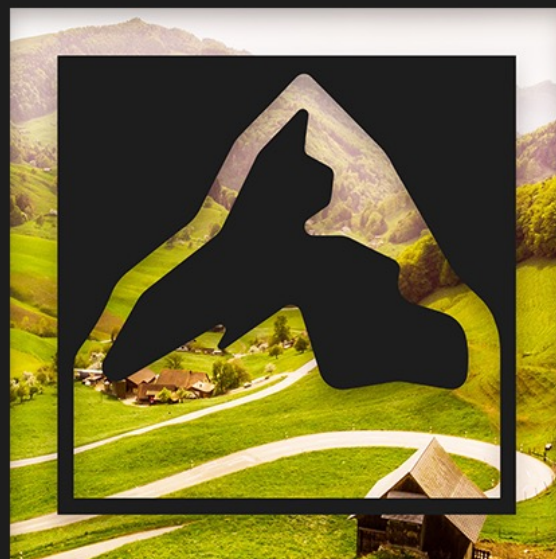
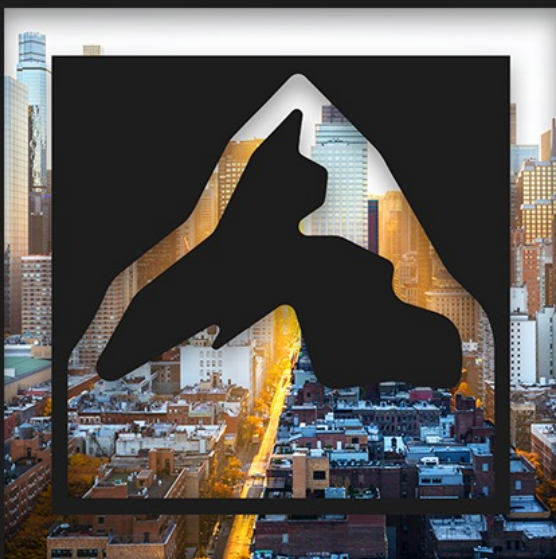


**LEAD**

**WHERE YOU ARE**





# THE SUMMIT MANAGER HANDBOOK



THE GLOBAL  
LEADERSHIP  
SUMMIT

LEAD WHERE YOU ARE



# THE SUMMIT MANAGER HANDBOOK

The Summit Manager is responsible for overseeing all the preparations leading up to the Summit at the Host site; for the Summit management; and for any post Summit administrative procedures.

The Summit Manager Handbook will guide you through the following:

1. Defining, building and working with the Operations Team
2. Summit Manager Top Tips
3. Caring for Summit Volunteers
4. Summit Planning | Checklist



*Global Leadership UK & I*



---

# 1.DEFINING,BUILDING AND WORKING WITH THE OPERATIONS TEAM



THE GLOBAL  
LEADERSHIP  
SUMMIT

**LEAD WHERE YOU ARE**



# DEFINING THE OPERATIONS TEAM

| ROLE NAME                  | ROLE DESCRIPTION   |
|----------------------------|--|
| Host Site Leader           | The primary contact to receive and distribute all relevant information and updates to both the Host Team and all who have registered within their group.                                   |
| Summit Manager             | Responsible for overseeing all the preparations leading up to the Summit at the Host Site; for the Summit management during the Summit; and for any post Summit administrative procedures. |
| Marketing & Communications | Responsible for overseeing all the Summit marketing and communication activities.  |
| Summit Facilitator   MC    | Responsible for leading and guiding delegates through their Summit experience and being the person delegates will connect with and look to for direction both before and after a session.  |
| Operations Team            | Responsible for coordinating with Summit Manager to set-up and run the summit day  |
| Producer                   | Responsible for overseeing all the programming elements creating an environment that invites delegates into a life-changing experience.  |
| Technical Coordinator      | Responsible for overseeing all the audio-visual and technical elements.  |

# DEVELOPING AND BUILDING THE OPERATIONS TEAM

The Global Leadership Summit provides an ideal opportunity to empower and envision volunteers and, consequently, build and lead a team who will enjoy the experience and be willing to serve again at future Summits.

The key to successfully run a Summit can be found in the following:

- Selection of volunteers and quality of team building that you are prepared to engage in.
- Allowing the appropriate time and preparation to envision volunteers.
- Being focused on the coordination and taking time to include your Operations Team in the planning stages before the Summit.
- Praying with your team for delegates, volunteers, and the success of the GLS.
- Not getting overwhelmed with the trivial things but seeing the bigger picture and how God is working globally through the GLS.
- Being available to your team members. Frequent and effective communication builds trust and confidence in you as the team leader.
- Do not fill multiple roles yourself. The Summit Manager's job is sufficient.

*Global Leadership Network UK&I*



# KEY TEAM MEMBERS | ROLES

Key Roles required to successfully host a Summit and the corresponding role descriptions

Host Site Leader

Marketing |  
Communications

Producer

Summit  
Manager

Facilitator  
| MC

Tech  
Coordinator

Music  
Director  
(if required)

*Global Leadership Network UK & I*

# HOST LEADER

The primary contact to receive and distribute all relevant information and updates to both the Host Team and all who have registered within their group.

---

Ownership for the successful execution of your GLS Summit

---

---

Speakers and content: Partner with the GLN Team, to identify speakers and develop a program of content that will engage attendees and meet the Summit's goals.

---

---

Use the Summit Kit to prepare your team to Host GLS Summit

---

---

Use the Production Kit to present a high-quality Summit.

---

---

Ensure all who attend your GLS hosted Summit are registered

---

---

Access to reports from the ticketing portal "Brushfire", to track registration numbers

---

---

Provide clear and concise Summit information and updates to date, time, venue address, parking, catering.

---

---

Work with your team to create a run-sheet for your Summit or use the provided run-sheet

---

---

At the conclusion of your Summit, all registered delegates on Brushfire will each receive 7-days Video-on-Demand

---

*Global Leadership Network UK & I*



# SUMMIT MANAGER

Provide the best possible distraction free environment for delegates

---

With the Host clarify the purpose and goals of GLS. To identify the key tasks that need to be completed and ensure that they are aligned with the overall vision for the Summit.

---

Create a budget for the Summit Identifying all the expenses associated with the Summit, such as venue rental, catering, audio-visual equipment, and marketing costs, and tracking them throughout the planning process.

---

Venue selection: Find a venue that is suitable for the Summit taking into account factors such as capacity, location, amenities, and cost.

---

Marketing and promotion: Partnering with Marketing understand the marketing and promotion techniques to attract delegates and sponsors to the Summit.

---

Registration and bookings: Have access to the weekly reports from Brushfire to track the number of registered delegates.

---

Audio-visual and technology: consider the audio-visual and technology needs of the Summit, such as projectors, microphones, and sound systems. You may also need to consider online streaming and virtual Summit technologies if the Summit will be hybrid or fully virtual.

---

Catering: Provide catering that will meet the dietary needs and preferences of attendees. This may include working with a caterer to create a menu that includes vegetarian, vegan, and gluten-free options.

---

Summit Management: Manage the Summit itself, including coordinating staff and volunteers, managing vendors, and ensuring that everything runs smoothly on Summit day.

---

*Global Leadership Network UK & I*

# MARKETING AND COMMUNICATIONS

Oversee all the Summit marketing and communication activities

---

Marketing and promotion: Working with the Host and the Summit Manager create a marketing plan to promote the Summit and attract attendees. This may involve website content, using social media, sending email campaigns, and creating marketing materials such as brochures and posters.

---

Be responsible for the development and supervision of all the Summits marketing activities.

---

Plan and coordinate all the communications that shape the narrative around the Summit to promote ticket sales.

---

Drive engagement on all social media channels.

*Global Leadership Network UK & I*



# OPERATIONS TEAM

Co-ordinate with Summit Manager  
to set-up and run the summit day

---

Volunteer Coordinator - ensures that all team/ volunteers are communicated and informed to meet the serving needs of the summit.

---

---

Hospitality Coordinator - responsible for setting up a hospitality schedule and lead teams who will plan, coordinate and serve meals and refreshments for volunteers during the summit and set-up days. Will also led teams who will coordinate and serve refreshments for guests during the summit day.

---

---

Registration Coordinator - oversees the Registration check-in area and Registration Solutions, ensuring a distraction free registration process for all delegates.

---

---

Prayer Coordinator (optional) - leads a volunteer prayer team to pray for the GLS Summit and for volunteer teams and pray with guests that come into the prayer room.

---

---

Facility Coordinator - lead the Facility Team to provide a clean and equipped facility that will enhance guests' overall summit experience.

---

---

Parking Coordinator – Leads to welcome and direct delegates as they enter and leave the premises, making them feel welcome the moment they arrive.

---

*Global Leadership Network UK & I*

# FACILITATOR | MC

Communicate clearly from the stage  
and lead the facilitation times to  
maximise learning.

---

Preparing the agenda: Partnering with the Host Leader and Summit Manager to develop an agenda that meets the Summit objectives aligning the variety of interactive activities and sessions

---

Responsible for creating a safe and supportive environment for delegates to share their ideas and perspectives. Support delegates to engage in constructive dialogue.

---

Leads discussions and activities, ensuring delegates participate in discussions and stays focused on the objectives of the Summit.

---

Responsible for keeping the Summit on schedule and ensuring that all sessions are completed within the allotted time.

---

Provide feedback to the Host Leaders and Summit Manager on the effectiveness of the Summit and areas for improvement.

*Global Leadership Network UK & I*



# PRODUCER

Oversee all programming and on-stage elements creating an environment that invites delegates into a life-changing experience.

---

Be responsible for everything that happens inside the auditorium or hall or meeting space during the conference.

---

Audio-visual and technology: Responsible for the audio-visual and technology needs of the Summit, such as projectors, microphones, and sound systems. You may also need to consider online streaming and virtual Summit technologies if the Summit will be hybrid or fully virtual.

---

Alongside the Host Leader, reviews and previews relevant speaker content (conference video files) and aligns the chosen GLS speakers and production grid.

---

Plan, rehearse and execute programming elements that will add to the impact of the learning content (e.g., live music or creative moments)

---

Work with the Tech Coordinator to understanding their role

---

Providing to support to the Technical Coordinator and the Music Director (if applicable as they do their role effectively).

*Global Leadership Network UK & I*

# TECH COORDINATOR

Oversee all audio-visual and technical elements.

---

Responsible for video and audio equipment and operation of the production systems. This includes Sound and video | Lighting, décor and staging | Loading-in and setting-up of equipment and instruments

---

Test and optimise internet connection speeds to ensure smooth streaming playback of large video files.

---

Ensure a suitably large screen and projection quality for presenting GLS content. Make sure that the videos are the correct aspect ratio, audio is in sync, and there are no distracting glitches or noises from the production systems

---

Going over and noting the conference production grid for relevant tech cues (For example: When to press play on a speaker video, when to dim lights, or turn off microphones for sound.)

---

Oversee and confirm the functionality of all production systems, video, audio, instruments and lighting.

---

*Global Leadership Network UK & I*



---

## 2. SUMMIT MANAGER TOP TIPS



THE GLOBAL  
LEADERSHIP  
SUMMIT

**LEAD WHERE YOU ARE**

# SUMMIT MANAGER TOP TIPS

**1. Recruit Your Operations Team Early** - You cannot manage the summit alone. Recruit and train your Team well in advance of your summit. They should be skilled people who can lead their own teams in each area of summit management.

**2. Model Excellence** - Excellence honours God and inspires people. Model excellence in everything you do. What you model as you prepare, and train teams will be the standard for how you expect volunteers to care for your delegates. There should be no confusion where registration is, the location of break and resource areas or toilet facilities. Make sure the venue is clean and well laid out with clear and easy-to-see signage.



*Global Leadership Network UK & I*



# SUMMIT MANAGER TOP TIPS

**3. Create a 'Wow' Experience** - As soon as delegates arrive in the car parking area or outside the venue, we want them to know we are here to serve them and that they are our number one priority. Consider creating something unexpected that serves the delegate beyond their expectations. Use your imagination or, even better, use your volunteer's imagination!

**4. Recruit the Correct Number of Volunteers** - You will want to have enough volunteers to create a distraction free environment but not too many volunteers that they become a distraction and make it difficult to utilise their time well.



*Global Leadership Network UK & I*

# SUMMIT MANAGER TOP TIPS

**5. Maximize the Impact of Volunteers** - When you recruit the right volunteer for the right serving role, you provide an opportunity for them to grow in their spiritual journey. Share how their serving impacts the delegates and pray with them. Challenge them to grow. Help connect volunteers to what God is doing in your church and community through the Summit.

**6. Care for Your Volunteers** - As you bring your volunteers together, create a sense of belonging and unity for what God wants to do through them. Each team member should have a clear understanding of their role. Use your volunteer's time well and let them know their contribution is valuable and valued.



*Global Leadership Network UK & I*

# SUMMIT MANAGER TOP TIPS

**7. Make a Volunteer Meeting Place** - that is inviting by creating space for community and providing refreshments. Celebrate your volunteers and thank them for serving. This may be as simple as cake and coffee after the conference ends or a larger celebration such as a special Summit planned for a later date.

**8. Determine the Best Location for Delegate Check-in and Welcome** - You will want to locate an area that is easy to find and avoids unnecessary queues for delegates to check-in and then to proceed to the Welcome Desk to collect their Lanyards with Name Badges and Workbooks. The registration and welcome area should allow delegates to quickly move into the auditorium and not held up by resolving problems which should be referred to the Help Desk.



*Global Leadership Network UK & I*



# SUMMIT MANAGER TOP TIPS

**9. Make a Volunteer Meeting Place (Green Room)** - that is inviting by creating space for community and providing refreshments. Celebrate your volunteers and thank them for serving. This may be as simple as cake and coffee after the conference ends or a larger celebration such as a special Summit planned for a later date.

**10. Determine the Best Location for Delegate Check-in and Welcome** - You will want to locate an area that is easy to find and avoids unnecessary queues for delegates to check-in and then to proceed to the Welcome Desk to collect their Lanyards with Name Badges and Workbooks. The registration and welcome area should allow delegates to quickly move into the auditorium and not held up by resolving problems which should be referred to the Help Desk.



*Global Leadership Network UK & I*



# SUMMIT MANAGER TOP TIPS

**11. Minimise Queues during Delegate Breaks** - Delegates have a limited time between each session and it is important to minimise the queues at breaks.

**12. Communicate with Your Operations Team** - Meet regularly with your Operations Team before and during your GLS Summit. After the delegates return to the auditorium at the start of each session, meet with your Operations Team and talk through what is working well and where improvements can be made to create a distraction free environment.

**13. Be Prepared** - A major part of your job as Summit Manager is to eliminate as much uncertainty as possible. When equipment and scheduling is in place, you should have the time you need to manage all the challenges that occur during the Summit that could not have been foreseen.



*Global Leadership Network UK & I*



---

### 3. CARING FOR YOUR SUMMIT VOLUNTEERS



THE GLOBAL  
LEADERSHIP  
SUMMIT

**LEAD WHERE YOU ARE**

# VOLUNTEER CARE

Success of a well-run Global Leadership Summit rests on the shoulders of all those volunteers who are willing to serve in this way.

- All volunteers should understand that their purpose will be to serve during the Summit, and they may be asked to serve in a different capacity when their scheduled tasks have been completed.
- It is important while recruiting volunteers that they understand they will be part of a serving team which can provide the right atmosphere for Christian leaders to meet with God and, consequently, respond to the call to build His Kingdom on earth.
- Serving at a summit is an excellent growth opportunity for people at all levels of spiritual development. It is a unique way to encourage others to take a first step towards serving because it creates an elevated level of energy and enthusiasm while, at the same time, requires no long-term commitment.



*Global Leadership Network UK & I*



# MAXIMIZE THE IMPACT OF SERVING OPPORTUNITIES

- **Planning** – select your volunteers so that when your people give their time and talents to the conference, they are well matched to the serving opportunities.
- **Cast Vision of Opportunity** – create a visual picture of what God appears to be doing within your Church/ region. Talk about why you feel God is calling your Church to host this summit currently. Consider using a testimonial from someone who was greatly impacted by the Summit or talk about the number of churches and leaders that will be attending to illustrate the impact of the conference.
- **Make Involvement Easy** - create a centralised volunteer sign-up process which everyone knows about and arrange for your Church Leadership to make announcements from the front. Record your volunteer information on the Conference Planner and keep the records up to date.



*Global Leadership Network UK & I*



# MAXIMIZE THE IMPACT OF SERVING OPPORTUNITIES

- **Set Serving Expectations** - encourage the volunteers to serve with open hearts and an expectation that God may speak to them as they serve.
- **Serve in Community** – create a sense of togetherness by forming compatible teams to serve the conference. Allow group time outside the task, even if it is ten or fifteen minutes, to build unity and share the experience together.
- **Debrief and Celebrate** – set up a time for debriefing during and after the Summit. Affirm and seal the experience with celebration.
- **Pray** – that God would begin to cultivate the servant heart in your volunteers and that He would use this summit to grow them and your Church.



*Global Leadership Network UK & I*

# CARING FOR VOLUNTEERS

| Task   | How  |
|--|--|
| Allocate a Green Room for volunteers where they can    | <ul style="list-style-type: none"> <li>• Register</li> <li>• Attend meetings and be debriefed</li> <li>• Take breaks</li> </ul>  |
| Have someone available to greet and welcome volunteers | <ul style="list-style-type: none"> <li>• Make sure that they are familiar with the summit layout</li> <li>• Provide them with a name badge and volunteer timetable</li> <li>• Give them access to the Summit Planner so they are familiar with allocated GLS areas</li> <li>• Provide them with details around how many people are attending, any special arrangements for delegates, etc</li> </ul> |
| Serving instructions                                   | <ul style="list-style-type: none"> <li>• Provide instructions for each volunteer role</li> <li>• Give verbal instructions as well</li> <li>• Make sure volunteers report to their team leader</li> <li>• Go through the volunteer timetable</li> </ul>   |
| Hospitality for volunteers                             | <ul style="list-style-type: none"> <li>• Provide on-going refreshments</li> <li>• Provide snacks for full day serving volunteers</li> </ul>  |
| Appreciation   | <ul style="list-style-type: none"> <li>• Let volunteers know that they are appreciated</li> <li>• Encourage volunteers when things go right or wrong</li> <li>• Let volunteers know how the summit went and thank them after the summit</li> <li>• Enlist feedback from volunteers for evaluation towards future Summits.</li> </ul>   |

# VOLUNTEER TRAINING AND AGENDA

| Activity               | How  |
|------------------------|--|
| Welcome & Introduction | <ul style="list-style-type: none"> <li>• Thank You and Emphasis on the value of volunteers</li> <li>• The Global Leadership Summit and casting its vision</li> <li>• Creating the right environment</li> <li>• Introduce Team Leaders</li> </ul>   |
| Volunteer Logistics    | <ul style="list-style-type: none"> <li>• When and where to register and pick up name badges</li> <li>• Return volunteer name badges at the end of each day (if required)</li> <li>• Location of Summit Running Order &amp; Volunteer Timetable</li> <li>• Location of key areas in the building</li> </ul>   |
| Miscellaneous          | <ul style="list-style-type: none"> <li>• Explain dress code</li> <li>• Explain site specific information: registration procedure, welcome desk, help desk, delegate flow at breaks, etc</li> <li>• Take breaks outside of delegate breaks</li> <li>• Food or drink not allowed in the auditorium (this maybe site specific)</li> <li>• Allocated volunteers to be available at the end of day to send-off delegates</li> </ul> |
| Team Training          | <ul style="list-style-type: none"> <li>• Operations Team Leaders to meet with their own team after the general training and give specific instructions</li> <li>• Pray with your own team before you start the summit day</li> </ul>   |



---

## 4. SUMMIT PLANNING | SUMMIT CHECKLIST



THE GLOBAL  
LEADERSHIP  
SUMMIT

LEAD WHERE YOU ARE

# THE SUMMIT PLANNER

The Summit Planner is designed to assist the Summit Manager and the Operations Team to prepare and run the GLS in a seamless manner. This invaluable tool helps each member to understand their role and cue in the process. It contains information, directives leading up to the summit, and specific details required to execute and manage the GLS.

The Summit Manager is responsible for managing, updating and distributing the Summit Planner. This will:

- Provides a realistic timeline and incorporate all the summit management elements at one place.
- Help to effectively organise and empower your team so that you can concentrate on the bigger picture and be available to care for your volunteers and delegates and address the unscheduled matters that will inevitably arise during the Summit (emergencies, trouble shooting, problems, changes, etc).
- Help plan your Summit well in advance specifically for your location.
- Help familiarise your Operations Team with the Summit Planner and delegate specific responsibilities to each of your team members, along with monitoring progress.

For detailed Summit planner please refer Document GLS23 Summit Planner

*Global Leadership Network UK & I*



# RECOMMENDED SUMMIT DESIGNATED AREAS

| Activity          | Details  |
|-------------------|--|
| Registration Area | A Registration area separate from the Welcome Desk or the Help Desk.<br>Once delegates are checked in, direct them to the Welcome Desk for their Summit Kit (which includes the Summit Notebook and Badge) or to the Help Desk if there are any queries or problems with registration. |
| Welcome Desk      | The Welcome Desk is set up to welcome to your Delegates to issue Summit Notebooks, Delegate Badges and any required handouts.  |
| Help Desk         | Set up to resolve problems and answer queries and process any On-the-Day Registration issues.  |



*Global Leadership Network UKI*

# RECOMMENDED SUMMIT DESIGNATED AREAS

| Activity    | Details  |
|-------------|--|
| Prayer Room | A relatively quiet area where people can pray and have space for reflection. The Prayer Room should be readily available to all who need it. |
| Green Room  | The Green Room available for volunteers to gather for meetings, training, debriefs and for breaks and refreshments.                          |
| Guest Room  | The Guest Room is for Summit Host invited guests or live speakers to gather for debriefs, breaks and refreshments.                           |



*Global Leadership Network UKI*

# RECOMMENDED SUMMIT DESIGNATED AREAS

| Activity                   | Details   |
|----------------------------|---|
| Hospitality – Refreshments | <ul style="list-style-type: none"><li>Refreshments need to be laid out in a way that will ensure that delegates are provided with a drink within 10 minutes of the start of a break. This is important because the breaks are short, and we want to avoid delegates spending most of the time queuing for refreshments.</li></ul> |
| Hospitality – Lunch        | <ul style="list-style-type: none"><li>We would recommend that lunch is provided only if there are no suitable food vendors in your area. Please note that lunch is not included in the delegate ticket</li><li>If you are providing lunch, then the financial arrangement is between you and the delegate.</li></ul>              |



# SUMMIT MANAGER: PRE-SUMMIT CHECKLIST

| What                      | Details  |
|---------------------------|--|
| Summit Planner            | <ul style="list-style-type: none"><li>• Have access to the Summit Planner</li><li>• This is available on Basecamp.</li><li>• Planner help keep track of all the preparations before and during the Summit.</li></ul>   |
| Site-Specific Information | <ul style="list-style-type: none"><li>• Ensure the Site website has all the Summit details included in your advertising on your forthcoming Summits . This should cover things like car parking arrangements, hospitality, and accommodation in the area</li><li>• Delegates booking ticket to attend the Summit will be directed to the Summit sites website for site-specific information when they confirm their booking via Brushfire (ticketing platform)</li></ul> |



*Global Leadership Network UK & I*



# SUMMIT MANAGER: PRE-SUMMIT CHECKLIST

| What             | Details  |
|------------------|--|
| Summit Materials | <ul style="list-style-type: none"><li>Name Badges, Summit Schedules, Pen, Summit Notebooks and other informational items are available for the Delegates.</li></ul>  |
| Signage          | <ul style="list-style-type: none"><li>Signage required to identify all the designated areas is available, has been printed and displayed as required.</li><li>Venue signage is fixed high enough for delegates to see above a crowd of people.</li></ul> |



*Global Leadership Network UK & I*

# SUMMIT MANAGER: SUMMIT DAY CHECKLIST

| Details of what is needed  | Who needs them           |
|--|--------------------------|
| <ul style="list-style-type: none"><li>GLS Facilitation Notes (hard copy and or digital copy).</li><li>Summit Notebook</li><li>Housekeeping notes such as location of Summit designated areas</li><li>Health &amp; safety information such as fire exits and assembly point in case of building evacuation.</li></ul> | Producer and Facilitator |
| <ul style="list-style-type: none"><li>Volunteer timetables for the Volunteer   Staff teams</li><li>Directions on the collection of The Global Leadership Development Fund (GLDF)</li></ul>   | Steward Coordinator      |



*Global Leadership Network UK & I*

# POINT OF CONTACT



Alexandra Marini-Williamson

National Summit and Relationship Manager

Email: [Alexandra.Marini-Williamson@glnuki.org](mailto:Alexandra.Marini-Williamson@glnuki.org)



THE GLOBAL  
LEADERSHIP  
SUMMIT

LEAD | WHERE YOU ARE