

CHAPTER 6

Resources

Internet

www.webminister.com

Click on Article of Church Growth and go to section on Pre-Christians, Visitors, and New Members.

Several helpful articles here:

1. "HOW TO SAY HELLO" by Gary McIntosh
2. "GET READY FOR COMPANY" by Gary McIntosh
No congregation grows unless guests visit. How to create an atmosphere where guests WANT to return.
3. "SOME LITTLE THINGS THAT MAKE A BIG DIFFERENCE." by Gary McIntosh
4. "LET YOUR FINGERS DO THE WALKING" by David Parks Designing Your Yellow Page Ad

Books

1. Anderson & Coyner, The Race to Reach Out: Connecting Newcomers to Christ in a New Century, Abington, 2004
Chapters on: Attracting Newcomers
 Identifying Newcomers
 Welcoming Newcomers
 Responding to Newcomers
 Listening to Newcomers
 Including Newcomers
2. Barna, George. Grow Your Church from the Outside In, Barna, 2002
An up close look at the attitudes and perceptions of those we are failing to reach, and what to do about it.
3. Lee, Robert A., First Impressions: How to Present an Inviting Church Facility, Abingdon, 1993.
"What is a visitor's FIRST IMPRESSION of your church – from the street, the parking lot, the lobby (foyer, narthex), chancel area, nursery, etc.? Chapter 2 focuses on the top 20 improvements for

under \$300. (Be sure to adjust for inflation!)

4. McIntosh, Gary L., Church That Works: Your One-Stop Resource for Effective Ministry, Baker, 2004.
Chapters on Changing Times, Church Visitors, People Flow, and Assimilation particularly relevant to our theme.

Quotable Quotes from McIntosh:

“A guest book is the least reliable source for information . . . Recent studies have shown that new people are willing to give out more information in a phone interview than by any other means.”

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“Church guests prefer aisle seats and rear seats. Encourage regulars to sit in the middle of a row and closer to the front.”

5. Rainer, Thom S., High Expectations: The Remarkable Secret for Keeping People in Your Church, Broadman & Holman, 1999. Especially chapter 5.
6. Rainer, Thom S., Surprising Insight from the Unchurched AND Proven Ways to Reach Them, Zondervan, 2001.
7. Waltz, Mark L., First Impressions: Creating WOW Experiences in Your Church. GROUP, 2005
This would be an excellent training manual for greeters. Help visitors know they matter to God and they matter to you.
8. Warren, Rick, The Purpose Driven Church, Zondervan, 1995
Several good suggestions:
 1. Work at memorizing names.
 2. The pastor should be available to greet BEFORE AND AFTER services.
 3. With first letter to visitor include a stamped, addressed postcard with these questions:
 - a. What was your first impression?
 - b. What did you like best?
 - c. What did you like least?

TWO ADDITIONAL RECOMMENDATIONS FOR READING:

Bonhoeffer, Dietrich, Life Together, Harper, 1978

A classic on Christians in community

Nouwen, Henri, Reaching Out, Image Books, 1975.

A classic on movements of the spiritual life. Both volumes are highly recommended for contemplation and reflection before tackling the practical aspects of becoming a welcoming congregation. Many of the photographs in Nouwen's With Open Hands are marvelous studies of the range of human emotions that visitors may bring with them when they come through our doors.

OUR GREATEST RESOURCE IS PRAYER!