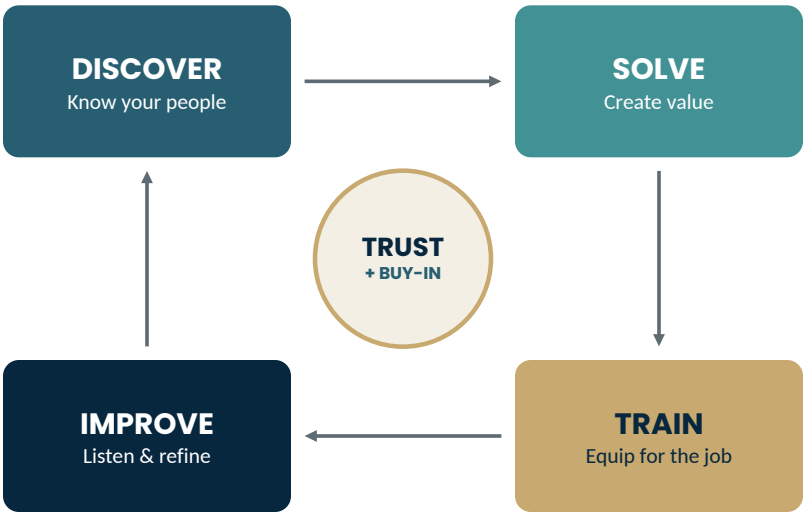
ROCK RX26 | BREAKOUT SESSION TAKE-HOME

Effectively Training Staff on Rock

You can't train a team you don't know.

Daniel Alexander | Product Manager & Systems Strategist, Gateway Church

THE CYCLE OF EFFECTIVE ROCK ADOPTION



DISCOVER Know your people

Learn how each team actually works before you build or train.

SOLVE Create value

Solve problems they care about. Small wins build trust.

TRAIN Equip for the job

Teach what their role requires, hands-on.

IMPROVE Listen & refine

Read the signals and change what isn't working.

TRUST + BUY-IN
The center of the cycle. Every stage builds it or spends it.

FIVE PRINCIPLES FOR EFFECTIVE ROCK TRAINING

1. **Discovery: Earn the right to train**
   Learn how each team actually works before you build or train. Look for small wins that prove you listened.
2. **Find your Rock Stars**
   Invest in credible, willing partners. Listen to real concerns without letting resistance consume your resources.
3. **Build your training assets**
   Capture training while you deliver it, keep it in one reliable home, and keep it current.
4. **Train what matters to the person**
   Lead with the ministry outcome. Share the foundations, specialize by job, and practice hands-on.
5. **Keep getting better**
   Read ticket patterns, feedback, and adoption together. Improve or replace what isn't working.

FIVE DISCOVERY QUESTIONS TO BRING TO EVERY TEAM

WHO	WHAT	HOW	WHY	WHERE
Touches or is affected by the process?	Is the actual job and outcome?	Is it done today, including workarounds?	Does the process exist?	Are the pain points and quick wins?

Discovery starts with people, not a permission group. Ask them to show you the real work.

FLIP OVER FOR THE FRAMEWORKS AND YOUR ACTION PLAN

THREE FRAMEWORKS TO USE THIS MONTH

Find your Rock Stars

- **IDENTIFY**
  Find knowledgeable, trusted, engaged people
- **EQUIP**
  Give time, early access, training, and a direct line
- **MULTIPLY**
  Let peer credibility reinforce adoption

Invest in willing partners. Listen to real concerns.

Capture once. Use repeatedly.

- **DELIVER**
  Teach a real task
- **CAPTURE**
  Record and document while you deliver
- **REUSE**
  Turn it into guides, videos, and checklists
- **MAINTAIN**
  Assign an owner, review, and update

A rough, accurate guide beats a perfect one never made.

Train what matters

- **WHY**
  Why should this person care?
- **WHAT**
  What must they accomplish?
- **HOW**
  How do they do it in Rock?
- **PRACTICE**
  Can they complete the task themselves?

Train the job, not the entire platform.

SHARED VS. ROLE-SPECIFIC
Teach Rock 101 and shared foundations together. Break out role-specific sessions only for the people who do that job.
Group by the job to be done, not by permission.

MEASURE EFFECTIVENESS
SUPPORT + FEEDBACK + ADOPTION. Read them together. Fewer tickets alone can mean people stopped asking.
Solve the problem, not defend the process.

YOUR ROCK TRAINING ACTION PLAN

Where is your church? ☐ Preparing to implement ☐ Recently launched ☐ Established on Rock

1. **Our biggest Rock training challenge** *Where is adoption or training hardest right now?*
2. **One team to discover** *Who do we need to know better? When will we sit with them?*
3. **One Rock Star to equip** *Who knows the work, has credibility, and is willing?*
4. **One friction point to solve** *What small win would prove we listened?*
5. **One training to capture** *What are we already teaching that we should record?*
6. **Evidence to review** *Support tickets, staff feedback, or actual adoption?*

YOUR FIRST STEP WHEN YOU GET HOME

Pick one department you need to know better and book one discovery conversation in the next two weeks. Ask them to show you their real work using the five questions. Write down one small win you could deliver, then go deliver it.