

HOW TO HANDLE

OVERSTEPPING

Use this 3-step framework to navigate challenging moments when a volunteer oversteps or acts outside the agreed-upon ministry structure. These steps will help you address the situation with grace, clarity, and an eye toward building long-term partnership.

1. Start with Curiosity, Not Accusation

"Hey, I noticed you've been stepping up in some new ways lately—can you help me understand what's been on your mind?"

Approach them as a person, not a problem. Ask questions and listen before jumping to conclusions. Most overstepping isn't malicious—it's often rooted in unclear expectations or misplaced initiative.

2. Reaffirm the Mission (and Their Role)

"I want to make sure we're working toward the same goal—and that you're set up for success in your role. Here's the plan and why it matters..."

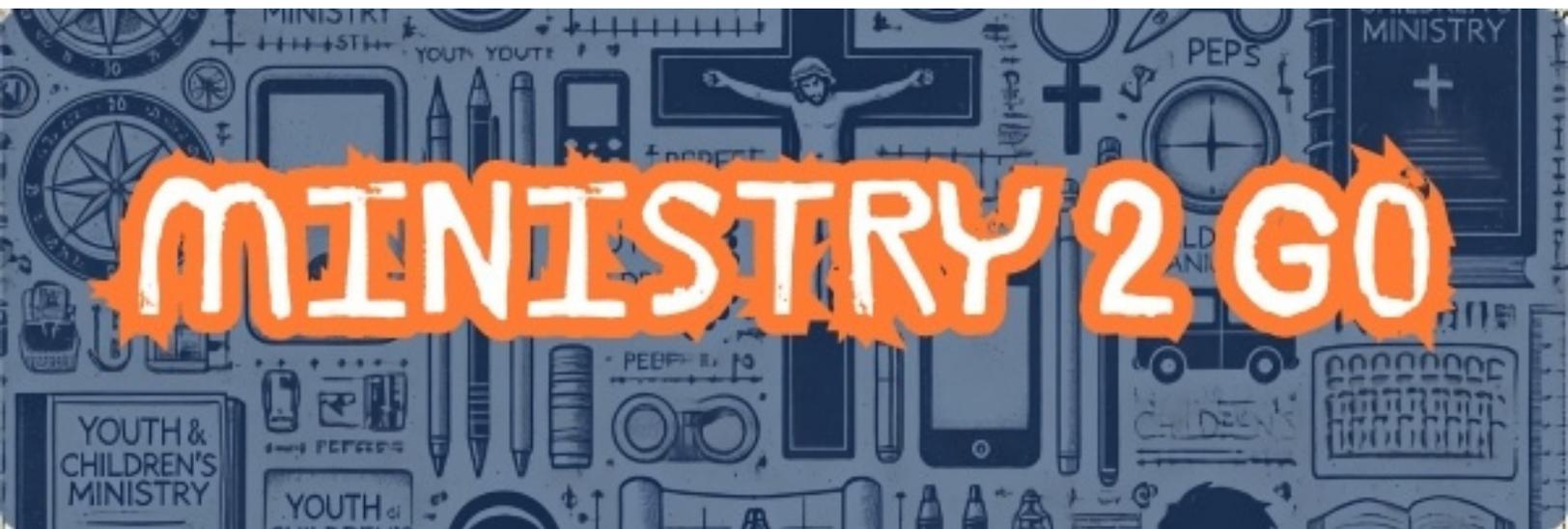
Bring the conversation back to the shared mission. Clarify their role and how it contributes to the bigger picture. Sometimes it's just a communication gap that needs closing.

3. Invite Partnership—and Then Build It

"If you've got ideas or concerns, I'd love to keep the door open for that. Let's make space for it moving forward."

Let them know their voice matters—but so does the process. Empower them to share feedback in healthy ways. Then follow up with consistent collaboration opportunities to truly build a culture of partnership.





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