In a recent email survey, several of you commented on the lack of professionalism you see in your volunteers. I give you something to post in your sound booth…the rules of audio professionalism.

1. Always be early. If you are on time for practice, you are late because people are now waiting for you to set up before they can practice.

2. Inform the tech director/head sound tech if you are running late or can't make a service. An added bonus…please call another sound tech to sub for you instead of dropping it in the lap of the tech director.

3. Follow the dress protocol. If all sound tech's are supposed to wear black shirts, then wear a black shirt. Otherwise, wear what is standard attire for the congregation. In the case of the "uber-relaxed-we-wear-sweat-pants" service, at least wear a shirt with a collar. You are representing the church and to some extent, church leadership.

4. Focus on the service, not your cell phone, iphone, android, diet Coke, etc.

5. No friends / girlfriends / boyfriends in the sound booth. The likelihood of distraction skyrockets and the results are not pretty.

6. Treat congregation member requests and comments with respect. For example, if you are asked to turn the heat down, don't say "I can't do that." Instead, point them to someone who can help them or is better suited to deal with their request.

7. Treat musicians with respect. Any issues should be dealt with so they are either amiably resolved or a compromise is reached and the topic is picked up after the service.

8. Serve the musicians. You can't mix a great service if they don't have what they need. This goes for monitor requests, equipment setup assistance and anything else they might need.

9. Study your craft. Live audio production is a mixture of art and science. You should constantly be working to improve. The sound booth is not the place for a complacent attitude.

10. Respect the instruction and leadership of those over you. This includes the pastor, the worship pastor, the technical director, etc.

Ultimate Rule to Follow: 11. The purpose of audio production, as far as the congregation is concerned, is to create the best worship environment possible. You are producing music for the glorification of God. Measure your actions and motives against this.

Techie Stuff:

   1. Sound booth kept clean and dusted. No church bulletins from three years ago!
   2. Maintain an up-to-date inventory of all church-owned audio equipment.
   3. Perform maintenance checks on all audio gear. This includes testing cables, re-seating loose plugs, and verifying components work properly.
   4. Kept booth stocked with blank media for recording and batteries for wireless equipment. This includes remote controls!
   5. Fix or replace damaged audio equipment. When needed, arrange for a qualified company to fix damaged equipment such as a mixer or monitor.
   6. Have backups for most common items: mic clips, mic stands, direct boxes, etc.
   7. Have a tool set for fixing common problems like re-wiring an XLR cable. Wire cutters, soldering iron,

regular and philips head screwdrivers, electrical tape, duct tape, pliers, a pocket knife, small wrench set, soldering material, and a small hammer.

   8. Recognize the extent of the sound ministry; portable audio equipment in the youth rooms, ceiling speakers in the nursery or any other room that uses them. In short, it if makes sound or amplifies sound in your church, it's the responsibility of the sound ministry.

   9. Check all rack-mounted equipment for solid connections, incorrect switches, and proper power. Check the mixer, too.

   10. When using a house EQ with tangible faders, check that it's set properly. Many EQ's are now set via software.

Rehearsal Time:

   1. Some sound ops like to attend worship team rehearsals so they can practice settings eq/volume levels for new songs. Some worship teams have a "last minute" practice session before the service where they run through all their songs. This can be a great time to study any new songs they practice.

Pre-Service Time:

   1. Set up the stage. Set up microphone stands, music stands, instrument stands, and move equipment if necessary. Plug in all cables, direct boxes, monitors, and anything else that will be used. Ask musicians if you can set up their instruments. If you are a musician yourself, they usually don't mind. Note location of where cables are plugged in for labeling the mixer. NOTE: place microphone stands, instruments, etc., in locations that provide good line-of-sight for the congregation and also provide proper good mic locations with regard to sound isolation from other instruments and monitors.

   2. Perform a proper sound check for each sound source (microphones, instruments, CD's, etc.). Test/set these individually then mix as a group such as during a rehearsal of a worship song with the worship team.

   3. Fix any broken equipment or swap with replacement and fix after service.

   4. Have sanctuary ready 15 minutes before congregation members come in.

   5. Set proper monitor levels.

   6. Add in effects where necessary (a little reverb can smooth out pitchy vocals)

Service Time:

   1. Have a service outline of songs and events in the sound booth so you are always a step ahead.

   2. Tweak volume levels where appropriate. Same with EQ though not likely at this point.

   3. "Run sound" – you know what I mean.

   4. Create a music mix that you would be proud to re-play to your family. Create the proper music mix and the correct volume for leading (yet accompanying) the congregation.

People Skills:

   1. Learn how to handle complaints from the congregation – usually "it's too loud" or "I couldn't hear the ___"

   2. Learn how to handle complaints from the worship leaders and others on stage – usually pertaining to bad monitor mix or miscues.

   3. Learn how to talk frankly (yet gently) with worship teams to correct or prevent problems.

   4. Recognize that a service is a time perfect for spiritual warfare.

Head Duties:

   1. Recruit volunteers. Just because Bob has been doing sound for the last three years doesn't mean he wants to continue doing it.

2. Develop existing volunteers by providing mentoring relationships or holding occasional evening training sessions such as "how to set EQ for drums and guitars."

3. Support and encourage volunteers. Everyone has good and bad days behind the mixer. Praise them when they do well and help them when they don't. Pass on compliments when you hear them.

4. Inform sound operators if their volume settings were too high or low. Investigate why it happened and what can be done in the future to prevent it.

5. Ensure that sound systems are properly managed during worship services and other events. This means make sure your sound operators showed up on time, performed their duties to the best of their abilities, and provided a good listening experience.

6. Hold team building activities with your team members. Getting to know each other will make your lives more enjoyable. Include worship leaders and worship teams from time to time.

7. Attend church staff meetings. I know you hate meetings but it helps in times of trouble or want – like a new mixer.

8. Stay on top of the latest developments in sound technology, techniques, and equipment. You are looked upon as a sound expert so you best know your stuff.

9. Provide guidelines of expectations for your volunteers to follow. Running sound isn't just turning on the mixer and setting all the volume levels just once.

10. Provide rules / expectations for anyone borrowing equipment such as "we need to borrow a mic and a cable for an outreach event." This might even involve a short "how to wind cables" lesson.

11. Keep an event list of special weekend services, weddings, funerals, concerts, and other events so sound operators are assigned to all events, not just the church service.

12. Act as a buffer between sound operators and others during times of tension.

13. Have plan for providing assistance for the hearing impaired.

14. Personally run sound for some non-service events to build your experience. This will help you and you can then help others.

15. Stay up-to-date with worship teams and service event coordinators so each event has all the proper equipment.

16. Depending on how your church operates, schedule operators for all events (services, weddings, etc.).

17. Provide training or training resources to the volunteer sound operators either as "brush up on skills" or as a 101-level training for people interested in working with the sound ministry.

18. Train players and singers in the basic elements of audio, like proper microphone usage and monitor volume setting.

19. Understand that it's your job to oversee the Sound Ministry. This means helping, training, learning, and leading. You have been tasked with a flock of volunteers. Minister to them so they can joyfully serve.

10 Best Practices For Worship Sound Techs

Perhaps no technical leader faces more challenges on any given Sunday morning than the Sound Tech. With demands from every side, opinions aplenty, an ear to the Pastor (the real head Sound Tech), an ear to the worship leader/band, and an ear to the Holy Spirit, this role requires a saint, a sound technician, and a servant – all wrapped up in one. Gleaned from some of the most skilled and great-hearted Worship Sound Techs I know, here are *10 Best Practices For Worship Sound Techs*.

Worship is a dynamic environment in which God is meeting with people, and people are meeting with God. For that reason alone, the Worship Sound Tech must take their place – with active attention – among the worship leadership influencers in the room. [Note: In the age of digital boards, some things have gotten easier when running sound. With the push of a button, levels can be set. If you're on a digital board, some of the following technical elements may not apply.]

1. Ride The Faders (Or, Never Set And Forget)

The worship environment is not a static environment, in which one can set all the levels then kick back in the booth. It is dynamic, and riding the faders as well as monitoring the congregation is a necessity for effective sound leadership. Imagine you are the conductor in an orchestra, and now that piano is highlighted as the band drops out, or a sweet violin solo now lifts from the music and is to stand out. Conduct, ride the faders, and make your sound work a dynamic ministry. You can help the band create dynamics. This verse is true about sound, and how it reinforces the message being shared: *"… the Holy Spirit came on all who **heard** the message." (Acts 10:44, NIV).*

Great, dynamic sound leadership can greatly enhance the effective hearing of the message, sung, spoken, visually expressed. or otherwise communicated.

2. Gain A Respect For Gain

Ever been in a hurry to get "sound done" and ignored getting all your gain levels right? Stop. Before everything gets going, set the right gain for each mic and instrument set. A friend of mine says, "I've seen gains change between shutdown on Saturday night and startup on sunday, even though nothing has changed on stage. If you don't get the gain right, you'll be fighting the levels all through the service."

This may mean showing up early, getting yourself together, and being ready to go when rehearsal or soundcheck starts. Hustling at the last minute causes us to miss things.

3. Serve The Pastor, The Worship Leader, The Musicians, And The Congregation

There are no two ways around it; a Worship Sound Tech must be a servant to all, carrying skill and technical ability in one hand, and a real, living relationship with Jesus in the other. That combination creates Sound Techs who are asking how they can serve better, rather than insecure leaders pushing to get their way because people are acting like they know better. I've always told my Sound Team over the years that the *Senior Pastor is the ultimately the Lead Sound Tech*, and then the Lead Worship Leader (or someone they've assigned to oversee it). Why? At the end of the day, you and I will go home after the "event" – and the Pastor (and the worship leader to some degree) will have to deal with the effects of the experience – church growth, church shrinkage, people's connection or lack of connection with the church. If the Pastor says, "Please turn that down," or "please turn that instrument up," or "please raise the volume and energy level in the room," find a way to do it rather than resisting. It's just good honor – and even if they're wrong, it will come back as a blessing later.

Serve the musicians as to what they need, and then serve the dynamic in the congregation. Often musicians need training in "turning things down" in their monitors so that other elements stand out. Be a part of that training as able. You hold the reins on front of house; offer your best to see the best rise in the community.

4. Check Your Ego At The Door

Here's the truth. People will look at you if anything is wrong with the sound. They just will. It takes a strong inner leader to carry that in a community. Technically oriented gift mixes, in my experience and that of many, can carry a subtle insecurity with them. When challenged, or asked to "please turn that up," or "turn that down," or "give me more monitor" (things are harder when no one is saying 'please' or 'thank you'), it's easy to react with ego. Lay it down before Jesus as you walk in the church doors each morning. Know that the Lord has your back, and the more like Jesus you are to the pastor, the band, etc. – the more it sweetens the entire worship experience everyone will have that day.

In fact, try this. Ask the pastor and worship leader, after you've done sound, "How was the sound? Is there anything you'd like me to change?" The first time, they will faint because you asked. The second, they'll feel an open door exists for ongoing interaction. It's wonderful.

5. Walk Around The Room

With iPads and more at our fingertips (digital boards), it is now easier than ever to walk around the room, surveying the sound from various vantage points in the room and making adjustments. But even if you're not on a digital board, make sure you are moving around to get a feel for what is happening in different spots. The sound can change radically space to space, and recommending to certain people where they should sit is not a bad thing.

6. Make Recommendations With Community In Mind

This goes with #4. Do research, give input, then open your hands to the decisions the primary worship environment stakeholders (worship leader, pastor) must make. Sometimes you may desire to cage the drummer, for example (and they may deserve it!), to get *complete* control of the sound. But there may be another priority brewing inside the worship leader, or even the pastor, to have the drummer not be enclosed for the sake of the visual experience, and people not seeing this as just a performance. In short, we have to live with some things, and sometimes we may discover someone else was right. That doesn't make us inadequate – it just means that sometimes there is more than one approach to something, and various priorities must be considered.

7. Be Difficult To Offend/Easy To Work With

When leaders in the same area of expertise are working together, sometimes we exert ourselves to "prove something." No need. Trust Jesus, and work hard to work with others. Be difficult to offend. Be easy to work with. Only hold your ground when you feel so strongly about something you would rate it an 8-10 in life, rather than if it's really a 2-3 rating in importance. Having a "domain" is important to all of us, but we must share, compromise, and collaborate in Body life.

When working with musicians, sometimes they need some training, but from a humble posture (even if the musician is not acting humble). Teach them that asking for more in the monitor may not be the win, but actually having less of something else. "Turn it up" is the natural response to not hearing something (but then you hit a ceiling with the knobs and the room). Help them get the best mix for them, as they must respond well to the monitors to lead well (IEMs fix this part, but musicians still need training turning things down so other things stand out).

8. Learn From Everyone; No One Is Past Learning

Ask local producers, or sound techs in venues you respect, if you can sit in with them as they do sound. If they say yes, listen, learn, and ask questions. Also, research forums on the internet, looking for tips and tricks from a variety of people working through the same issues you are. A friends says: "I am continually learning new things about sound, new tricks on my board (makes me sound like a surfer), new ways to set up the mics or the _____." Be a lifelong learner.

9. Get Help If Something Is Challenging – And Read The Manual

A friend of mine says this: "Don't feel inadequate if you (like me) are not someone who can identify a sound frequency by hearing it. I have an ipad with an RTA, and when I'm dealing with feedback issues, I have no problem firing it up (and humming the frequency into it if the feedback has already died down). You don't have to be perfect at everything to be a good sound engineer, you just have to be good at using the tools you have."

And read the manual. Read the manual. Read the manual (that was reverb).

10. Make Mentoring A Priority

Mentoring is absolutely vital. Always have someone shadowing you (standing beside you as you do it, and talk them through what you're doing). Especially a teenager or twenty-something, as musical styles and sound environment palates change over time. You want ears that are listening to more than you are, through a different auditory lens. Don't release them too early; you want them to succeed. Create a loooonnnggg mentoring curve.

After they've shadowed you for a long time, you start to shadow them. Here's the Mentoring Cycle: 1) I do it, 2) You watch me do it, 3) I teach you to do it, 4) I watch you do it, 5) You do it, 6) You teach others.

Conclusion: A Great Sound Tech Is After Transparency

A producer friend of mine says, "A great Sound Tech blesses the church by insuring that the communication of the 'word' (speech or music) is clear and understandable to everyone. The quality of sound during a meeting can be a major factor in how people are able to engage in the activities at hand. What good would it do for the best worship set in the world to be played, or the best teaching to be given, if the sound is so bad that no one can bear to listen to it? Bad sound can be a great distraction to those engaging in a worship service. At the worst of moments, the quality of sound can even hinder one's ability to understand and engage at all. At the best of times, good sound provides an opportunity for clearly communicated material (music or speech) to be received easily.

When sound is then *transparent*, and out of mind, the 'word' can become the focus of attention. A prudent Sound Technician is key to achieving this worthy goal."

Amen.

Oh, and get the pastor to assign you an intern to bring you coffee and doughnuts. Thanks for all you do.