

***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 19<sup>th</sup> November 2014**

10.00 am. until 3.30 pm.

**Orangefield Presbyterian Church, Belfast**

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

Host UCAN members: David Irvine, Susan Baird

Organiser and leader: John Truscott



The day is designed for members throughout Northern Ireland. 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 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.



Orangefield Presbyterian Church

## Venue

Orangefield Presbyterian Church,  
464 Castlereagh Road,  
Belfast, BT5 6BH (for sat nav)

The church is on the outbound side of the Castlereagh Road (A23), inside the Outer Ring (A55) but quite close to the junction.

### Parking – off street

4 disabled spaces & 15 other spaces.

### Castlereagh Road

Weekdays: citybound after  
9.30am, outbound until 4.30pm

### Side streets

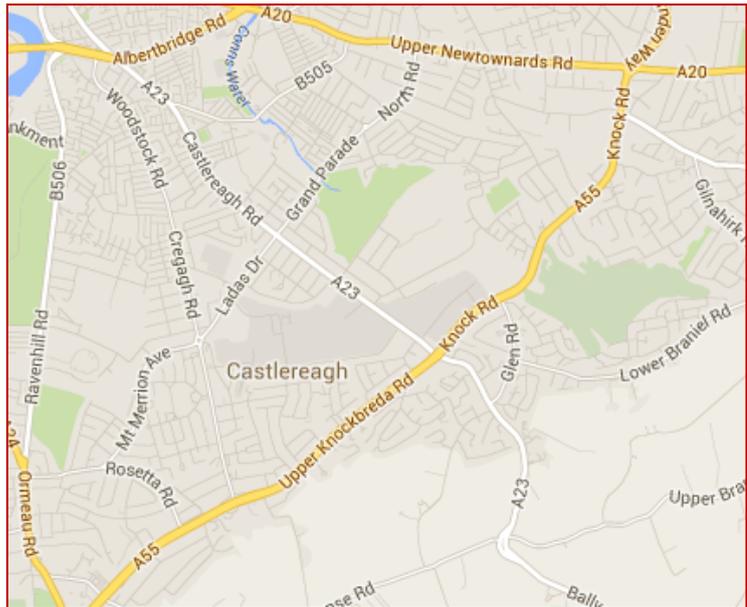
All day, please observe yellow lines  
and show courtesy to residents' driveways when parking.

### By Bus

Daily Inbound (to city centre): Metro 5A/5B  
Outbound (from city centre): Metro 5A

Additional Routes:

[18](#) [19](#) [19A](#) [20](#) [20A](#) [23](#) [26](#) / [26A](#) / [26B](#) [27](#) [28](#) [29A](#) [30](#) [30A](#) [31](#) [95/95A](#) [96](#)



## 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

John Truscott, UCAN Co-ordinator



# UCAN AREA TRAINING DAY Booking Form

## Belfast – 19<sup>th</sup> November 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 'Belfast ATD'. Any cancellation less than 14 days before 19<sup>th</sup> November means the fee is payable. Full refunds will be made prior to this.

Signature

	Date
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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 .....