

Are We Seeker Sensitive/User-Friendly?

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What does a seeker-sensitive or user-friendly church look like? Too often we only look at the Sunday morning worship experience, the parking lot and the directional signage on the church grounds. Perhaps being seeker sensitive involves more of a mindset among pastors and leaders in the local church.

Is your church a seeker-sensitive or user-friendly church? If so, you are walking in the **YESES**.

Is it a bit of a struggle in your church for people to access pastoral ministry? If so, you are walking in the **NOES**.

YES! When someone calls the church for help they get a friendly, cheerful and helpful voice on the other end of the line.

NO! When someone calls the church for help they get a recorded message, they have to sort out a maze of buttons and extensions and identify the person for whom they want to leave a message even though they do not know one person in the church.

YES! When they talk to someone on the staff they get the feeling that they matter and that they are cared for.

NO! When they talk to someone on the staff they get the feeling that they are a bother and an interruption to their busy schedule.

YES! When they are told that a pastor will contact them, a pastor does contact them the same day.

NO! When they are told that a pastor will contact them, they wait near the phone, postpone their errands and anxiously anticipate a call that never comes.

YES! When someone leaves a message for a pastor they get a reply within 24 hours.

NO! When someone leaves a message for a pastor they get no reply until they have called six times on consecutive days and then there are no guarantees.

YES! When someone leaves a voice mail for a church leader they can expect a reply in a timely manner.

NO! When someone calls a church leader they are told that the person is not available, they are given over to voice mail, they leave a detailed message that is never listened to or answered.

YES! When someone sends an email they get a response quickly.

NO! When someone sends an email their email is lost in cyberspace never to be retrieved again.

YES! When someone asks for prayer, a leader from the church is there to assist them.

NO! When someone asks for prayer, the call is passed along to a low level leader who may or may not respond in a timely manner.

YES! When someone walks through the doors, calls on the phone or makes contact with church leaders in any way, they feel that the leadership of the church is there to serve them, care for them and assist them in their business at hand.

NO! When someone walks through the doors, calls on the phone or makes contact with church leaders in any way, they are asked to wait for a long time, they feel like they are intruding and that they have no right to expect to be served in any way, but they just need to drop off their tithe and be on their way.

Let's put on our YES face!