

***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**

**Tuesday 7<sup>th</sup> October 2014<sup>#</sup>**

10.00 am. until 3.30 pm.

**Queens Road Baptist Church, Coventry**

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

Host UCAN member: Helen Jones

Organiser and leader: John Truscott



The day is designed for members in the West Midlands and Central England 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.

# If this date is not convenient, the same event runs at Nottingham on 16<sup>th</sup> October. See [www.bit.ly/hiJKTb](http://www.bit.ly/hiJKTb).

## 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 how the customer aspects work out in practice. A chance to see how your own role fits into a bigger picture and to apply the morning's input into the reality of your day-to-day service for Jesus Christ.*

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, Tonbridge, Manchester\*, Leeds\*, Newcastle\*, Southampton\*, central London. (\*likely cities)

Details of these are given regularly in the UCAN Update mailings sent to all members and at [www.bit.ly/hiJKTb](http://www.bit.ly/hiJKTb).

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.

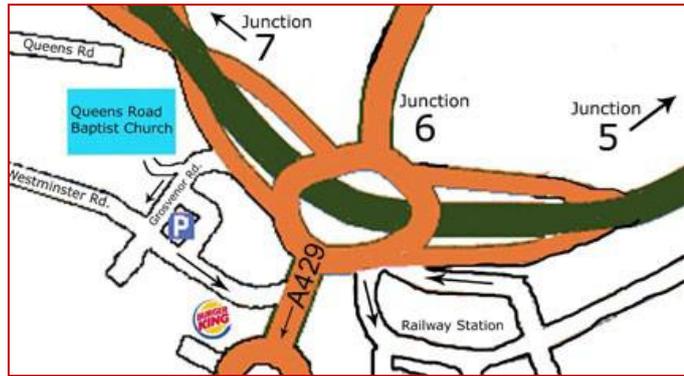


Queens Road Church Centre

## Venue

Queens Road Baptist Church Centre,  
Grosvenor Road, Coventry CV1 3EG  
(Tel 024 7652 0621). We shall be in  
'The Suite'.

The church is on the edge of the city centre, just off Junction 6 of Coventry Ring Road and only a very short walk from the railway station. For sat nav purposes CV1 3FZ.



**The main entrance to the centre is on Grosvenor Road. There is no access from Queens Road and parking in the church's Queens Road car park is not available mid-week.** Free parking is available in the church's Grosvenor Road car park but once that is full you will need to use the 'pay and display' car park (see below) which costs £8 for over 4 hours.

Whichever way you come into Coventry, follow signs for the City Centre. Turn onto the ring road and follow signs for the railway station, which is junction 6.

### If travelling clockwise on the ring road

Leave the ring road at junction 6, pass the exit on the roundabout for the station, pass the exit signposted Kenilworth A429 keeping left and take the next exit as if you are going back onto the ring road. Take the next left turning into Grosvenor Road. The church is on your **immediate** right. There is a car park at the church, and a 'pay & display' car park further down Grosvenor Road.

### If travelling anti-clockwise on the ring road

You will see the church on the right as you approach Junction 6. Come off the Ring Road at that junction and take the fifth exit on the round-about as if you are going back onto the ring road in the direction you came. Turn left into Grosvenor Road. The church is on your **immediate** right. There is a car park at the church and a 'pay & display' car park further down Grosvenor Road.

### If walking from the mainline station

Upon leaving the station look for the Jubilee Church on the other side of the concourse and head towards the building. From there take the subway from Eden House which will bring you up by Burger King. Cross the pay and display car park and Queens Road Baptist Church is on the other side of the car park.

## 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.

## 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 Truscott, UCAN Co-ordinator



# UCAN AREA TRAINING DAY Booking Form

## Coventry – 7<sup>th</sup> October 2014

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](mailto: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 see the link on the 'UCAN application to join' page of <http://www.church-administrator.net>. Mark such payments 'Coventry ATD'. Any cancellation less than 14 days before 7<sup>th</sup> October means the fee is payable. Full refunds will be made prior to this.

Signature

	Date
--	------

Note that bookings received between 4<sup>th</sup> and 20<sup>th</sup> June will not be acknowledged until 23<sup>rd</sup> June.

#### Administrative use:

No ..... Ack..... Paid ..... Notes .....