

Come to our first Scottish Area Training Day!

If you work as a Church Administrator seeking to serve

- ***the world outside who contact you for help***
- ***your church members who make demands upon you***
- ***your Minister and staff who need your time***

... but you also have a range of tasks to complete on schedule...

...join others in similar posts to yours for this UCAN Area Training Day on

Caring for our customers

A valuable opportunity to help Scottish Church Administrators meet each other and examine 'customer care' thinking in a church office setting

Tuesday 3rd March 2015

10.00 am. until 3.30 pm.

Stirling Baptist Church

Cost: £37 for UCAN members, £47 for others
(includes training, lunch, materials)

Host: UCAN and SCON member: Lesley-Anne Evans
Leader: John Truscott



The day is run in association with **SCON, the Scottish Church Operations Network**, a network of those responsible for Operations and Administration in some of the largest churches in Central Scotland. The day is designed for all Church Administrators employed by their local church but is open to all. The venue has been chosen to be accessible to both Glasgow and Edinburgh.



Programme for the day

from 9.30 am. Arrival and coffee

10.00 Introduction to this event and to UCAN/SCON – Bible passage and prayer

10.15 **The customer comes first**

John Truscott

Our first training session investigates your church's reception facility and how this under-rated aspect of your role might work out. Are you a worker or a welcomer? Is it possible to be both? We then move on to consider what the ideas behind customer care thinking might look like in a church setting.

11.30 Refreshment break and an opportunity to meet each other

12.00 noon **Us and them**

John Truscott

This second session challenges you to consider the way you come across, your reliability, how you view so-called interruptions and what happens when you make mistakes. We then look at customers who are not so easy to work with: whether they are awkward, time-wasters, needy or simply come at the wrong moment. But who defines what is the right moment anyway and might we be the awkward ones?

1.00 pm. **Lunch** (provided)

A chance to network with those in similar positions to yours

2.00 **Putting it all into practice**

Some Church Administrators will describe their jobs and we then work in groups with options to design a church customer care policy, to study Bible passages relevant to our work, or to help each other over issues raised from the morning's programme.

3.00 **Question and answer session**

Issues in our work and UCAN's purpose and activities. We finish at 3.30 pm. with quick refreshments as you leave for home.

This second series of Area Training Days runs from autumn 2014 to autumn 2015 and is planned for 13 venues:

Ware, Coventry, Woking, Nottingham, Belfast (all Oct/Nov 2014), Stirling, Bristol, Manchester, central London (all March/April 2015), with Tonbridge, Leeds, Newcastle, Southampton areas in late 2015.

Details of these are given regularly in the UCAN Update mailings sent to all members and at www.bit.ly/UCANevents.

UCAN seeks to promote and encourage other groups that organise Church Administrator days including national church groupings. We seek to arrange our own programme (for training and networking) not to clash with these.

The fee for area events is designed to cover UCAN's time/costs in organising the days, venue and catering costs, and a fee for training input. UCAN accounts are shared with members once a year. We do not want cost to be a reason why you cannot come but we hope your church will pay for your training and travel.



Stirling Baptist Church

Venue

Stirling Baptist Church, 67
Murray Place, Stirling, FK8 1AU.
(Tel 01786 450581)

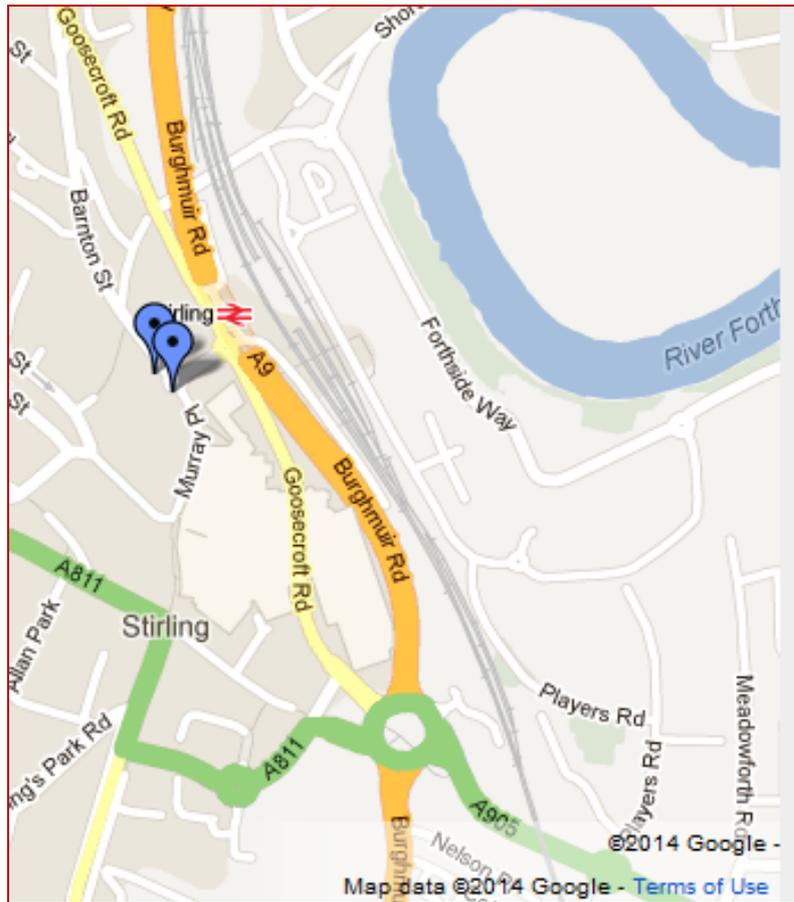
The Church is located in the centre of Stirling and only 100m from the railway and bus stations.

Arriving by public transport

Come out of the railway station / bus station and cross Goosecroft Road. Walk into Station Road at the roundabout and you cannot miss the church in front of you.

Arriving by car

Stirling has two excellent Park & Rides (one from each direction) to bring you into the city centre. If you prefer to bring your car all the way in, there are three large city centre car parks (Thistles, Marches and Wellgreen). The Wellgreen is only £2 for the whole day. It is located by the small roundabout on the A811 on the map, a little to the west of the big roundabout with the A9.



The aims of our Area Training Days are

- 1 To offer quality training input for Church Administrators to improve our effectiveness as church workers and develop our own skills and enthusiasm for our areas of responsibility.
- 2 To provide opportunities for networking with others in similar specialised church roles within a limited geographical area for encouragement and future contact.

Details of UCAN

If you are not yet a member of UCAN do join now. Visit <http://www.church-administrator.net> where you will find full details. To join online you go to the 'UCAN application to join' page and follow the instructions there. There is no annual subscription but we ask for a voluntary contribution to help cover costs. UCAN members have access to extra website pages of UCAN resources and the full UCAN database plus regular e-mailings. UCAN has teamed up with St John's College, Nottingham to run a distance learning module for Church Administrators. You can join UCAN now and then book for this Area Training Day at the members' rate.

Booking and discounts

Please book on the application form on these sheets. Two or more bookings from one church, or five or more block bookings from a UCAN local group qualify for a £5 discount each.

I look forward to meeting you.

John

John Truscott, UCAN Co-ordinator



UCAN AREA TRAINING DAY Booking Form

Stirling – 3rd March 2015

Please return this form to John Truscott, 69 Sandridge Road, St Albans AL1 4AG, or scan/send a standard email containing the information requested here to john@john-truscott.co.uk.

Yes – please book me in!

Christian name + Surname (as you would like it to appear on your name badge) BLOCK CAPS

Church name + Town

Your post title

NON-MEMBERS ONLY Your postal address for work inc postcode

NON-MEMBERS ONLY Your email address (for acknowledging this booking) + telephone

Any special access or dietary requirements

Any questions you would like to see included at 3.00 pm

I am a UCAN member / I am not a member (*delete one*)

I enclose a cheque for £37 (£47 if not a member) made payable to John Truscott / I will bring payment with me on the day / I am paying by BACS or PayPal (*delete as necessary*).

For two or more booking from one church, or five or more bookings from one UCAN Local Group, there is a £5 per person discount. BACS details are John Truscott account 00244953 at Lloyds 30-97-25. For PayPal or card payments see the link on the 'UCAN application to join' page of <http://www.church-administrator.net>. Mark such payments 'Stirling ATD'. Any cancellation less than 14 days before 3rd March means the fee is payable. Full refunds will be made prior to this.

Signature

	Date
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Administrative use:

No Ack..... Paid Notes