

Ignite Asheville 2010

FAQ for Counselors

APPLICATIONS

- Q. What if I haven't mailed or faxed it before April 23?**
A. Then you must get it signed by a pastor and bring it to Counselor Solutions at the Civic Center (see FAQ about Counselor Solutions below)
- Q. You have any hints for completing the application?**
A. Good answers for Questions 1,2,3 on the back can be found on Page 2 of the Knowing Christ booklet.
- Q. What if my testimony won't fit in the space provided?**
A. Please keep it short and make it fit.
- Q. How will I know if my application is accepted?**
A. We will contact you if there is a problem. If you don't hear from us, you're in!

COUNSELOR BADGES

- Q. How will I get my Counselor Badges?**
A. Come to Counselor Solutions at the Civic Center. If you are coming for more than one night, ask for a badge for each night.
- Q. What name should I put on my badge?**
A. Please block print your first and last name in ink. Note if you use a gel pen, allow time for ink to dry to avoid smearing.
- Q. What if I forget or lost my badge?**
A. The rule is no badge – no counseling. Get a replacement at Counselor Solutions.

COUNSELOR SOLUTIONS

- Q. What is Counselor Solutions?**
A. The place to get your problems fixed (e.g. turn in an application, get name badges)
- Q. Where will it be?**
A. In the front left corner of the entry level to the arena.
- Q. What hours will it be staffed?**
A. From 5:30pm to 7:30pm each night.

COUNSELOR SEATING

- Q. Will there be special or reserved seating for counselors?**
A. No, sit anywhere in the arena with family or friends.

THE COUNSELING AREA

- Q. Where will counseling be done?**
A. In the Exhibit Hall located below the arena floor.
- Q. How do we get there?**
A. There is a ramp leading down to it from the entrance level of the arena and from the floor of the arena. If you sit in an upper level, make your way to the entrance level and take the ramp down to the Exhibit Hall.

THE START OF COUNSELING

- Q. What should I bring with me?**
A. An ink pen (pencils and felt tip pens not recommended), your Bible and a heart to serve. Any other literature is inappropriate.
- Q. When do I leave my seat?**
A. Leave immediately when those responding to Clayton's invitation begin leaving their seats. Put on your Counseling name badge if you haven't already done so.
- Q. Where do I get the Knowing Christ booklets?**
A. Workers at the entrance to the Exhibit Hall will hand each counselor a pre-determined number of booklets (probably 2-3 each)
- Q. How do I get connected with people to counsel?**
A. There are three methods. The first method is to look for people without a Counselor badge or those not already engaged with a counselor. Just approach them and ask if they have come to register a decision.
- Q. What is another method to get connected?**
A. Using a PA system, the counseling leaders will ask anyone who has not yet connected with a counselor to raise their hand. Look for those who respond and move to them.
- Q. What is the third method?**
A. Supervisors (with a yellow and black name badge) may hold up either a blue or pink index card as a signal they need a male or female counselor.
- Q. Any guidelines on who I counsel?**
A. Generally we prefer male counselors with male inquirers, and female counselors with females but this is not a mandate. If you get connected with a person of the opposite gender, ask if this is okay with them or if they would prefer someone of the same gender. If so help them get connected.
- Q. Will I only counsel one person?**
A. While we would prefer that, we will probably need counselors to counsel more than one person. See the section below on how to do that.

GETTING HELP

- Q. If I need help while counseling what do I do?**
A. The universal sign for HELP! is for you to raise your hand and keep it up until a Supervisor comes to you.
- Q. How would I get more Knowing Christ booklets?**
A. Just raise your hand. Supervisors will have more booklets available.
- Q. What if the person I am counseling has a serious problem (e.g. homeless, addiction, abuse, etc.) that's over my head?**
A. First, determine whether you can work through the Knowing Christ booklet before addressing that problem (our preference).

After that or immediately, if you feel it necessary, raise your hand until a Supervisor comes to you. The Supervisor will assist in getting the individual connected with a team of Special Counselors who will be more prepared to address the issue.

- Q. If the person I am counseling is taken to a Special Counselor, do I stay with them or let them go and identify others to counsel?**
- A. That's your call. If you decide to let them go, please ensure the Supervisor or Special Counselor is aware of whether you worked through the Knowing Christ booklet and have recorded their decision on a Counselor Card.
- Q. What if the Inquirer is asking spiritual questions that are over my head?**
- A. Raise your hand and ask the assistance of a Supervisor.
- Q. What if I see something happening near me that is unusual or clearly wrong (e.g. people from other faith groups in the counseling area distributing their literature).**
- A. Raise your hand and wave it urgently. Supervisors and Counseling Leaders will address this situation.

TIMING & MULTIPLE WAVES OF INQUIRERS

- Q. How long will it take to counsel?**
- A. We estimate a good counseling effort will require around 15 minutes per person. The more discussion and connection you make, the longer it may go. We rarely see it last over 25-30 minutes.
- Q. If I complete my initial counseling session, is it okay to leave?**
- A. Clayton King sometimes invites people to respond in multiple stages: first time decisions, rededications and those who want to commit to serving in ministry or missions – so there may be multiple waves of Inquirers. Clayton has also made an invitation at the beginning of his talk and at the end, too. Please listen for the Counseling Leaders to announce something like, "Counselors, thank you for your service with us tonight. You may leave when you are done with your present counseling session."

COUNSELING MORE THAN ONE PERSON

- Q. How do I counsel more than one person at a time?**
- A. Our preference is that you work through the DECISION section of Knowing Christ (pages 1-7) with one person at a time. You may then explore the remaining contents of the booklet with the "group." We would prefer that you complete each counselor card yourself, but if you have a large group and limited time, having the Inquirers complete their own may be acceptable if (1) they use an ink pen and write legibly, (2) you verify that all information has been provided and fill in any missing information before you conclude your session.
- Q. What if I have gotten connected with a large group and want help from other counselors?**
- A. Give the universal sign for HELP! – raise your hand and ask a supervisor to help get additional counselors.

BEFORE YOU LEAVE

- Q. What should I do before I leave?**
- A. First of all, turn in the top (white) copy [this is different than what is print on the slips] of each Counseling Card you completed. Turn them in either to a Supervisor or to the Collecting Station that will be located at the entrance/exit of the Exhibit Hall.
- Q. What else should I do?**

- A. Very important, turn in all unused Knowing Christ booklets so they may be used the next night. Our budget is limited and we have very limited numbers of the booklets. We cannot afford to run out because you took some home. Please DO NOT give extra copies to Inquirers for their friends or family. Explain why.

FOLLOWUP

- Q. What follow-up is expected of me?**
- A. You are asked to make one contact with each Inquirer within 24-48 hours. We would prefer this be a phone call but if you have any reservations about a direct contact then use of email or sending an encouraging note by mail is also acceptable.
- Q. What are my objectives in this follow-up?**
- A. Most importantly you should encourage them in their decision (first time, recommitment, assurance, etc). You might also inquire whether they have started the Bible studies in Knowing Christ, attended church or any other steps you may have discussed with them.
- Q. If the Inquirer did not identify a church, how will church follow-up be arranged?**
- A. The Counseling & Follow-Up team will assign these to one of the churches that were involved and supportive of Ignite.
- Q. If I counseled a child or youth and a parent answers the phone what do I say?**
- A. Explain who you are and why you called and ask their permission to speak to the child. Explain this is a one-time call. ***Be sensitive and proceed cautiously*** – the child may not have yet told the parents or the parents may strongly oppose this news. Just saying you met the child at Ignite rather than saying you prayed with them to receive Christ may be a good opening. Even if you reach the individual directly, consider whether you should speak with a parent at the end to let them know who you are and why you called.

COUNSELOR GROUND RULES!!!

1. You should not **initiate conversation** about your church or denomination – but you may answer questions about it **if asked**.
2. You should not **initiate an invitation** to your church, but **if asked** if they could come and meet you there that is okay.
3. You **must** record the church they attend or invited them even if you have any personal concerns about that church or its denomination.
4. Treat the individual's decision with privacy and respect – don't expose them in email or social media like Facebook, MySpace or Twitter.
5. Do not give extra counseling badges to friends, family or other people from church.
6. Turn in all unused Knowing Christ booklets -- we anticipate needing every one of them.

COUNSELOR UPDATES

If we make any decisions to adjust our counseling plans and logistics we will endeavor to email you. We will also post updates on the Ignite website (www.igniteasheville.com). **We will have a Counselor Update handout at Counselor Solutions each night.** We ask that you come to get one each night and let us know you're in the "house."

GOT MORE QUESTIONS?

Send an email to kwithington@biltmorebaptist.org