

THE WOW EXPERIENCE

The Wow Experience

- What can we do in our homes, businesses, and churches to add “wow” to the experience?
- Think of the order of the experience when someone arrives onto the property.

Areas of Focus on to Create a Wow Experience

1. The First 10 Minutes.

- This can be overdone and underdone.
- Have people that greet and help others at the appropriate level. Designate “spotters” to watch for people that are looking around/needing help and offer them assistance.
- If you have a Parking Team, let them know that they are also Directors of First Impressions since they are the first thing people see when they arrive.

2. Child Experience

- Ensure the area is well staffed, safe, clean, fun, and not random.
 - Not random = We have a graded curriculum to teach the Bible to all children kindergarten through sixth grade.

3. Worship Experience

- We need to utilize tools to draw people into the presence of God.
- Our responsibility is to pull people into the presence of God through worship, and then back-off once people experience the Lord’s presence. This allows people to connect with the Lord.

“The perfect church service would be one we were almost unaware of.
Our attention would have been on God.” - C.S. Lewis

4. The Message

- Be aware of the fact that there are new people, people that haven’t been in a while, and people who have been there for years.
- Deliver messages that are:
 - Interesting – What part of this message is interesting? What do I want them to know that they didn’t already know?



- Clear – What’s the simplest way to say this?
- Relevant – Can they use it on Monday? Does it pass the “Who Cares” test?
- Entertaining – What will I do to keep their attention?
 1. Storytelling and humor.
- Biblical – How often do I use Bible verses?
 1. Use many verses as the foundation of your message.
- Transformational – What do I want them to do?

“Imitation often beats innovation. You don’t have to be first to be effective; just do it better.” - *Rick Warren*

Pursue Excellence, Not Perfection

- We pursue excellence because you can never attain it. The pursuit of excellence is a value; not perfection based.
- We want people to say, “Wow, they do that well.”
- Three things the customer expects when it comes to excellence:
 1. Defect Free – We go through our buildings and services to make things defect free.
 2. Timely Fashion – Start and end on time.
 3. Hospitality – The people who deliver the product are nice and friendly.

“We create churches that have an inviting culture.” - *Chris Hodges*

Who are you inviting to Easter services?

- As a pastor, you have to first invite someone to church. Then after that, challenge your staff to invite people to church.

RESOURCES

- [Emotional Intelligence Podcast](#)
- [Message: My Body Belongs To God](#)
- [Ask PC Your Questions](#)
- [GrowLeader Regionals - Fall dates coming soon!](#)
- [GrowLeader Conference 2023](#)
- [Monthly Mentoring with Pastor Chris](#)
- [Free Church Resources](#)
- [Previous Episodes + Show Notes](#)
- [The Wesleyan Investment Foundation](#)
- [Great American Family Network](#)
- [Compassion International](#)