**growthtrack connector**

**Recommended Timeline and communication**

**Jan 2020**

Over the next 3 months, GrowthTrack Connectors will track progress of each connection in the Make a Difference area in Rock to:

1. ensure those guests who selected a DreamTeam onboard smoothly and efficiently to the team and once on-boarded that they will also check in with guests to make sure they are enjoying their experience and the team is a good fit for them.
2. work the No Selection was Made area to provide guidance on a next step.

**Day of GrowthTrack:**

* The GrowthTrack Admin enters the Week 4 Next Steps Cards for each guest that completes GrowthTrack.
* This happens immediately after GrowthTrack creating two connections for each guest; The **“Week 4”** Connection and the **“Make A Difference”** Connection.

**GT Connectors first step to ensure guests are connected:**

* Connectors will receive Week 4 Connections in Rock –
  + This connection does not need to be worked. It can be marked as connected. Click “Connect” Button.
* Connectors will also receive **“Make a Difference” Connections**
  + This is the connection that you will move on and track within each Make a Difference bucket of Rock.
  + First step is to EDIT the connections in each bucket to the ministry leader who will be serving the guest through the on-boarding process. The ministry leader becomes the working working the contact within Rock while the connector can then see the progress of the guest through the on-boarding process.
  + If no selection was made, the contact is in the “No Selection Made” Make a Difference Bucket. This is the area the GrowthTrack connector works to help those who were unsure about their next step

**Month 1** :

* In the first month following week 4 of GrowthTrack, the connector begins to work through all of their campus’s Make a Difference Buckets.
  + **Within the first week**, connect with any guests that are in the “No Selection Made” bucket and offer possible next step. Encourage them that when time is right, we would love to serve with them
  + **Toward the end of the first week**, connectors will begin looking at each connection within the Make a Difference Ministry Buckets. (E.g. Arts)
    - Look to see what progress has been made.
      * If no progress has been made within 2 weeks of GrowthTrack Completion:
        + Let the NextSteps Director know so they can follow up with the ministry team.
      * If progress has been made and they are moving forward with the onboarding process:
        + Note it and check back next month to see if they have started serving.
      * If they have been connected to the team and are serving:
        + Note it and connect with the guest. Ask them, “How did their first serve go? How’s it going? What do you love? What questions do you still have?”
* If the team is a great fit for them, make note to follow-up again during 2-3-month time frame; provide positive feedback to NextStep Director. They will communicate it to the appropriate Ministry Lead.
* If not a great fit, talk to them about their DISC personality profile and spiritual gifts and see if there’s another area they would like to try. Connect with the NextSteps Director at your campus and let them know about your conversation with the guest. The Director will work with the ministry lead to create a new opportunity and insure they are in an area that best fits them.

**Month 2**

* If the guest has joined a team and is serving
  + Ask, “Is where you are serving fun? Life-giving? Are you seeing life change? Is it a ‘get to’ or ‘got to?’ How have you felt like you are making a difference? Are a part of the team?”
    - If it is a great fit, celebrate with them, let NextStep Director know this connection was a success.
    - If not a great fit, talk to them about their DISC personality profile and spiritual gifts and see if there’s another area they would like to try. Connect with the NextSteps Director at your campus and let them know about your conversation with the guest. The Director will work with the ministry lead to create a new opportunity and insure they are in an area that best fits them.
* If the guest has not yet joined a team and is not serving
  + Determine where they are in the onboarding process.
  + Communicate name and progress to the NextStep Director. They will connect with the Ministry Lead to determine what is next.

**Month 3**

* Contact only if needed due to Dream Team change and use month 2 questions and process again.