- Any special areas, team dynamics, building issues, etc. the Consultant should be aware of prior to visiting.

CONSULTANT VISIT

- Saturday night - dinner with Lead Pastor and/or other staff members, depending on travel times and availability
- Sunday - attend church services, participating in and observing environments based on focus of the visit
- Sunday afternoon or Monday morning - meeting with the Lead Pastor and/or team to discuss observations

FOLLOW-UP

The Lead Pastor and church team will receive a review report of the Consultant's visit including:

- What did they see, hear, and experience/feel on Sunday
- A walk through the entire morning
- Specific opportunities for growth

The consultant will be available for follow-up conversations.