

The Production Onboarding Process

Onboarding Process

1. Watch What I Do

- **Trainer Role:** Demonstrate the role clearly and walk through every task step-by-step while explaining what you're doing and why.
- **Trainee Role:** Observe, ask questions, and take notes as needed.
- **Focus:**
 - Learn the flow of the role (cues, transitions, timing).
 - Understand the role's impact on the worship service.
 - Gain an overview of equipment and tools used.

2. Do As I Do

- **Trainer Role:** Walk the trainee through the task, having them replicate each step while offering real-time guidance and feedback.
- **Trainee Role:** Perform tasks with hands-on practice, mirroring the trainer's actions.
- **Focus:**
 - Build comfort with equipment and basic responsibilities.
 - Learn how to anticipate and respond to cues in real-time.

3. Do It Together

- **Trainer Role:** Allow the trainee to take the lead, assisting only when necessary, and provide feedback at natural pauses.
- **Trainee Role:** Execute the role with growing independence, asking for guidance when needed.
- **Focus:**
 - Gain confidence in operating independently.
 - Work through live transitions with trainer support.
 - Refine techniques and skills.

4. Do It Alone

- **Trainer Role:** Observe the trainee perform the role fully, stepping in only when absolutely necessary. Offer detailed feedback after the service.
 - **Trainee Role:** Serve independently while implementing what has been learned.
 - **Focus:**
 - Demonstrate full competency in the role.
 - Manage tasks and transitions seamlessly.
 - Build confidence in troubleshooting and problem-solving.
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Timeline for Training

The typical training process is designed to take **4 weeks**. However, it can be condensed into 2-3 weeks depending on how quickly the trainee gains confidence and proficiency.

- **Week 1:** Watch what I do & Do as I do
- **Week 2:** Do as I do & Do it together
- **Week 3:** Do it together & Begin Do it alone
- **Week 4:** Do it alone (full independence with trainer observation)

For quick learners, trainers may combine multiple stages into one week as appropriate.

Pre-Training for All AVL Positions

Before starting hands-on training for any AVL (Audio, Video, Lighting) roles, trainees will undergo **pre-training** to build foundational knowledge. This pre-training ensures that all volunteers understand the basics of the equipment and role expectations. Pre-training steps will vary based on the specific role but will generally include:

- **Introduction to Equipment:** An overview of the equipment used in each role (soundboard, camera, lighting controls, etc.).
 - **Role Overview:** A discussion on the purpose of the role and its importance in the worship service.
 - **Training Material:** Provide resources such as videos, articles, or guides for trainees to review before starting in-person training. For example, trainees for **Broadcast** roles will watch a pre-selected archived service to familiarize themselves with switching techniques.
 - **Observation:** Trainees may observe the role being performed live during services to get a feel for the flow of the service before actively participating.
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Training Process for Sound Tech

The training process for **Sound Techs** involves additional steps to ensure that volunteers understand both the technical and relational aspects of the role. Below is a breakdown of the training for sound techs:

1. Watch What I Do

- **Trainer Role:** Demonstrate the soundcheck process, including how to check gains, EQ, and overall mix. Walk through the task of adjusting audio levels for each instrument and voice, explaining the use of compression, EQ, and other effects.
- **Trainee Role:** Observe the trainer during the soundcheck process and **take notes** on the settings and equipment used.

2. Do As I Do

- **Trainer Role:** Guide the trainee through the process of running sound for the service, including making adjustments during worship and speaking moments.
- **Trainee Role:** Perform the tasks, mirroring the trainer's actions. Focus on setting levels, balancing audio, and adjusting sound as needed.
- **Focus:**
 - Learn to balance sound for each part of the service.
 - Become familiar with troubleshooting basic sound issues.

3. Do It Together

- **Trainer Role:** Allow the trainee to take the lead during soundcheck and service, offering guidance when needed. Provide feedback during transitions and moments of change, such as adjusting for speaking or video moments.
- **Trainee Role:** Practice independently while receiving ongoing feedback. Start to make decisions regarding the mix and how to handle specific audio issues.
- **Focus:**
 - Develop confidence in adjusting audio for different parts of the service.
 - Gain experience managing audio changes during transitions.

4. Do It Alone

- **Trainer Role:** Observe the trainee during a live service, stepping in only for major issues. Provide feedback after the service on what went well and areas for improvement.
- **Trainee Role:** Manage the entire sound experience, from soundcheck to service, independently. Troubleshoot issues and adjust the mix without trainer involvement.
- **Focus:**
 - Fully manage the sound throughout the service.
 - Confidently make adjustments and solve problems independently.

Broadcast Director Training

For **Broadcast roles**, additional pre-training is incorporated to help the trainee develop a solid foundation before arriving in person.

- Trainees are asked to **watch an archived livestream** selected by the trainer. The stream should demonstrate high-quality switching and smooth transitions that align with our standards.
- The trainer will highlight key elements for the trainee to observe, such as:
 - How transitions are timed
 - Shot selection and pacing
 - Key moments to emphasize (worship, speaking, videos)

This step ensures the trainee begins with a clear understanding of expectations and role execution.

Training Notes

- Roles such as **Camera, Video, Media, and Lights** use this model consistently to maintain excellence and build confidence in volunteers.
 - Trainers should emphasize the **culture** and values of the team throughout onboarding, focusing on intentionality, excellence, and supporting an atmosphere where people can engage with Jesus.
 - Provide feedback often and celebrate small wins to encourage the trainee's growth and confidence.
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Expectations and Continuous Improvement

- **Excellence in Service:** Throughout the onboarding process, trainees are encouraged to focus on excellence, intentionality, and supporting the worship experience where people can engage with Jesus.
 - **Continual Feedback:** Feedback is given at every stage of the process, with regular check-ins to ensure the trainee feels supported and confident.
 - **Growth Mindset:** Trainees should be open to learning and improving their skills, with opportunities to observe, practice, and refine their technique.
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This structured onboarding model provides each volunteer with the support and training they need to succeed. With a strong foundation in both technical skills and culture, every volunteer will be equipped to serve with confidence and excellence in our worship services.