



“Actively friendly.” I use that term in my seminars and training and have had people ask me, “What do you mean by 'actively friendly?'”

I use “actively,” instead of “aggressively” because I believe the main focus of a ministry, church or otherwise, should be to minister at the first point of contact for as many people as enter the building to

worship. This is the goal of any safety and security team, regardless of its name.

If a member of your team stands in the corner, at the door, or in the hallway,

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and gives a quick look or just a nod to those who pass by, they are missing a

fantastic opportunity to minister. One of the five needs a person has is to feel a sense of self-worth and belonging. Obviously, that deep-seated need can only be met fully in relationship with the Lord. However, we know that God often works His purpose through the obedience of His people. That means you and I and every member on your team has a responsibility to minister, and that begins at the edge of your property with active friendliness.

The key to “active friendliness” is a well-trained team that implements predictive profiling as they encounter and interact with people coming onto your property. Your team member can rapidly assess any need for further questioning or contact just by a quick evaluation of a person, situation, and any object they may be carrying.

When done correctly - with an open smile, warm heart, and outstretched hand (as well as a discerning eye), your team member accomplishes two things in a matter of moments:

1. People feel welcome, encouraged, and prepared to worship.
2. Any “wolf” who seeks to enter may be dissuaded and/or turned away because he has been seen and cannot blend into the crowd.

We will spend more time in future *Training Tips & Tales* on the concept of “active friendliness,” and unpack practical tips to be active and friendly in such a way which results in a warm, welcoming, and safe environment. I would love to hear what your team does on a weekly basis to be actively friendly with those who enter your house of worship. Share your comments with us via our online contact form.

Blessings to you and be safe out there! Thank you for helping to make your church a place where it is *safe to worship*.