

NUVO CHURCH GROUPS



LOOKS LIKE HOPE.
FEELS LIKE HOME.
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PLAYBOOK

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Welcome

WELCOME TO NUVO GROUPS LEADERSHIP

We are so excited you're a part of making a difference through Nuvo. Welcome to the family!



TEAM POINT OF CONTACT

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Welcome

Dear Friend,

Welcome to the Nuvo Church Family!

We are honored that you have expressed interest in being part of the team. At Nuvo Church, we truly believe that when we set aside our personal preferences to serve the local church, the world can be forever changed through Jesus. He calls us to serve as He did, and it is a privilege to join in the story He has been telling throughout history. We are unapologetically passionate about pouring our lives into sharing the message of hope and life found in Him.

We love how Romans 12 puts it:

“So here’s what I want you to do, God helping you: Take your everyday, ordinary life—your sleeping, eating, going-to-work, and walking-around life—and place it before God as an offering. Embracing what God does for you is the best thing you can do for him. Don’t become so well-adjusted to your culture that you fit into it without even thinking. Instead, fix your attention on God. You’ll be changed from the inside out. Readily recognize what he wants from you, and quickly respond to it. Unlike the culture around you, always dragging you down to its level of immaturity, God brings the best out of you, develops well-formed maturity in you.”

As we fix our eyes on Jesus, even the most ordinary tasks become an act of worship. He takes our everyday lives and uses them to make a difference in the world.

This playbook has been created to help guide you with any questions you might have and to outline some of our procedures and responsibilities. Please don’t hesitate to reach out if you need anything—our team is here for you! We are so thankful for you and excited to see how God uses your gifts here at Nuvo Church.

Thank you!

Patrick Holden

Lead Pastor, Nuvo Church



NUVO MISSION

Creating space for people to explore and experience Jesus

NUVO VALUES

JESUS IS BETTER

Following the person of Jesus and the way of Jesus is the best way to live. Jesus is at the center of our teaching, our values, and what we embody both individually and as a church. We believe that Jesus is better than anything our world has to offer. He is the foundation of our faith, the hope of our salvation, and the model for our lives.

EXPANSIVE TABLES

We will leave what is comfortable to pursue others. We will embrace diversity, doubt, questions, and the journey of the pursuit of developing a relationship with Christ. There is always an open seat at the table no matter a person's past, present, or future. Our desire is that our church would always be a safe place to explore and integrate faith.

SKEPTICS WELCOME

A healthy pursuit of God will likely encompass our deepest questions, doubts, and desires. Individually and as a community, we explore and bring our full selves to what it means to follow Jesus. We create space for both skeptics and believers to process their doubts and beliefs, knowing that faith is a journey we experience together.

RADICAL GENEROSITY

We radically give our time, resources, and wisdom believing that openhandedness changes both the one who gives and the one who receives. We seek out ways to become more generous with our entire lives, believing God will take our sacrifice and use it to further His kingdom.

FAITH + RISK

We are a community of people who follow God into the unknown, laying down our security and comfort to trust him. We live knowing that if he calls us, he will provide. We are constantly taking the next faith-filled step, believing he meets us in the uncertainty. Through these moments, we recognize that our church is built on "only God" moments where we've relied on him.

UNCOMMON COMMUNITY

We value the image of God in all people and believe that His invitation is for all to come to the table in relationship with others. We are in community, challenging each other to grow in our relationship with Jesus and the development of our faith.

SERVANT LEADERSHIP

We come to Jesus open-handed with our unique gifts to serve others and make a difference. We are an inexhaustible community, constantly working to be a compelling force for beauty, service, and the global good. We move together, joining God in relieving suffering and inspiring hope. We live for what is beyond ourselves and embrace a mission that will outlive us.



THE NUVO GROUPS EXPERIENCE

When someone joins a Nuvo Group, we don't always know what they're carrying with them. They may be looking for friends, searching for answers, navigating a difficult season, or simply wondering if there's a place where they can actually belong.

We can't manufacture deep relationships or force spiritual growth. But we can create the kind of space where both can happen.

Our goal is simple: create a space where people can find friends, explore faith, and know they have a seat at the table.

That's what Nuvo Groups are all about. We eat together. We laugh together. We ask real questions. We celebrate the good things and show up for each other in the hard ones. And along the way, we trust that God uses ordinary relationships and intentional conversations to transform people's lives.

You're not just leading a group. You're helping create a community where strangers can become friends, friends can become family, and people can take their next step toward Jesus.

OUR STRATEGY

Experience Community:

Nuvo Groups provide everyone at Nuvo a place of community where new guests become friends and friends become family.

Engage Spiritually:

Nuvo Groups introduce people to spiritual conversation. While conversation doesn't always go "deep" at a Groups, it always gives people who are early in their exploration of faith a taste of what intentional spiritual conversation can do for their faith journey. We create a safe environment for everyone to engage spiritually when we create room for personal reflection without pressuring personal sharing.

Connect Deeply:

Nuvo Groups provide both a wide network of great relationships along with the opportunity to move further toward close, discipleship-oriented relationships with a few people.



GROUPS CULTURE

Keep It a Party

Relationships form organically, not systematically. Leave space for off-the-cuff connections where genuine friendships can form. Make your group experience one of the most fun events of someone's week.

Create Atmosphere

Environment communicates care and cues behavior. Utilize lighting, music, candles, and so forth to provide an experience that engages multiple senses and feels intentional.

Welcome Everyone

Welcome people the moment they enter and quickly connect them to someone else in the room. Be especially on the lookout for newer guests. Recognize that the people attending are in a wide variety of places in their spiritual journeys and their connections with Nuvo. Be intentional about creating a safe and welcome experience for each person individually.

Work As a Team

Communicate regularly as a team before and after every event. Ensure each leader understands their role so you are free and empowered to work as a team.

Come With Anticipation

Walk into your Groups expecting that it will be fun, engaging, and spiritually meaningful. Review the week's message ahead of time and be ready to create meaningful conversation. Pray for your Groups through the week and expect God to be present and active in your Groups events.



GROUPS ROLES

The Host

The Host loves creating welcoming environments where everyone feels comfortable. This person is often the first and last person guests interact with at the event.

The Meal Planner

The Meal Planner understands that a great meal has a unique way of turning strangers into family. This person coordinates and prepares the food for each event.

The Connector

The Connector sees each person in the group individually and enjoys reaching out to them personally. This person will often be the first to know about things going on in the personal lives of group members.

The Facilitator

The Facilitator creates discussion based on Sunday messages, Bible studies, or other content that is pre-approved by the Groups Director. This person will often be looked to for spiritual guidance by Nuvo Group members.

LEADING AS THE HOST

The Host understands that the look and feel of an environment greatly affects how people engage with one another. In many ways, the Host “sets the table” for group guests, giving them a great place to relax and connect naturally.

Before Groups

1. Be Ready 30 Minutes in Advance

Your other group leaders and some early guests will be arriving around 30 minutes before your group begins. Make sure you’re ready for them before they arrive.

2. Tidy Up

By providing a clean and organized space, you are communicating to your guests that you thought about them well in advance. Pay attention to the details, even down to soap and toilet paper in the restroom.

3. Set the Table

Ensure that the spaces you host communicates intentionality and value to your guests. We ask that the place be neat and inevitable for people attending the group.

4. Set Lighting and Sound

Soft lighting and even the use of candles can provide a comfortable space for your guests to connect. A fun playlist can create energy in the room. For suggestions, you can refer to the Nuvo playlists on Spotify.

5. Have a Space for Coats and Bags

By designating a space for people to drop their coats and bags, you’re removing moments of uncertainty for your guests.

LEADING AS THE HOST

During Groups

6. Welcome Everyone at the Front Door

Welcome each guest personally and invite them in. For New Guests, point out anything that may be helpful to know the location of. This includes restrooms, drinks, etc.

Introduce guests to one another as they arrive. Make sure no one walks in and ends up in a corner by themselves.

7. Serve Guests Throughout the Evening

Look for opportunities to refill drinks, pick up plates, and so forth. Let your guests know they are individually noticed and loved in the way you personally care for them.

8. Thank Everyone on the Way Out

Everyone appreciates being noticed and valued. Stay near the door at the end of the evening to thank each guest for coming and let them know you hope to see them next time.

LEADING AS THE MEAL PLANNER

The Meal Planner understands there is nothing quite like a great meal to bring people together. The Meal Planner cares about the details of the food experience and ensures a great plan is in place for each Groups.

1. Plan for Meals Two Nuvo Groups in Advance

Before each Groups, be sure to have a meal plan for the following group meetings. That way, you can communicate the plan for the next group while everyone is together. The Meal Planner is responsible for communicating about the meal plan to all group members. By planning meals well in advance, you will enable smooth communication between you and other group members.

2. Involve Others

Most Meal Planners will choose to prepare a Main Dish to which other Groups members can easily add a side dish. For example, you might bake lasagna and invite other members to bring bread, a salad, drinks, etc.

The meal is a great way to help other members take on ownership of the Groups. If there are others who like to cook, invite them to prepare a Main Dish for some of the events. Or host an “appetizer night” and invite everyone to bring one.

3. Make it Fun

Look for opportunities to have fun with things like theme nights. Examples include a Mexican Night around Cinco de Mayo, Breakfast for Dinner, etc.

4. Communicate Well in Advance

If you are relying on someone to bring something critical to the meal, be sure to confirm with them a few days in advance of the Groups. The responsibility for communicating meal details to the Groups is that of the Meal Planner.

5. Be Aware of Any Allergies and Preferences

Check for any dietary restrictions in your group and plan accordingly so everyone can enjoy a great meal.

6. Value the Presentation

A well-presented meal lets guests know they are valued. Use real dishes and serving spoons to present the food well. Transfer store-bought items to nice dishes to complete the presentation.

LEADING AS THE CONNECTOR

The Connector understands that a groups only exist as a gathering of many different and unique individuals. The Connector communicates with and cares for Groups members personally.

Before Groups

1. Invite New Guests Who Sign Up for Your Groups

Communicate with people who sign-up for your Groups in the following ways:

When They Sign Up:

- Call within 1-2 days of their signing up.
- Leave a voicemail if they don't answer and also send a text message.
- Welcome them, provide the date/time/address, and ask if they have any questions you can help with.

Day Before Groups:

- Text them the day before the group to let them know you look forward to seeing them and ask if they have any questions.

Day After Group Meeting:

- If they Attended: Text them letting them know how glad you are they were there. Seek to include something personal from the night.
- If they Did Not Attend: Call them and let them know they were missed. Leave a voicemail and/or text if they don't answer. Invite them to at least 3 events before you stop inviting them.
- If it seems like your day/time/location doesn't fit their schedule, help them find a different Groups that may fit them.

2. Remind Everyone of Each Group Event

4-5 days prior to each Groups, send a personal (1-on-1) text to each group member, sharing your excitement for the next meeting and asking if they will be able to join you all.

During Groups

3. Connect Personally with Guests

Your Nuvo Group is a great opportunity to build greater friendships with the people you're reaching out to during the week. Take time to intentionally connect with those you don't know as well.

LEADING AS THE CONNECTOR

After Groups

5. Record Attendance in the Church Center App

Recording attendance the night of each Groups enables us to personally care for people by keeping track of who may be drifting away from community.

Follow these steps in the Church Center App on your phone:

- Open Church Center
- Tap Nuvo Groups
- Tap Your Groups
- Tap Events
- Tap Take Attendance under tonight's event
- Check the names of attendees
- Click Add to Group to add any New Members or Visitors
 - New Member: Add anyone who seems likely to continue with your Groups
 - Visitor: If someone seems hesitant to join yet, you may add them as a Visitor instead.
- Click Submit on the attendance report

6. Follow-Up with New Guests & No Shows

The day after your group meets, call any new guests, thank them for coming, and ask if they had any questions or feedback. If they don't answer, leave a voicemail and also send a text.

If anyone told you they were coming and did not, reach out to them via text or phone call to let them know they were missed.

7. Check On People who Miss 3 in a Row

If someone misses 3 Nuvo Group meetings in a row, reach out by phone call to let them know they've been missed and ask if there is anything you can help with or be praying for. Often when someone misses, it is due to a difficult season that you may not be aware of. If they don't answer, leave a voicemail and also send a text.

LEADING AS THE CONNECTOR

8. Remove Disconnected Groups Members

If someone misses 4 group meetings in a row AND is unresponsive to any communication, remove them from the Groups roster in Planning Center. Also remove anyone who tells you they can no longer attend.

9. COMMUNICATION RHYTHM

Personal communication helps people know they are expected, valued, and missed.

NEW SIGN-UPS — Within 1–2 Days

- Call to welcome them. If no answer, leave a voicemail and text.
- 4–5 DAYS BEFORE GROUP
- Send each person a personal text to see if they'll be joining you.

DAY BEFORE

- Send new guests a reminder text.

DAY AFTER

- Reach out to first-time guests and anyone who said they were coming but didn't.

3 GROUPS MISSED

- Check in personally and see how they're doing.

4 GROUPS MISSED + NO RESPONSE

- Remove them from the Group roster.

THE BIG IDEA

People should know when we're expecting them, know when we're glad they came, and know when they're missed.

LEADING AS THE FACILITATOR

The Facilitator curates an engaging conversation that allows the group to explore topics of faith introduced in the previous Sunday's message or pre-approved group content. Facilitating is more of an art than a science as you pay attention to the individuals in the room, discern where they are, and create a conversation that moves everyone forward together.

1. Be Expectant on Sundays

During Sunday services, listen carefully for what God may be speaking to you personally. The ability to curate a great discussion with your group begins with your own personal engagement with the message.

Be sure to take good notes that you can refer back to when you prepare. If you miss a Sunday service, be sure to watch the sermon video far enough in advance to not feel rushed as you prepare.

2. Start the Dialogue with Your Fellow Leaders

Create a group text during the week with your other three Groups leaders so you can each share what you all took away from the message. That will help you develop a starting point for your conversation.

3. Prepare Ahead of Time

Review the Conversation Guide and spend time praying for the conversation that will develop within your group. There is a big difference between being prepared to curate an authentic conversation and just "winging it" in the moment.

4. Discern When to Start

While there is a timeline for Nuvo Groups, part of your role is to discern when the more informal hangout of the Groups is slowing down and when to begin more intentional conversation.

5. Introduce the Leadership Team

Welcome everyone and introduce/thank all the leaders of your leadership team. Even if everyone already knows who the leaders are, take a moment to appreciate them publicly. By pointing them out, you are further validating their leadership and setting them up to win throughout the week.

LEADING AS THE FACILITATOR

6. Be Flexible and Discerning

Your Conversation Guide will provide helpful thoughts, ideas, and questions to use for your conversation. Utilize it but don't allow yourself to become stuck by it. Let the Conversation Guide be a starting point and a guide. From there, be sensitive to what God is doing in the lives of your Groups members and the conversation that is developing. Lean into the direction things are naturally flowing.

Also, be sensitive to the degree to which a person is comfortable sharing in a group setting and refrain from forcing vulnerability beyond that point of comfort.

If the conversation gets too far off-topic or becomes disengaging for most of the room, be confident to redirect it with another question. At the same time, be careful not to allow preconceived expectations for the conversation keep you from adjusting in real-time to where God may be leading the group that evening.

7. Be Mindful of Inappropriate Topics

If someone in the group is inappropriately sharing or taking over the conversation, gently ask if you could talk more about it one-on-one at another time.

8. Guide Group Prayer

Prayer is one of the most important parts of a Nuvo Groups. In many ways, it is where people will share the most difficult things going on in their lives. Be sure to leave plenty of space for this (at least 10 minutes) so that you have time to ask any follow-up questions about prayer requests and truly pray for them.

Invite others to join in praying for requests. This is a great way to engage the other leaders and other committed group members. Don't surprise someone by asking them to pray aloud without first talking with them individually.



CHILDCARE OPTIONS

It is very important to take the time to think through the childcare needs of your Groups and how to best support the families who attend. It can be challenging for parents to find spaces that grow meaningful relationships which is why so many join a Nuvo Groups. We want Nuvo Groups to feel accessible and welcoming to our families. Below are a few things to keep in mind as you plan and lead your Groups.

1. Families are very busy.

Parents are constantly being pulled in multiple directions and juggling dozens of calendar events each week. It can become quite overwhelming at times. So planning ahead and communicating very well is especially helpful for parents. If you are hoping to hold a special event of some type, try to give at least 2-4 weeks notice. This will allow families to plan and adjust accordingly. Also know that things can change very quickly for families, especially those with young children. So allow plenty of grace as they navigate the many responsibilities in their lives.

2. Parents need to be away from their children to engage relationally.

If a parent constantly has their child coming to them throughout the evening with needs or requests, the parent will not be able to fully relax and engage with the other adults relationally. Therefore, it is very important that the leaders of a group intentionally plan to provide an environment where parents have some space from their children. This can take a lot of different forms; but at the most basic level there needs to be a dedicated person capable of watching and providing for the needs of the children while the parents engage with the other adults.

3. Parents need to feel comfortable with the environment their children will be in.

This particular point applies the most to any Groups which will be providing on-site childcare. In order for parents to be able to relax and engage, they need to not be worried about the environment their children are in. To aid with that, the person watching children should be well-trusted and have a clear background check through Nuvo. The actual space itself is an important element as well. If the parents are concerned that their child might break something or be able to get into something dangerous, they will not be able to relax. So the leaders of a Groups with on-site childcare should put thought into which space the children will be using and prepare it for them ahead of time.

CHILDCARE OPTIONS

TWO APPROACHES TO CHILDCARE

Nuvo understands that each Groups is unique. So in an effort to best support each group in the area of childcare, two different options are available.

1. At-Home Sitters with Reimbursement Available

In this option, all families with childcare needs obtain their own at-home babysitter. Children would not attend Groups with parents but remain at home with individual sitters. We never want the cost of childcare to prevent someone from engaging with a Groups. To ensure that never happens, Nuvo offers childcare reimbursement to families who need assistance with the cost of their sitter.

2. On-Site Childcare

In this option, the group coordinates a shared babysitter to watch all of the children on-site at the group. The leaders also plan for and prepare a space for the children to be away from the adults' space for the majority of the event. In this approach, all babysitters must be of good standing and have a clear Nuvo background check (or equivalent at the discretion of the Groups Director) prior to their first time watching children. The sitter should be paid at minimum \$15/hour. And all families utilizing the babysitter contribute equally to cover the cost. For families who need assistance, Nuvo will also provide reimbursement for their portion of the sitter cost.



YOU ARE NOT ALONE

Before anything else, thank you.

Thank you for opening your home, preparing meals, sending texts, making room in your calendar, asking good questions, praying for people, and creating a place where relationships can grow. What you are doing matters.

Nuvo Groups aren't simply about getting people into rooms. They're about helping people find a place where they can be known, find friends, explore faith, and experience Jesus alongside others. And sometimes, you may wonder if it's working.

Attendance might be lower than you hoped. A conversation might fall flat. Someone might stop showing up. You may finish a night wondering if anything significant happened.

Don't underestimate what God can do through ordinary moments of community.

A conversation around a table can become the first place someone talks honestly about faith. A simple "We missed you" can remind someone they haven't been forgotten. A friendship formed in your Group can become the relationship someone depends on during a difficult season. And you're not building this alone.

Lean into the other leaders on your team. Encourage each other. Pray for each other. Ask for help. And remember there are leaders across Nuvo pursuing the same vision. Because your Group is one table in something much larger.

Across our city, tables are being set. Doors are being opened. Meals are being shared. Friendships are forming. Questions are being asked. People are discovering there is a place for them. And we want to see it multiply.

More tables. More leaders. More friendships. More conversations about Jesus. More places where people can belong before they believe. We dream of a day when people across our city are never far from a community where they can find friends, explore faith, and take their next step toward Jesus.

Nuvo Groups aren't just gatherings. We're building a movement of tables across our city where everyone can find a seat.

Thank you for helping us build it.



NUVO CHURCH
C O L U M B U S