

TOP 20 Leadership discussions:

- 1. Balancing relationships and Tasks**
- 2. Becoming better leaders through self awareness**
- 3. Difficult people and spiritual growth**
- 4. Evaluate yourself**
- 5. How to build or destroy your team**
- 6. Jesus and criticism**
- 7. LC employee values**
- 8. Leaders covenant**
- 9. Leadership qualities**
- 10. Levels of expectations**
- 11. Love everyone / cater to no one**
- 12. Organizational flow chart 2011**
- 13. Personality conflict assessment**
- 14. Signs you are avoiding personal responsibility**
- 15. Species / Core values**
- 16. Spiritual gift survey**
- 17. Staff quiz**
- 18. Team checklist**
- 19. Terminology and review questions**
- 20. What is happening at ANEW Church?**

LifeChurch employee values –

work ethic,

Work ethic is a set of [values](#) based on hard work and [diligence](#). It is also a belief in the moral benefit of work and its ability to enhance character. A work ethic may include being reliable, having initiative, or maintaining social skills.

flexibility,

the range of different appropriate behavioral responses a person can make in situations that he faces.

humility,

is the quality of being modest, reverential, even politely submissive, and never being arrogant, contemptuous, rude or even [self-abasing](#)

teach ability,

able and willing to learn, grow, change, and apply new ideas.

self awareness,

perception is reality, except when you think about yourself. do we know our strengths and weaknesses. are we conscious of our behavior and how others perceive us?

sense of humor,

can you tell a joke? can you take a joke? do you like to smile and have fun?

resilience,

the positive capacity of people to [cope](#) with [stress](#) and adversity. This coping may result in the individual “bouncing back” to a previous state of normal functioning,

cultural relevance,

do our personal methods, behavior, appearance, style, or "packaging" of the Gospel relate to the world we are presenting it to?

and LC DNA (naturally)

is this person a good fit? would we want to spend time together outside the office?
do we have to force a square peg into a round hole?

Balancing **Relationships and Tasks**

How do I get my kids to clean their room?

Build relationship that instills core values /
the tasks will eventually take care of themselves...

How do we know God? Tasks, or relationship? (Catholics, Protestants)

What did Jesus do first? What did the Father do first? Why?

Martha and Mary

1. doing dishes
2. Bible study

Mary at the feet of Jesus

1. washing His feet with her tears
2. whoever is forgiven much, loves much

James – faith without works

Abraham – by faith ® offerered sacrifice (T)

The Pastor, the leaders, the people...

Build it and they will come - RELATIONSHIPS

Is our mission (to lead people to become...) a task or a relationship?

Fill in worksheet with T or R (discus)

The mark of Maturity is RESPONSIBILITY

Responsible for tasks -

Team leader can assign tasks, or share responsibility by delegating authority

Jesus and Criticism

Feeling Defensive / criticized, falsely accused: how does it feel?

Psalm 55:12 - ¹² Now, it is not an enemy who insults me— otherwise I could bear it; it is not a foe who rises up against me— otherwise I could hide from him. ¹³ But it is you, a man who is my peer, my companion and good friend! ¹⁴ We used to have close fellowship; we walked with the crowd into the house of God.

Be not silent, O God of my praise! For wicked and deceitful mouths are opened against me, speaking against me with lying tongues. They beset me with words of hate, and attack me without cause. In return for my love they accuse me, even as I make prayer for them. So they reward me evil for good, and hatred for my love. {Psa 109:1-5 RSV}

How did Jesus respond?

He committed no sin; no guile was found on his lips. When he was reviled, he did not revile in return; when he suffered, he did not threaten; but he trusted to him who judges justly. {1 Pet 2:22-23 RSV}

Isa 53:7 ⁷ He was oppressed and afflicted, yet he did not open his mouth; he was led like a lamb to the slaughter, and as a sheep before its shearers is silent, so he did not open his mouth.

How do we respond?

Matt 5:11 - "Blessed are you when people insult you, persecute you and falsely say all kinds of evil against you because of me.

Luke 6 ²²"Blessed are you when people hate you and when they exclude you and revile you and spurn your name as evil, on account of the Son of Man! ²³ Rejoice in that day, and leap for joy, for behold, your reward is great in heaven; for so their fathers did to the prophets. ²⁴ "But woe to you who are rich, for you have received your consolation. ²⁵"Woe to you who are full now, for you shall be hungry. "Woe to you who laugh now, for you shall mourn and weep. ²⁶"Woe to you, when all people speak well of you, for so their fathers did to the false prophets. ²⁷"But I say to you who hear, Love your enemies, do good to those who hate you, ²⁸ bless those who curse you, ⁰ pray for those who abuse you. ²⁹ To one who strikes you on the cheek, offer the other also, and from one who takes away your cloak do not withhold your tunic either. ³⁰ Give to everyone who begs from you, and from one who takes away your goods do not demand them back. ³¹ And as you wish that others would do to you, do so to them. ³² "If you love those who love you, what benefit is that to you? For even sinners love those who love them. ³³ And if you do good to those who do good to you, what benefit is that to you? For even sinners do the same. ³⁴ And if you lend to those from whom you expect to receive, what credit is that to you? Even sinners lend to sinners, to get back the same amount. ³⁵ But love your enemies, and do good, and lend, expecting nothing in return, and your reward will be great, and you will be sons of the Most High, for he is kind to the ungrateful and the evil. ³⁶ Be merciful, even as your Father is merciful.

When you are neglected or snubbed or insulted, and you're able to thank God for the experience, accepting it as allowed by him for your spiritual development, that is victory.

When you're seeking to serve him faithfully and you find yourself criticized severely for the way you do it, and you accept the criticism patiently for his sake -- that is victory.

When you are slandered and your motives are impugned and you do not complain but receive it in love and as a measure of the filling up of that which is behind of the afflictions of Christ -- that is victory.

Such a victory can only be won in the yieldedness of self to Christ. "Thanks be to God who causes me to triumph through our Lord Jesus Christ!"

And [you who are abused] keep your conscience clear, so that, when you are abused, those who revile your good behavior in Christ may be put to shame. {1 Pet 3:16 RSV}

How difficult people, help you grow spiritually

1. when someone makes you wait, you find out how impatient you are
2. when someone falsely accuses you, you find out how vindictive you are
3. when someone ignores you, you find out how insecure you are
4. when someone is irresponsible, you find out how controlling you are
5. when someone is mean, you find out how much inner peace you have
6. when someone complains, you find out how defensive you are
7. when someone is demanding, you find out how impulsive you are
8. when someone crosses your boundaries, you find out how committed you are
9. when someone acts out in their flesh, you find out how spiritual you really are

**So, in other words, thank you for being difficult,
now I can deal with my own issues!**

God could have kept Joseph out of jail,

kept Daniel out of the lion's den,

kept Jeremiah from being tossed into a slimy pit,

kept Paul from being shipwrecked three times,

**and kept the three Hebrew young men from being thrown into the
blazing furnace, but he didn't.**

**He let those problems happen, and each of those people were drawn
closer to God as a result.**

THE 21 IRREFUTABLE LAWS OF LEADERSHIP

By John Maxwell

- The Law of the Lid** - Your personal level and limitations
- The Law of Influence** - You only lead who you influence
- The Law of Process** - Developing daily, not in a day
- The Law of Navigation** - Chart the course or it will chart you
- The Law of “E.F. Hutton”** - Only when HE speaks, do people listen
- The Law of Solid Ground** - Do your followers trust you
- The Law of Respect** - Superior strength and abilities
- The Law of Intuition** - A sense of what’s ahead
- The Law of Magnetism** - What you are you attract
- The Law of Connection** - Touch a heart before you ask for a hand
- The Law of Inner Circle** - Those closest to you determine your potential
- The Law of Empowerment** - Being secure enough to delegate
- The Law of Reproduction** - Mentoring, making copies of yourself
- The Law of Buy-In** - Sell yourself, then your plan
- The Law of Victory** - The team must win
- The Law of Big-Mo** - Recognize the momentum, don’t fight city hall
- The Law of Priorities** - Activity is not accomplishment
- The Law of Sacrifice** - Give up what keeps you from going up
- The Law of Timing** - When, maybe not now
- The Law of Explosive Growth** - Multiply by leading leaders
- The Law of Legacy** - Plan for succession, leave an inheritance

17 Laws of teamwork - John Maxwell

1. The law of SIGNIFICANCE

ONE IS TOO SMALL A NUMBER TO ACHIEVE
GREATNESS

2. The law of the big picture

The goal is more important than the role

3. The law of the NICHE

All players have a place where they add
the most value

4. The law of Mount Everest

As the challenge escalates, the need for
teamwork elevates

5. The law of the chain

The strength of the team is impacted by
its weakest link

6. The law of the catalyst

Winning teams have players who make
things happen

7. The law of the compass

Vision gives team members direction
and confidence

8. The law of the bad apple

Rotten attitudes ruin a team

9. The law of countability

Teammates must be able to count on each
other when it counts

10. The law of the price tag

The team fails to reach its potential
when it fails to pay the price

11. The law of the scoreboard

The team can make adjustments
when it knows where it stands

12. The law of the bench

Great teams have great depth

13. The law of identity

Shared values define the team

14. The law of communication

Interaction fuels action

15. The law of the edge

The difference between two equally
talented teams is leadership

16. The law of high morale

When your winning, nothing hurts

17. The law of dividends

Investing in the team compounds
over time

Personal LEADERSHIP Evaluation at ANEW

- When I serve as a volunteer, I am prepared and on time
- I attend all leaders meetings
- I communicate well, and build a relationship with my team leader
- I support the church financially on a regular basis
- I have a supportive attitude at all times
- I handle any changes that arise in a positive way
- I ask questions and learn from my team leader
- I understand the core values of our church
- I practice the core values of our church
- I have private daily devotions
- I understand and agree with our basic beliefs
- I do everything possible to promote our mission
- I am in unity with the Pastor and other leaders
- I am currently mentoring someone to grow spiritually
- I am training my replacement, working myself out of a job
- I find new ways to get things done, solution focused
- I participate in a life group regularly for support and accountability

Signs You are Avoiding Personal Responsibility

It is often easy to spot someone else who blames others (they may be the one constantly complaining about how bad their life is, yelling at others, or harboring an overly negative outlook on life), but it can be more difficult to spot it in yourself. If you do any of the following as a matter of course, you may be avoiding personal responsibility.

- You almost never believe you are wrong. If you asked others to be completely honest, they'd say you believe you are never wrong.
- You dwell a lot on the past instead of looking toward the future.
- You use other people's irresponsible behavior to justify your own ("They're driving way over the speed limit, so why shouldn't I?").
- You believe apologizing is a sign of weakness (instead of what it really is ... a sign of strength).
- You feel you have been dealt a "bad hand" in life.
- You view negative occurrences/relationships in your life as being out of your control.
- You don't think you can change anything in your life for the better.
- You believe life is unfair and often feel sorry for yourself.

How to Take Responsibility, Stop Blaming Others and Start Living Your Life

Everyone blames someone else at one time or another. Nobody's perfect. And you may even be thinking, "But it WAS my spouse's/parent's/boss' fault that I missed my plane/don't trust others/don't make enough money."

And it very well may be, but the key to living a long and happy life is knowing how to accept personal responsibility and not blame others -- even when it may be their fault. **This does not mean you have to go through life letting others walk all over you.** On the contrary, accepting personal responsibility means you have to take the high road and be the bigger person, even when it's hard. Here's how:

- Apologize when you're wrong (this means first accepting that you're not always right).
- Admit when you've made a mistake.
- [Learn to forgive.](#)
- Be open to the ideas and opinions of others.
- Identify the things in your life that you are not happy about, and [do something to change them.](#)
- Practice saying, "I am responsible." Eventually, you will start to believe it.
- [Take smart risks](#), and realize that you are responsible for the outcomes.
- Adopt a positive outlook on life (assume that things will go your way).
- Recognize and embrace your own shortcomings, and ask others for help when you need it.

What is conflict? Peace is not the absence of conflict, it is the presence of justice.

We all have issues. How we handle them (with others) determines our level of dysfunctional behavior.

Are we PASSIVE?

Are we AGGRESSIVE?

Are we ASSERTIVE?

Some typical definitions of conflict include:

- Disagreeing with another.
- Difference of opinion with another.
- Complaints about our performance.
- Criticism of our behavior or attitude.
- Negative evaluation of our performance.
- Fighting with another.
- Stress inducing event in which we are confronted in a negative way.
- A test of our power.
- A threat to our control.
- Matching of wills.
- An anger producing event.
- A threat to our [security](#).
- Taking a risk.
- Speaking out for our beliefs.
- Risking the loss of acceptance.
- A time when no one is communicating; whether people are angry silently or are yelling at one another.

- Someone [acting](#) in direct opposition to our request.
- Defending our rights when they are being ignored.

In a positive sense, conflict can be a/an:

- Time of growth for the parties involved.
- Time in which problems can be solved creatively by looking together at a variety of alternatives.
- Chance to evaluate our performance objectively.
- Time for us to increase our knowledge of one another.
- Chance to reveal our unique ways of thinking, acting, and feeling.
- Chance to show understanding, respect, and acceptance of the unique ways in which others think, act, and feel.
- Chance to be "devil's advocate" in regard to our position, attitudes, and beliefs.
- Opportunity to clarify our roles and functions in certain situations.
- Opportunity to clarify and define the rules of interaction in an attempt to strengthen our relationships.
- Process by which feelings ultimately can be aired openly and freely.
- Compromise that will leave all parties involved in a winning situation.
- Breath of fresh air in a stagnating relationship.
- Moment of honesty, which can result in a lifetime of improved [communication](#).
- Opportunity to draw close to one another in intimate self-disclosure.
- Way in which we recognize our deficiencies and [brainstorm](#) alternatives to correct them.
- Challenge to growth.
- Chance to "problem solve," creating a more productive environment.
- Time to talk and communicate openly and honestly, reducing hostility, anger, or misunderstanding in relationships.
- Time to clarify our expectations of others; a time to modify existing rules or sanctions based on our expectations.

Feelings involved in conflict

Negative Feelings Before or During Conflict

hurt
 scared
 frightened
 ignored
 confused
 isolated
 challenged
 threatened
 unwanted
 disliked
 put down
 controlled
 judgmental

Positive Feelings After Proper Handling of Conflict

cared for
 confident
 relieved
 listened to
 clear on things
 more intimate with others
 challenged to grow
 open to truth
 accepted by others
 respected
 supported
 understood
 accepting of differences

Conflict above Ground

Building community out of controversy.

1 John 3:14-15; 1 Corinthians 13

In this interview, Bill Hybels, pastor of Willow Creek Community Church in South Barrington, Illinois, discusses biblical ways to handle church conflict.

Given the assortment of people and ministries at Willow Creek, how does the church stay united?

Bill Hybels: *Unity* isn't the word we use to describe relationships at Willow Creek. The popular concept of unity is a fantasyland where disagreements never surface and contrary opinions are never stated with force. We expect disagreement, forceful disagreement. So instead of *unity*, we use the word *community*.

The mark of community—true biblical unity—is not the absence of conflict. It's the presence of a reconciling spirit.

How do you teach people to fight fair?

First, we acknowledge that conflict is inevitable. Then we go the next step and say, "When your nose does get bent out of joint—not *if* but *when*—you have a biblical responsibility to take the high road of conflict resolution."

That means going directly to the person with whom you're having this conflict rather than building a guerrilla team to ambush this person later.

We also reach a kind of reverse accountability. In staff meetings or in front of the congregation, we say, "If someone whose nose is bent out of joint comes to you for a 'Won't you join my cause?' conversation, you have a biblical responsibility to interrupt mid-sentence and say, 'I think you're talking to the wrong person. Please go to the individual with whom you're having this conflict and seek to resolve it in a God-glorifying way.'"

By expecting people to fight, and teaching them how, have you created more conflict in the church?

Yes. But most of it stays above ground. Conflict that goes underground poisons the soil and hurts everyone eventually. We would rather have conflict within community than a mask of unity.

What are the issues for which the leadership of Willow Creek will go to the wall?

First, we will not tolerate biblical infidelity, a discounting of the clear teachings of Christ.

Second, we insist on the enforcement of Scripture, the "living out" of the teachings of Christ. We'll not only defend the inerrancy and authority of Scripture, but also the indisputable importance of applying biblical teaching to our daily lives in practical ways.

Third, we expect lay and staff leaders at our church to be on board with the basic vision of Willow Creek.

The last nonnegotiable is verbal discipline. In confrontation too often our verbal discipline goes out the window. People make always and never statements. They exaggerate the truth or get careless with facts. Volume levels increase. And then we wonder why we're unsuccessful in finding resolution.

Are certain types of people more prone to create conflict?

People who are unhealthy emotionally. In contrast, healthy people are less likely to internalize difference of opinion and less likely to assume the worst. For that reason, we are committed to placing healthy people into key leadership roles, both on staff and lay level.

How can you be sure you're looking at a healthy person?

You can't be 100 percent sure. But a person who has never wrestled with how his upbringing impacts his adult relationship is a sure bet for a barrel of conflict.

In our interviewing process, we often ask, "Were you raised in a perfect family?" Most often, of course, the answer is no. Then we probe deeper: "How did your parents let you down? Have you worked through that?"

People on the journey toward health generally can answer yes to two important questions: (1) Will you admit that you have baggage from your past? And (2) Will you do honest work on it so it doesn't distort your relationships and work around here?

How does an unhealthy person create unnecessary conflict?

Often, an unhealthy person will say yes when he should say no. For example, we look for people who, when asked to do additional work, have the emotional health to say, "I'm swamped right now. I won't be able to get that assignment done by the due date. Can we discuss how the assignment can get done another way?"

Another tip-off is when a person cannot subject himself or herself to loving, constructive evaluation. If people are terrified of the evaluation process or hostile to it, there's usually an underlying issue that needs to be explored and understood.

What are some standard precautions to head off unnecessary conflict?

Around Willow Creek we talk about having "check-ins." If we sense tension with someone, we sit down and say, "I just need to check in with you. Is everything okay between us?"

Once a month, we also have a question-and-answer time with the staff, and in addition, we have regular talk-back sessions with those who work in the sub-ministries.

The more interactive we are, the more we preempt serious conflict, because we get people talking before conflict goes underground.

To Discuss:

1. How would you define "healthy handling of conflict"?
2. How does our nominating process for boards and committees ensure we recruit emotionally healthy people?
3. On a scale of 1-10, how would you rate our verbal discipline as a team? How could we improve that by several points?