

CreekHelp Academy

Project Plan: December 12th 2020

Bottom Line: Create a dedicated space for staff to continue taking growth personally.

Goals:

- Continue training staff
- Create opportunities for growth
- Bring training under a consistent/sustainable umbrella

FAQs:

Why is it called CreekHelp Academy:

CreekHelp is already a known recognizable brand for our team. CreekHelp trains staff and volunteers in several ways. Here is how CreekHelp supports our staff values:

[CreekHelp.com](#) | Better Together

CreekHelp.com is the avenue by which we document our staff and ministry standards, the way by which we document our staff training, the way by which we document our staff resources and benefits.

[CreekHelp ProTips](#) | Mission Driven

CreekHelp ProTips are a weekly reminder of ways our team can use systems and resources available to them to move the mission forward. The tips provided to our team should be a simple reminder or helpful tool that will help our teams.

[CreekHelp Academy](#) | Take Growth Personally

CreekHelp Academy should be a place that brings the documentation and ProTips to life. The academy would offer a set of curriculum for the year, with varying instructors. Staff could attend different courses to continue taking growth personally.

When would CreekHelp Academy begin:

CreekHelp Academy would begin in January of 2021. There is currently a project team evaluating the sustainability, organization and layout of the documentation site; CreekHelp.com. This team consists of Project Managers as well as a few additional team members. This project team, would provide the recommended curriculum for the upcoming year. Exec &/or Leadership Team would provide the approval to move on course curriculum.

There is a training course for Family Ministry Admin (checkin, connections, new family etc) loosely scheduled on January 25th 2021. It would be suggested that this is our first course.

What type of courses might be offered by CreekHelp Academy:

Many courses offered by CreekHelp Academy might be items we are already meeting on annually as a staff or department team. It would be suggested that these existing staff training opportunities, get rolled into the CreekHelp Academy brand to maintain consistency and clarity.

Here is a list of ideas that could be used to get our project team thinking:

SYSTEMS:

- Slack Training
- Teamwork Task Training
- Teamwork Desk Training
- Rock Connections
- Checkin Central Training
- Ministry Admin Training

- How to script an Email or SMS
- How to start a conversation (lobby)

HR:

- Staff Values
- Interview Training

DESIGN:

- CedarCreek Brand Training

SAFETY:

- CPR Training
- Missing Child Training
- General Safety Training

MINISTRY:

- Growth Track Host Training
- How to Lead a Group
- Applying DISC
- What are Spiritual Gifts
- Coaches Training

TECHNOLOGY:

- Classroom Technology Training
- Mixing Audio Training
- Live Video Training

COMMUNICATION:

- How to Vision Cast (stage)

How often would CreekHelp Academy be offered:

While CreekHelp.com is updated on a daily basis; and CreekHelp ProTips are posted on a weekly basis; CreekHelp Academy would be offered on a monthly or bi-monthly basis.

What about branding:

Mike Fink is currently working on a concept for the overall brand of CreekHelp. This concept will include individual concepts that tie the 4 areas of CreekHelp together.

1. CreekHelp.com
2. CreekHelp Videos
3. CreekHelp ProTips
4. CreekHelp Academy

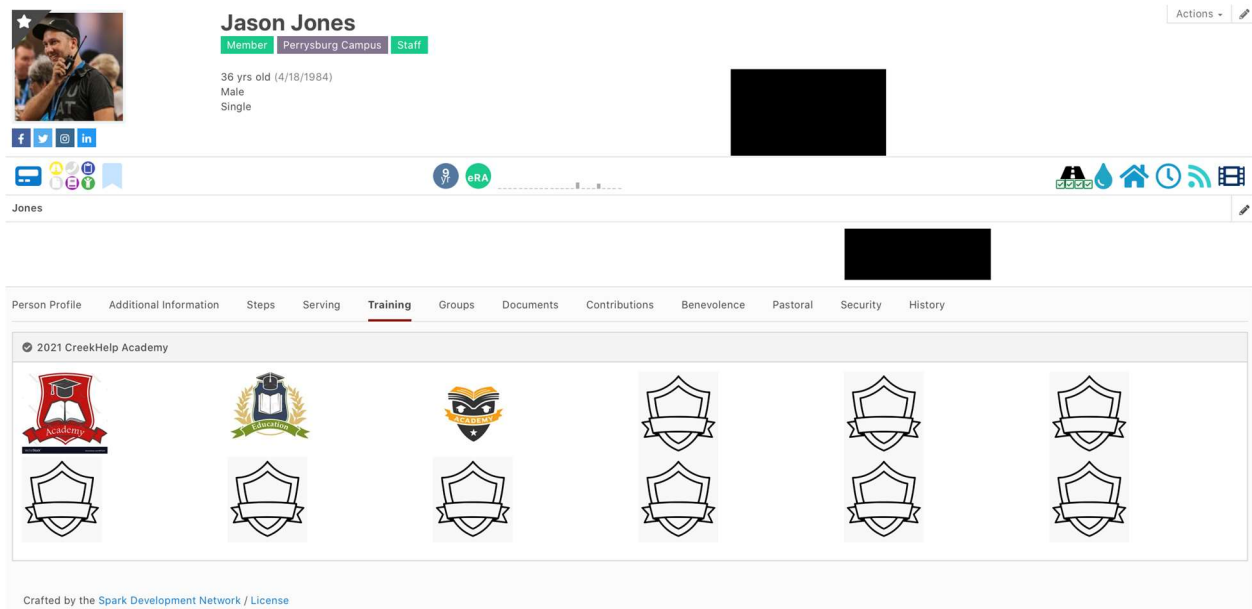
Who would teach Academy Courses:

Anyone on staff or off could be invited as a faculty member for an Academy Course. While in most cases a staff member would teach on a topic that is familiar to them, it would not be unusual for someone not currently on staff to teach a course they are an expert in.

How would we Celebrate Progress:

Progress would & could be celebrated in a few different ways.

1. If resources are available, depending on the course, special SWAG items would be offered appreciating the staff who attended that course.
 - a. CedarCreek Hat
 - b. CedarCreek Mug
 - c. Branded Enamel Pin
 - d. CedarCreek Shirt
2. Special Training 'Badges' would be issued in Rock, to staff who attended a course.
 - a. See below for a concept of what this could look like
 - i. A new profile tab would be added within a person profile on Rock 'Training'.
 - ii. Each year a new block would be added to that tab, 2021; 2022; etc
 - iii. A set number of greyed out 'badges' would reflect the number of courses offered for that year.
 - iv. Any course a person completes would be filled in with a branded badge.
3. An idea not yet discussed, would be to partner with the ongoing project team currently developing Staff Points, to award x number of points for attending a course.



Would CreekHelp Academy Courses be offered in person or online:

Attendance for each academy course would vary based on the instructor and the type of curriculum being taught. The desire would be that as many courses would be offered online as possible, especially during our current health season. While some courses may show preference to in person teaching, a push for online availability would be made.

Who CreekHelp Academy Courses be available after the course met:

Options for content from each academy course to be made available after a course met, would vary based on the instructor and the type of curriculum being taught. The desire would be that staff attend the course during its live teaching, because we believe you will get the most of our of the course during that time in community with others.

Would any Academy classes be required for our staff:

While the intent of the academy is not to require any course, depending on the specific course being offered, a direct report may highly encourage specific staff attendance.

What is the RACI model for CreekHelp:

	Accountable	Responsible	Consulted	Informed
MAINTAINANCE				
CreekHelp.com	Project Manag.	Project Manag.	Senior Directors	Staff
CreekHelp Videos	Project Manag.	Project Manag.	Senior Directors	Staff
CreekHelp ProTip	Project Manag.	Project Manag.	Senior Directors	Staff
CreekHelp Acad.	TBD	Project Manag.	Leadership	Staff
CONTENT				
CreekHelp.com	Sen Dir or Dir	Sr Dir, Dir or PM	Teams	Staff
CreekHelp Videos	Sen Dir or Dir	Sr Dir, Dir or PM	Teams	Staff
CreekHelp ProTip	Sen Dir or Dir	Sr Dir, Dir or PM	Teams	Staff
CreekHelp Acad.	TBD	Faculty	Leadership	Staff

Amendment 1: January 3, 2021

Would CreekHelp Faculty have timelines?

Yes, we would have a loose timeline to help achieve 2 goals. One goal would be to help guide our faculty to a successful experience without any rushed content. A second goal for our timeline would be to prompt our faculty with items that they may not have thought of.

- 6 Weeks out: Provide Agenda
- 5 Weeks out: Decide Online/InPerson/Both
- 4 Weeks out: Provide Staff Registration Link
- 4 Weeks out: Request any Media Requests (graphics, handouts, etc)
- 2 Weeks out: Provide links/updates to CreekHelp relevant to the course
- Month of: Include a bump at the staff meeting
- 1 Week out: Email those registered for your course
- 1 Week after: Email those who attended your course (notes, takeaways, etc)
- 2 Weeks after: Post a ProTip about the course

2021 Suggested Courses

MONTH	TOPIC	INSTRUCTOR (co)
• January	Family Ministry Administration	Jason Jones (Liz R)
• February	Teamwork Tasks & Arts Requests	Jason Jones
• March	Make the Ask	Josh Whitlow (Marna)
• April	Brand Ambassador	Nate Manual (Brandon)
• May	Schedule your DreamTeam	Liz Rhoades (Jason J)
• June	How to Cast Vision	Ben Snyder (Luke S)
• July	Staff Values	Marsha Koch
• August	Hosting Growth Track	Marna Ward (Ben B)
• September		
• October	Procurement, Warehouse, Transfer	Anne Woodring (Jyl D)
• November		
• December	Making Connections & Taking Next Steps	Marna Ward

This is a outline of what we would like to suggest going into 2021 and offer to our staff. Leaving September and November open for things that may slide into place, offering our team some wiggle room.

Future Opportunities for Academy vs Academy Lite (still in progress)

An idea brought up by our team, how do we handle opportunities for training our staff that may be more specific to a particular team or group of people. While a goal for CreekHelp academy is to pull everything into one brand, we may want to have more than 12 opportunities for training.

CreekHelp Academy: Training opport. that will help move our staff from here to there.

CreekHelp Academy Lite: Training that can happen at any time for any group of people.