

FIVE ESSENTIAL STAFF TRAINING PHILOSOPHIES

Build a solid foundation for staff working in community
Mike Burcher, revmikeburcher@gmail.com

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Philosophy #1:

“There are tasks that are not your responsibility, but there is nothing that is not your job.”

- ▶ Example: Only lifeguards are expected to guard the pool, but everyone helps clean the pool area
- ▶ Example: All program staff, even the Directors, have dish duty. This is servant leadership, and it affects others in ways you will never know about.

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Philosophy #2:

“How can I help?”

- ▶ If another staffer is still working, and you do not have a specific task, you ask, “How can I help?”
- ▶ If a person you don’t know is looking lost, you ask, “How can I help?”
- ▶ If you finished your assigned task, you come back for another and ask “How can I help?”
- ▶ If a camper is sitting alone...

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Philosophy #3:

“No one is done until everyone is done!”

- ▶ We make this self-directed by using white boards with the tasks on them.
- ▶ Staffers initial the task they have gone to work on, then come back when they are done, erase the task, and take on a new one.
- ▶ A Director-level staffer “directs traffic” by answering questions and helping folks find the resources they need.

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Philosophy #4:

“Participate and Help the Leader.”

- ▶ Few things are more frustrating to a leader than a few folks in the back cutting up and distracting the group. Many times those unhelpful people are staff, and the campers follow their lead.
- ▶ We consider this one of the most sacred philosophies, because it reflects respect for the leader, the camp community, and the mission of the camp as a whole to build community.

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Philosophy #5:

“When in conflict, SPEAK DIRECTLY AND ONLY to the person involved”

- ▶ DO NOT speak about another person unless you are complimenting them
- ▶ If you need some advice or coaching, speak to a director and they will help you speak to the person.
- ▶ If you choose not to speak to the person directly, you must be willing to let it go.
- ▶ Resources: AComplaintFreeWorld.org and [A Purpose Driven Life](#) – Chapter 20

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