



PATH

Training Community Leader Manual

Proverbs 9:9

*⁹ Instruct the wise,
and they will be even wiser.
Teach the righteous,
and they will learn even more*

Abbreviations

PATH is GMO's secured Email and OM administration system.

PATH CRM is GMO's system for Leaders including TCLs.

A Cycle is One complete training period.

A Phase is a time where TCs are grouped in the training process.

TC is a Training Community.

TCL is a Training Community Leader.

TCLS A Shepherd who supervises TCLs.

Qualifications: To become a TCL, you must...

1 - Be an OM who shows excellent response habits, and is eager, willing, and able to teach other OMs how to do the same.

2 - Be an experienced CL in good standing:

1. Up to date in every required course
2. Very active and able to monitor trainees almost daily
3. Cooperative with Shepherd and Guardian requests
4. Willing to work with their TCLS effectively/ copy them on emails to OMs
5. Receiving a recommendation from CLS or Guardian
6. Possessing a teachable attitude
7. Have reliable Internet
8. Having good communication skills

3 - Be able to teach OMs:

- a. Showing evidence of effective instruction passed to their OMs from regular emails copied to their leader, and OMs following guidelines they have learned.
- b. Communicating with graceful and patient words in corrective instruction to OMs.

4 - Be willing to personally connect with current OMs and trainees, to determine how they can best be developed into a successful OM, via email or other method of communication (FB, email, Skype, phone, zoom, etc.).

5 - Be willing to follow training procedures and policies as outlined in the TCL manual, Volunteer Agreement and GMO Statement of Faith.

6 – Have extra time to spend checking and guiding trainees.

Luke 6:40 (NLT)

Students are not greater than their teacher. But the student who is fully trained will become like the teacher.

How Training Works OM Candidates submit applications online which are approved in two-week intervals. Then they are placed in the E-Learning Training Community and enrolled in the E-Learning Onboarding course. Trainees receive instructions to access and complete the course within two weeks. At the end of two weeks, Trainees who have completed the course spend the next 4 weeks in a Training community where they develop skills by answering 5-10 Practice Messages, receiving feedback and helpful instructions from their TCLs, and answering Live Contacts under supervision.

At the end of the cycle, upon satisfactory completion of a minimum of 15 contacts (practice and live), the trainee will graduate to their permanent community. Others may repeat or fail training at the TCL's discretion.

While in the TCs the OMs should:

- Read/refer to the Manual and use resources on the Volunteer Resource page.
- Receive several Practice Messages from the TCL and learn to respond effectively.
- Correspond with the TCL to ask questions and receive additional guidance.
- Implement advice offered by the TCL.
- After completion of Practice Messages, respond to Real Contacts appropriately and on a timely basis.
- At the end of training graduate, repeat training, or be deactivated.

TCL Responsibilities TCLs have full responsibility for the OM's in their TCs. The TCL should:

- A. Send an encouraging Welcome Email immediately after OM's are loaded into the TC.
- B. Upon receiving trainees, instruct them on the process of handling Practice Messages.
- C. Send 5-10 Practice Messages and give feedback reinforcing proper policies and procedures.
- D. Activate trainees' accounts by setting the daily limit to two Contacts in their profile when they have demonstrated they are ready to answer Live Contacts.
- E. Document progress in the OM's profile notes at least weekly.
- F. Encourage the trainee to pull Live Contacts to gain experience while providing more feedback.
- G. Monitor OM activity timing and quality and take appropriate action.
- H. Proactively advise, correct, and encourage trainees at least weekly.
- I. Report the pass/repeat/fail decision by Thursday of the final week.
- J. Let the trainee know their training outcome in a gently worded email.
- K. Pray for and encourage Trainees.
- L. Copy TCLS on communications with Trainees.
- M. Commit to training the full cycle or take an entire cycle off. (except for emergencies)

Requirements for Passing: New OM's will have a lot of limitations at the **beginning** of Training but should show improvement with instruction. By the **end** of Training, they must demonstrate the following:

- Adequate computer skills to operate PATH
- Pass E-Learning course and complete other assignments
- Understand and follow GMO policies and procedures
- Answer messages promptly (new contacts immediately, return visitors <24 hours)
- Handle at least 15 Contacts appropriately (practice and live Contacts)
- Implement the advice of the TCL
- Write personalized messages – not rely upon unmodified templates
- Address Contact questions & comments
- Equip with websites and Encourage discipleship
- Demonstrate sound theology in agreement with GMO's Statement of Faith
- Communicate clearly with acceptable tone in messages

***Although TCLs each have their own style and preferences when writing emails, trainees are permitted to develop their own style provided it is in keeping with GMO's policies and procedures.

Proverbs 17:27 (NLT)

*²⁷ A truly wise person uses few words;
a person with understanding is even-tempered.*

Communications Principles: People who hear about GMO and apply to become online missionaries are often nervous and hopeful to get involved in this worldwide ministry. They should be treated with respect whether or not they are able to complete training. God can certainly use them elsewhere if they are not a good fit at GMO. What we say is very important. As experienced leaders, we should model for trainees the tone they should use when writing to contacts.

- ✓ Keep notes in files brief and respectful. They may become a CL someday and read what you wrote.
- ✓ Consult with your Shepherd if you are having issues with a trainee. They may be able to offer perspective and give good advice.
- ✓ Please copy your TCLS on communications with trainees.
- ✓ When giving feedback, try to use the Oreo cookie method. Start with at least one positive point, followed by carefully worded gentle correction. Then end it with another positive point. Be an encourager.
- ✓ Give feedback often. Personally connect with trainees as you would a contact. Model the way they should relate to their contacts and pray for them.

If there is disagreement or difficulty between the TCL and the Trainee, please report it to your Shepherd or Onboarding Coordinator. The Trainee may be placed elsewhere, or other actions taken in cases where a change is warranted.

Proverbs 18:4 (NLT)

*⁴ Wise words are like deep waters;
wisdom flows from the wise like a bubbling brook.*

Training Phases Calendar:

Training a new OM takes a total of 6 weeks. The first two weeks are spent in a Holding Community dedicated to completing the E-Learning course only which is monitored by the Onboarding Coordinator. Those who complete the course by the end of the 2-week window will be placed in a Training community with a TCL for the next 4 weeks.

Date	Applications	Holding E-Learning	EN.T1	EN.T2	EN.T3
			EN.T1A, EN.T1B	EN.T2A, EN.T2B	EN.T3A, EN.T3B, EN.T3C
9/11/2023	Approve Monday	2 weeks	Off	Live Contacts	P Messages
9/18/2023		E-Learning	Off	Live Contacts	P Messages
9/25/2023	Approve Monday	2 weeks	P Messages	Off	Live Contacts
10/2/2023		E-Learning	P Messages	Off	Live Contacts
10/9/2023	Approve Monday	2 weeks	Live Contacts	P Messages	Off
10/16/2023		E-Learning	Live Contacts	P Messages	Off
10/23/2023	Approve Monday	2 weeks	Off	Live Contacts	P Messages
10/30/2023		E-Learning	Off	Live Contacts	P Messages
11/6/2023	Approve Monday	2 weeks	P Messages	Off	Live Contacts
11/13/2023		E-Learning	P Messages	Off	Live Contacts
11/20/2023	Approve Monday	2 weeks	Live Contacts	P Messages	Off
11/27/2023		E-Learning	Live Contacts	P Messages	Off
12/4/2023	Approve Monday	2 weeks	Off	Live Contacts	P Messages
12/11/2023		E-Learning	Off	Live Contacts	P Messages
12/18/2023	Approve Monday	2 weeks	P Messages	Off	Live Contacts
12/25/2023		E-Learning	P Messages	Off	Live Contacts
1/1/2024	Approve Monday	2 weeks	Live Contacts	P Messages	Off
1/8/2024		E-Learning	Live Contacts	P Messages	Off
1/15/2024	Approve Monday	2 weeks	Off	Live Contacts	P Messages
1/22/2024		E-Learning	Off	Live Contacts	P Messages

New training cycles begin at two-week intervals to coordinate with application approvals and the E-Learning schedule. There is a constant flow of trainees and TCLs each get two weeks off between cycles. Training communities are in branches under three TCL Shepherds designated as EN.T1, EN.T2, and EN.T3. Training communities are identified by the branch and an additional letter (EN.T1A, EN.T1B etc.)

TCLs will be notified when trainees are placed in their community. Please send a Welcome email at the start of the cycle. Since trainees have already completed the Onboarding E-Learning course, begin with Practice Messages.

In addition to a brief introduction about the TCL, the following should be included in the Welcome email:

- How to log into PATH at <https://path.globalmediaoutreach.com/?timeout=1&lang=en> and suggest saving it as a favorite. They will need the username and password they chose when they sent in their application. If they don't remember their password, they may choose "Recover your Password" on the login screen to reset it.
- Explain how to get to Volunteer Resources in PATH by clicking on Help and then Support. The PATH OM manual is found there. I suggest trainees download it and save it. Printing a hard copy can be helpful too during training for reference.
- Direct them to go to their profile information in PATH and update it. Go to "Settings" on the bottom left, then choose "My Profile". They will need to choose a public name to replace the one assigned to them.
- Remind them that you will be their trainer for the next 4 weeks. They will begin by receiving Practice Messages, guidance, and feedback from you. When they are ready, they will be able to take live Contacts and start spreading the Gospel around the world.
- Make sure they know how to contact you for help.

Although the calendar shows two weeks for PMs and two weeks for Live Contacts, it is up to the discretion of the TCL to determine when the trainee is ready for Live Contacts. After 5-10 successful Practice Messages, the TCL may set the daily limit to 2 Contacts per day in the Trainees Profile in the CRM.

The image shows a screenshot of a web form for a trainee profile. The form is divided into two columns. On the left column, there are three sections: 'Categories:' with a blue button labeled 'General'; 'Church:' with a text input field containing 'Yes'; and 'Level:' with a dropdown menu showing 'Discipler'. On the right column, there are three sections: 'Daily Limit:' with a text input field containing '2', which is circled in red; 'Cultures:' with a text input field containing 'Cultures'; and 'Status:' with a text input field containing 'Active'.

You will receive a separate document with suggested Practice Messages. It is helpful to send them two at a time including a variety of types of messages and give feedback as soon as possible. Be sure to add notes about training progress to the profile of the trainee. Consult your TCLS if you need advice or want a second opinion.

As the end of the training cycle approaches, contact your Shepherd with the training results for each of your trainees.

Pass: The trainee has met the requirements for passing by handling at least 15 Contacts (including Practice Messages) following GMO's policies and Procedures and has achieved a level of confidence. They should do well under the supervision of a CL. Please send them a congratulatory graduation email.

Fail: The trainee has struggled to keep up or not met some requirements and extra practice may not help. The TCL has communicated the issues to the trainee during training. They may lack computer skills or the ability to write timely appropriate replies. Send a gracious email explaining reasons why they are not a good fit for GMO but assure them that God will certainly use them elsewhere for the Kingdom. Be sure the issues are documented in the profile notes.

Repeat: Some trainees may have had interruptions or circumstances during training causing them to fall behind. Others may be on a slow learning curve but have promise. Repeating training means they will spend another full 4 weeks with another trainer. Discuss this with your trainee and offer this option if you think more practice will help. Be sure the notes explain what needs to be covered during the next month of training in case they opt to continue.

***Consult with the Onboarding Coordinator if a trainee needs to repeat more than once.