

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 Church Administrators examine 'customer care' thinking in a church office setting

Wednesday 18th November 2015

10.00 am. until 3.30 pm.

St Stephen's Church, Tonbridge

Cost: £37 (includes training, lunch, materials)

Host UCAN member: Isabel Plimmer and team
Organiser and leader: John Truscott



The day is designed for members in Home Counties South and East but is open to all. Non-members are welcome for a £47 fee. Reductions for multiple bookings.

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.

Programme for the day

from 9.30 am. Arrival and coffee

10.00 Introduction to this event and to UCAN – opening 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.



St Stephen's Church, Tonbridge

This second series of Area Training Days runs from autumn 2014 to winter 2015/16 and is planned for 13 venues: Ware, Coventry, Woking, Nottingham, Belfast, Stirling, Central London, Manchester, Bristol (all held already), Tonbridge, Leeds, Southampton and the North-East.

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.

Venue

St Stephen's Church, 37 Waterloo Road, Tonbridge TN9 2SW Tel 01732 771977

We are meeting in the church. There will be signs directing you to the appropriate entrance.

If coming by train

St Stephen's is only two minutes' walk from Tonbridge station. Turn right as you exit the station and then immediately right into Waterloo Road. The church is about 200m on the left hand side.

If coming by car

From M25

- Exit M25 at Junction 5 (Sevenoaks) onto southbound A21 towards Hastings.
- After 8 miles take exit signed A26, Southborough and Tunbridge Wells.
- Keep in right-hand lane and follow signs to A26 Tonbridge, turning right at traffic lights.
- Continue down Quarry Hill, straight ahead at roundabout by Shell petrol station, then turn left into Waterloo Road. The church is 100m on the right.

From A21 northbound

- Take the exit for Tonbridge & industrial estate.
- At the roundabout take the exit for A26 Southborough, South Tonbridge & Tonbridge Station.
- Follow this road (Pembury Road) downhill to roundabout. St Stephen's is directly in front.
- Turn right at the roundabout, past the parade of shops, then left into Waterloo Road.
- The church is 200m on the left.

Car parking

Parking near the church is restricted between 9.30 and 10.30am. We recommend that you park in the main car park next to Sainsbury's, a five minute walk from the church, and move to park on a nearby street at lunchtime. The cost is £3 for up to 4 hours.

If you are coming from M25, instead of turning left into Waterloo Road after the roundabout by the Shell petrol station, continue straight on across the next roundabout, turn right at the following roundabout and left at the mini roundabout immediately after that. The car park is in front of you. There is more parking round the back of Sainsbury's if the front car park is full.

If you are coming from A21 northbound instead of turning left into Waterloo Road, carry straight on to the next roundabout, turn right and then left at the mini roundabout as above.

To walk back to the church, retrace your steps back to the train station (which you will have passed in the car) and then turn into Waterloo Road, where you will find the church 200m on the left hand side.

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. 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. You can join UCAN now and then book for this Area Training Day at the members' rate.

Discounts

Two or more bookings from one church, or five or more block bookings from a UCAN local group qualify for a £5 discount each.

Booking

Please book on the application form on these sheets.

I look forward to meeting you.

John

John Truscott, UCAN Co-ordinator



UCAN AREA TRAINING DAY Booking Form

Tonbridge – 18th November 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 now by BACS/PayPal/card (*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 PayPal link on the 'UCAN application to join' page of <http://www.church-administrator.net>. Mark such payments 'Tonbridge ATD'. Any cancellation less than 14 days before 18th November 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