



Version 10.24

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*Entries written by Sam Brock unless otherwise noted*

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## WHAT IS A BIG FIVE?

- Choose a topic, then narrow it down to a specific focus of that topic.
- Limit your words to a target goal of 250 words total—less words will force you to communicate thoughtfully and efficiently and will assist the listener in hearing the heart of the matter.
- Make the focus broad enough to include the opposing tensions that bring it into balance and forces discernment.
- Write opening questions to create discussion when teaching this and indicate the need of the topic of this conversation with the answers you would like them to understand.
- Finish with final thoughts which are a natural follow up of the five points.

### OPENING QUESTIONS

- Q. What important topic is necessary for the next step of growth in your group or team?
- A. The answer probably rotates around an obvious weakness, a recent conflict, or coming changes.
- Q. Have you found yourself at a loss for words on a topic that you should have a clear answer for?
- A. Prior preparation for a topic improves the answer, assists the listener, is the result of seeking solutions for possible or obvious problems through prior consideration of need, and assists the speaker by reducing the pressure of coming up with an answer at a moment's notice.

### CLOSING THOUGHTS

- It is the way that leaders can “see around corners.”
- It addresses current needs with fresh, concise answers.
- It packages key information in a memorable nugget form.

*Proverbs 9:9 Give instruction to a wise man, and he will be still wiser;  
teach a just man, and he will increase in learning.*

## ACCOUNTABILITY

- Lack of knowledge makes accountability difficult—since God is all knowing, He is perfectly able to judge man’s choices. We cannot see the heart, but God can. Bottom line: we are imperfect at this job of accountability.
- Anonymity/privacy—accountability is thwarted by inability to hold an individual responsible for their actions by the anonymity of the group or the lack of knowledge provided by privacy.
- Communication and expectation—the burden of communication should be on the “accountee” and the burden of expectation is on the “accountor”; set expectations then require communication.
- Consequences are necessary for accountability—if there is no bite to your bark, you might as well quit barking. Keep consequences as objective and individualized as possible.
- Consistency and inspection are accountability’s best friends—few things will anger a person faster than inconsistent accountability; neither are easy and both take time.

### OPENING QUESTIONS

Q. What makes accountability hard?

A. On one hand, I don’t want to be the bad guy, and I don’t want to take time to do it. On the other hand, I don’t want someone telling me what to do and how to do it.

Q. What is frustrating about accountability?

A. Answers to this question could range all over the place, depending on people’s success and failure with the topic.

### CLOSING THOUGHTS

- Write it down—expectations seem to be lost in verbal interaction
- Mark it off—easiest form of communication
- Accountability is work, but done properly it should take much less time than the work you are holding accountable.

## ACTIVITY OF CHANGE

- Presented—first idea, conversation . . . long way from a change
- Debated—balance of input pushed by an appropriate deadline
- Decided—who, how, when, then communicate to all others; some changes are made and you don't realize them till now
- Challenged—holding onto the decided change; revert to old habits; some want to extend/minimize what was decided; accountability and follow through is key in this step
- Adjusted—beginning the process all over again; don't be afraid to change here just as you asked folks to change at the beginning

### OPENING QUESTIONS

Q. When you hear, "We're going to change!," what first comes to your mind?

A. Some folks are optimistic and some are pessimistic. Everybody has an opinion about change.

Q. When is change finished?

A. Never here on earth. God gives us the responsibility of choice, stewardship, and co-laborer which gives each of us the responsibility to keep changing. We can't bury it in a hole.

### CLOSING THOUGHTS

- We are many times frustrated when others will not change when we have to be open about change ourselves.
- Work hard at not allowing the process to become personally charged.
- It takes time to make change happen. Be patient with the process.
- Be prepared to learn new things.

## ANNOUNCEMENTS

- Getting Attention—own the stage, use a microphone, conduct yourself with maturity and poise; you won't get 100% attention but wait for 97%. In an orientation setting, you set the tone for announcements throughout the retreat. Respect the group and expect their respect.
- Keep it lean and simple—your words increase in value when you make the effort to stay lean; give them just enough to make it to the next announcement time. If you have more than four things, consider creating a handout or PowerPoint. If you need more than four minutes or have more than eight items on your list, find something you can eliminate!
- Season well with humor and repetition—entertainment is not your goal, sarcasm often creates confusion, and repeating everything dilutes the information and the attention of the audience; beware of using the same gimmick or joke every year.
- Use a pattern of *what, when, where, why, when, where*—begin with what for clarity, begin with why for anticipation; if you leave out when or where, you will create confusion. The pattern sandwiches why with when and where before and after.
- Final words should tell them what is happening next—your finish should be as clear and precise as your start.

## CLOSING THOUGHTS

- If you are taking the stage in the midst of a group activity like a meal, it is harder than at the beginning or end of a session. The bell gives the audience a moment to finish their conversation before you begin talking. The first announcement is often the “sacrificial lamb.”
- Prayer is not an announcement. Consciously consider how to change gears from speaking to the group to speaking to God. Make sure it isn't the “sacrificial lamb” or the just another item on your list.
- Make a list and use it.
- Get on and off clearly and crisply. Be ready when it is your turn, take the hand-off as smoothly as possible, and know who to give the stage to before you start. Like a winning relay team, transitions take preparation.
- Know and control your distracting habits and speech mannerisms.
- A question is usually not a helpful part of announcements. “How is everyone doing today?” doesn't do anything to get the audience to listen; try instead “Hello! I have some information that you will need for this afternoon.”

## ☆ BITS OF ADVICE ☆ COUPLES EDITION

- Love gives what you need, not always what you want.
- Transportation is a utility expense.
- Raising kids—helping adult children boils down to going from a dependence on you to becoming dependent upon God.
- 5 and 20 Rule—find advisors (a rotation of three to five couples) who are 5 years ahead of you and a generation (20 years) ahead of you; take them out to eat and pepper them with questions about what they have learned about the time you are about to live.
- Plan for something to go wrong—don't be surprised, upset, or shocked.
- Bonus: **Guys**, make it a habit to come home from work with a ¼ tank of energy left. **Girls**, have a plan for dealing with the empty energy tank that inevitably happens.

## ○ BITS OF ADVICE ○ COUPLES EDITION

- Establish traditions—holidays, birthdays, school, food.
- Don't establish too many traditions—it is possible to spend so much time doing that you are never with them.
- Never say "Never mind"—seriously, that word is code for "I don't trust you."
- *Whatever* needs to mean whatever when asked what you want to watch or eat—say what you mean.
- Figure out what is a vacation for the both of you.
- Bonus: The ultimate husband challenge—buy her a dress that becomes her favorite, for real.



## ◁ BITS OF ADVICE ▷ COUPLES EDITION

- Come with a problem and a possible solution—even a couple solutions is not bad.
- Promote the positives in public and deal with the negatives in private—always.
- Top 10 projects around the house—a honey-do list organized by priority.
- No person should know more about your life than your spouse—figure out how to keep your spouse in the loop on everything.
- Learn then live instead of living then learning—talk to people who have been through it before you.
- Bonus: Buy your wife nice tools—the kitchen should be tricked out as much as the garage.

## □ BITS OF ADVICE □ COUPLES EDITION

- Definition of romantic: making her feel one-of-a-kind—takes time and thought to get the ultimate compliment of “aawwwh.”
- The biggest fear is that we become great at something that doesn’t matter—eternal vs. temporal.
- Develop a mad money method of how each of you can spend money on each other and to help others.
- Don’t always go to extended family for vacations and holidays—some are great, all lose the relationships with your own family.
- Knowing what the plan is provides 90% of the security.
- Bonus: make your bedroom your haven—quiet, easy to talk, comfortable, and uncluttered.

# BODY STEWARDSHIP

1 Corinthians 6:19–20

- Water = Oil—keeps it all working, critical to all systems.
- Sleep = Battery—recharges, allows you to continue.
- Food = Fuel—gives you energy; everything in moderation; fuel/air mixture—eat your veggies, you need volume and variety.
- Movement = Gearbox—use it or lose it.
- Sick/Hurt = mechanic/shop—self-healing with responsibility to help it, be a steward (care) of your body.

Domain over the planet, be safe, listen to doctors, use medicine, work with allergies

Listen/pay attention to gauges/red line or light—live within your limits, which are different for everyone

## BOTH SIDES OF THE STORY

- It is true—each story has at least two sides of the story and sometimes many more.
- Save your reaction until you have all sides of the story.
- Remember that your spouse, children, parent or best friend probably don't have all sides of the story. Be careful not to allow their perspective to be your only input.
- Be careful not to allow the first or last story you heard to weigh too heavily in your judgment. Many times the most accurate view of the story is a combination of several perspectives.
- Asking questions and listening is the only way to keep hearing more sides of the story.

### OPENING QUESTIONS

Q. Have you ever been unjustly punished?

A. With humans as our judges, we can all remember times where a parent, teacher, or boss jumped to conclusions based on just part of the story.

Q. What is the value of both sides of the story or the danger of just one side?

A. Value—justice, mercy, understanding, wisdom; danger—poor judgment, improper reaction, bad decisions, action based on ignorance.

### CLOSING THOUGHTS

- Your observations are just one side of the story. Don't rely on just what you see.
- Create a culture of easy input or sharing. Your goal is to be able to collect many perspectives fairly quickly.
- At some point hard decisions are necessary. Don't let the constant desire for more input become the excuse for not making a difficult choice.

## BOX OF CREATIVITY

- Define the four sides of the box.
  1. Purpose: the reason why, the goal of what we are trying to do
  2. Time: this is your deadline; be specific
  3. \$/Resources: what we can spend/use
  4. People: what skills & whose time can we use?
- Give space—if the box is so tightly defined that there is no room for creativity then you have given a worker a list of jobs but no responsibility
- Stick with the limits—constantly changing the four sides of the box freezes activity as the person tries to identify the real line.
- Dumpagation—a bad habit of giving away responsibility without defining the box or adding people to a box that doesn't live in its limits.
- Different than me—a good box allows someone to accomplish the purpose in a way different than what you may have done; you have the choice of doing everything yourself or being on a team where others have responsibility.

### OPENING QUESTIONS

Q. Does creativity have limits?

A. Yes, absolutely. Without limits you can't be creative.

Q. What do you need to know from your boss before you take a responsibility?

A. This could be a long, long list of items that basically fall under one of the four categories of a box of creativity.

### CLOSING THOUGHTS

- Don't start a project/responsibility until you know all the sides of the box.
- Do this exercise with big and little things. Make it a habit.

# **BUILD INTENTIONAL RELATIONSHIPS**

By Jon Bladine

- Ask good questions and really listen—get to know others and what you have in common; find out about their spiritual journey; how can you pray for them?
- Don't be afraid to go deep spiritually—what has God been teaching you/them; be transparent about your struggles.
- Invest the time—look for ways to get together outside of church; don't include multiple people if you are trying to go deep with a specific person.
- Choose to love others.
- Be in it for the long haul.

## CELL PHONES

- Real conversations over screens—manage the interruptions of your phone while in personal conversations (e.g., airplane mode, do not disturb, turning off most notifications).
- Interruptions kill productivity—figure out how to have two to three blocks of uninterrupted time; one block should be at home and a couple at work. Teach others the importance of working and living without constant interruption.
- Okay with limitations—technology makes you feel like you can do more than ever before, but we have limited time and energy. Decide how you are going to communicate and be okay with not adding another method of sharing, talking, texting. You will not be able to keep up with everyone or everything.
- Safety is from the Lord (Proverbs 21:31)—it isn't a result of having a phone; trust in God not your devices.
- Redeem the time (Ephesians 5:15–21) and walk in the Spirit—a smart phone becomes the filler of all extra time; don't let a tool that could help redeem your time become the toy that squanders your moments.

### OPENING QUESTION

Q. For what different tasks do you use your phone?

A. The 10 to 20 different tasks we can list show how integral the phone has become to us.

### CLOSING THOUGHTS

- Don't confuse your digital neighbor with your real neighbor that God has put in your path. Love your neighbor.
- Always address problems in person.
- Unplug one day a week, one week a quarter, and a few special days—life can go on without your phone.

### LITTLE FIVE CHANGE TESTS OUR . . .

- Knowledge/ignorance
- Selfishness/compassion
- Priority of 4Es—easy, efficient, effective, excellent
- Expectation flexibility
- Faith in God

## **CHILDREN LITTLE ONES**

- Begin with the end in mind—what are you trying to accomplish; don't get fooled by cute disobedience . . . consider what that action when little translates into as an adult.
- Teach them that they are not the center of the universe—love God and love others is overall goal of our life.
- Remember they do not know what is best for themselves—you are given the task of training them in the truth of God's Word and how to live life.
- As training begins, your consistency will be one of the hardest parts of child training. As training continues discerning between childishness and foolishness will become difficult but very necessary.
- Deal with the five Ds: disobedience, destructiveness, disrespect, discontent, and deceit—at this age you are able to childproof, ignore, or even encourage these areas; work at not avoiding the conflict that comes from training in these various areas.

## **ELEMENTARY ONES**

- Begin to understand their strengths and weaknesses and teach them how to deal biblically with their weaknesses.
- Teach them how to love God and how to love others—they need simple steps and concrete ways to do both; give them lots of opportunity over wide areas of service. They will try new things easily and believe quickly.
- Teach character traits—train that choices have consequences both good and hard; your authority in their life becomes the model for how they interact with authority in their life (e.g., God, government, future employer).
- Remember that best friends and family become the training ground for how to deal with conflict, anger, reconciliation, communication, etc.—training your children how to treat their siblings, parents, teachers, and best friends becomes the foundation for how all relationships are handled for the rest of their lives.
- Deal with the five Ss—selfishness, self-control, social interaction, sin, and sowing and reaping.

## TEENS

- Talk with them about everything all the time—your goal is to know the heart of your teen.
- Start over with everything you have taught and teach it again—you will be able to key on the *why* not just the *how*, which means you have to know why you do what you do; you will have to do some serious Bible study.
- Remember they are beginning to look to others for more perspectives on how to live life—put them around people who believe the same things you do; people at church, camp, work, and school will begin to have greater influence so pick those places carefully.
- Give them responsibility, teach the principles that go with that responsibility, then allow them to fail but not destroy their life—you can either bail them out of every problem or teach them how to work through their problems biblically.
- Deal with topics that will be in their future—e.g., finances, marriage, career, church choice, buying a car and house, children, crisis.

## ADULT CHILDREN

- Begin by recognizing they are starting their own family and have personal responsibility for their choices—you no longer control the choices of your children but have to step back and let them be adults; help them create a God-centered home.
- Share what you are learning or what you believe without pressuring them to make a choice that you want.
- Communicate your love for them—love your adult children even when they are sinning but don't allow sin (disobedience to God) to flourish under your roof; maintain a testimony of love for God above all else.
- Love the spouses of your adult children like your own children—interact with them like they were your own.
- Have a life outside of your adult children—support their goals and dreams but have your own goals and dreams; take advantage of this new season of life and don't live in a past season.



## CLOCK WATCHING OR COUNTING HOURS

- Con: Watching the clock in order to identify the minimum work necessary to get my paycheck.
- Pro: Watching the clock in order to identify a looming deadline or approaching commitment.
- Pro: Counting hours in order to understand how my time has been spent (correctly, balanced, for longevity).
- Con: Counting hours means I don't really want to be doing this because 1) it isn't important to me or 2) something else is far more important to me.
- Con: Focus is on the job and the temporal rewards instead of the ministry and the eternal rewards.

### OPENING QUESTIONS

- Q. What bugs you about clock watchers?
- A. Most of their answers will fall under the con list above. They will probably struggle with why they don't like a clock watcher until you share the Big 5 with them.
- Q. Do you ever count hours?
- A. Yes, that is part of what makes this a hard topic. We don't want to be a clock watcher, but there are times we need to watch the clock.

### CLOSING THOUGHTS

- Review your work week habits. Do you have clock-watcher tendencies?
- A key to not being a clock watcher is having responsibility that is owned, cared for, improved, and eternal. Is that the way you view your work?
- A person has many different roles that sometimes mean he needs to work the minimum in one area because another area is intense.

## COMMUNICATE LOVE

- Not in a hurry—avoid the impression of being herded; be gentle with *do*, *don't*, *go*, *stop*, and the obvious but unknown.
- Have real compassion—see them, be in their shoes, help where you can; don't fake compassion!
- Talk without condescending and listen without quick judgment.
- Assume the best—be careful with first impressions.
- Spend time with them—play/be with them . . . often.

# COMMUNICATION

## USING WORDS TO MINISTER

- Communication was initiated by God for healthy relationships—Satan hijacked pure communication to undermine God’s objectives; God’s communication demonstrates a perfect guide for us to follow; truthful lips establish trusting relationships (Psalm 27:7–8, Proverbs 22:21; Genesis 2:15–17; 3:8).
- Communication has human elements that desperately need divine assistance (Psalm 141:3; 16:23; James 3:2, 13).
- Communication must be governed by the law of kindness and love—words are connected to motives and agendas, which must be evaluated and limited by the law of love (Proverbs 31:26, 15:1; Colossians 4:6; Ephesians 4:29).
- Silence and speaking must be directed by righteous objectives (Psalm 78:1–8; Proverbs 10:19–21; 26:4–5; Ecclesiastes 5:2).
- A wise heart relies on attentive ears to accomplish excellent speech—I must listen well to speak well (Proverbs 11:14; 18:13).

## OPENING QUESTIONS

- How important are words to our success?
- To what extent does our communication expand or limit us?
- What is something you have won with words? Something you have lost with words?

## CLOSING THOUGHTS

- Prayer is one of the greatest uses of communication—it connects us to God and drives us to love our neighbor through His help.
- Words are messengers on a mission—be sure the mission accomplishes the priorities of God.
- Words are the tools of counselors to enact change.

## COMPASSION

- Imagine being in the shoes of another—focusing on yourself will kill compassion; see others and consider their situation.
- Don't be afraid to feel, and don't be controlled by your feelings—we can't always make it all better.
- Use your power and ability to help—Initially, to others, your power is scary and your ability is intimidating; if you use both to help, your power is comforting and your ability is appreciated.
- Communicating about how you truly think of others is an intentional effort on your part and a constant evaluation on their part.
- Ultimately compassion results in doing something—whatever you can do; just talking about it or feeling their pain does not equal compassion.

### OPENING QUESTION

Pick a person in the room and imagine what makes his life challenging at this moment. Pick another then another. All have things going on that qualify them for compassion.

### CLOSING THOUGHTS

- Understand their perspective before you try to explain yours—it is much easier to work from a foundation of compassion than an afterthought of compassion.
- God is all powerful and compassionate— Romans 8:28–39; if God is with us, who can be against us. God's power is comforting . . . unless I'm disobeying.
- When is the last time you did something (e.g., a gift, a prayer, a help, a ride, a listening ear, a change of plans, a note, a buck or a quarter, a cookie) out of compassion for another?

## DEBRIEF

- Goal—a debrief is an evaluation of the decisions each team member makes during an action cycle to determine if our plan, organizing, acting, and adjusting helped us accomplish our mission.
- Good, bad, and the ugly—celebrate the things that went really well, recognize failure, and review things that we did but did ugly. Discuss from the perspective of an end user and team member.
- Teaches the values of a team—for new team members, the debrief is the best way to figure out what a team is truly passionate about; a mission statement may be posted, but the debrief will tell everyone what the leader's passion is.
- Destroys the easy belief that we did good enough—the debrief should remind us that we have plenty of room for improvement; they are necessary to take a team from okay to a level of excellence that comes from internal accountability.
- Begin by reviewing the facts of what happened—we must have the integrity to accept what actually happened.

### OPENING QUESTIONS

Q. What can be scary about a debrief?

A. Accountability for bad choices—I don't want to relive a bad situation; either just a giant pat on the back or a way to blameshift.

### CLOSING THOUGHTS

- Learn from mistakes; don't just assign guilt.
- Leaders should lead debriefs.
- Discuss root causes of continual failure.
- Don't be afraid to discuss an individual's decisions.

## DEBRIEF NITTY GRITTY

- Expect mutual learning, learning how to work together, and being open to learn—a debrief is not a work performance review.
- Be personally accountable and communicate mistakes, misses, and forgets—team members must own the things they need to do better without pride, excuses, or blame shifting. This allows the team to know that a person realizes it was his fault/problem and allows the team to easier accept the failure.
- Give congrats when things went as planned or when problems were addressed well—a debrief should communicate to the rest of the team that it worked. Yayyyyy!
- Set a respectful tone—make it safe to talk; nobody should get in trouble for sharing his perspective. The leader should set this tone both before and after the event. A debrief is done best with both team members and team leaders.
- Define the scope of the debrief—last 10 days, event, our communication, etc.

### OPENING QUESTIONS

- Q. How do you like to hear criticism?
- A. We would rather not hear it at all! If we have to, then at a set time, not emotionally charged, with the opportunity to discuss solutions in a setting of care for each other—sounds like a debrief.

### CLOSING THOUGHTS

- Review your mission to determine the value of information from a debrief.
- Look for common themes that you may need to address with the team or the individual.
- Ask for solutions as well as problems.
- Keep them short . . . 15–30 minutes.

# DELEGATION

By Nathan Crockett

- Clearly determine exactly what needs to be delegated—in an ideal world, a leader should be doing only the things that only he/she can do. If you’re overloaded, what parts of your job could effectively be handed off?
- Choose the right person for the job—find a person with the skill set, desires, and personality to fit this aspect of work (detailed people vs visionaries; procrastinators vs planners; etc). Ideally you want a quality person who would enjoy these tasks.
- Communicate the scope and boundaries of the job to the new person—be precise as possible in laying out the exact expectations for their new responsibilities.
- Empower the person to do the new job—be sure the new “delegee” has the tools (computer, network permissions, etc.), money, oversight, and knowledge base to effectively accomplish the job.
- Follow up—circle back around to praise what the “delegee” is doing well, gently correct areas where they fell short, and give them a vision of how their one small piece is integral to the overall picture.

*Used with permission*

# ELEMENTS OF DESIGN

By Carol Bond

- Rule of Thirds—the overall goal of this element is symmetry and balance; keep the focal points and objects at the four intersection points of a grid that divides the spaces into thirds horizontally and vertically.
- Hierarchy—make the size and importance of objects in the space give your eye a clear direction to go; this gives emphasis and helps in communication.
- Typography—get your message across in the most concise, effective, and eye-pleasing way; limit the number of fonts to two, limit the number of colors to three, and keep spacing uniform.
- Simplicity—too much of a good thing is a bad thing; give impact by getting your message across at a glance, drawing them in and creating a sense of peace in your design.
- Care—don't overlook the details; good design takes time and effort and often communicates in a way that seems effortless but in reality takes time. Reuse a good design to save time.

## CLOSING THOUGHTS

- White space is extremely valuable—our brains equate white space with luxury and importance; white space helps with hierarchy and organization.
- Balance can be created by symmetry (sometimes boring) or asymmetry—asymmetry creates balance by elements or groups that have equal importance (from color, size, and texture) rather than exact matches.
- Create an outline of what you need to communicate or the purpose of your design before you begin your layout—a plan is critical!
- The eye should flow naturally from one element to the next with information in the order—movement is controlled by the various elements along with balance, alignment, and contrast.
- Our theme of western adventure defines our box of creativity—though it may be considered a limitation, that limitation is helpful; continuity doesn't mean a lack of variety.



## ENEMIES OF ATTENTION

- Tired—a busy, full schedule full of physical effort, a new bed, and new roommates may have a negative impact on a person’s ability to give attention; the ultimate lack of attention is a person sleeping.
- Technology—with all its pictures, sounds, variety, newness, ease, and playfulness, technology is an enemy because it is so good at keeping the attention of its subject. It is the perfect personal tool of one person who can go anywhere and see anything, and it is hard to compete with.
- Question—it seems so innocent to ask a question, but that gives the hearer the opportunity or even the responsibility to think of an answer. All the various answers may take attention away from your message. The younger the audience, the less they understand the concept of a rhetorical question.
- Whatever is keeping my attention now—news from home, a conversation with my friend, hunger, the next or previous activity. Even someone with a short attention span is always paying attention to something . . . as long as he is not asleep. Trying to get folks to focus on your message may take a bit of time to get everyone off of what they are focused on.
- Monotony—blah, blah, blah. The more boring and uninteresting your message, the easier it is to become distracted. Work on an attitude of enthusiasm, inflection of voice, and a message that is needed, interesting, and clear.

## CLOSING THOUGHTS

- Use words the audience understands.
- Don’t say the same thing many times.
- Own the stage.
- Never expect 100% attention . . . never.

## **EVIDENCE OF A GOOD TEACHER**

- Good communicator—understands the limits and abilities of listeners & works to be on their level.
- Practice hospitality with knowledge—figures out what the knowledge needs are then works to fill them; able to teach the same concept multiple ways on different levels.
- Friendly, kind, and helpful—everything from posture to eye contact shows a desire to help others.
- Consistent in demeanor, discipline, and discipleship—not moody or unpredictable.
- Always improving—technology, classroom, and curriculum constantly evaluated for best teaching results; as they learn, they want to share and figure out better ways to share their newly learned knowledge.

## **CLOSING THOUGHTS**

- First impressions are important for potential students.
- Organization directly impacts the quality of teaching.
- Good teachers smile!

## **FAKE AWARDS BUT STILL FUN TO GIVE OUT**

Every now and then you need something to lighten up the team. Gift cards are fine, and the silver spike and golden plunger have their place in the trophy rack, but this list of five unique awards is designed to put a smile on your team's faces:

- **Fridge Pic**—pick 4 to 6 people to join you for an impromptu selfie and commit to keeping it on your fridge for a year.
- **Name a Gate**—somewhere at your place is probably a gate that has not been named; pick someone to name a gate after. Now you have the front gate, back gate, and Emily's Gate. It is always fun to have something named after you.
- **Random Employee of the Month**—give them the plush chair, designated parking spot and picture in the lobby, but pick the employee completely randomly. It's always fun to get something you don't deserve.
- **Our Helpers Award** (UPS, trash guy, Copier repairman)—have your team put together a list of favorite things in their home that cost less than \$10, then go purchase a few of these items and bundle them together to give to someone who serves your team on a regular basis. Some of your favorite things given to one of your favorite people; it's always fun to give to others.
- **Power Nap Award**—start work an hour late, finish an hour early, or combine lunch with a siesta. Everyone loves the gift of unexpected time.

## FEARING SHRINK

- I'm going to lose my job—not really; as a laborer in God's harvest, you will always be needed. You may just have to change fields
- Somebody else will lose their job, but I'll have to do two people's work—yes, you may be willing, but remember you can't do more than you are able. You still must live within your limits of strength and time.
- Where is the Achan in the camp—bad things happen for many different reasons. Don't assume that your coworker is the cause of your hardship.
- It's not going to be normal anymore—actually it is normal that God does not let us get too comfortable in one spot.
- People will think that we are incompetent because we are not growing—I should not be worried about what others think and need to concentrate on being a good steward of whatever God has entrusted me.

## CLOSING THOUGHTS

- Speak to yourself truth from the Bible—don't listen to your emotions and speculations about the future (*Psalms 23*).
- God is in control and powerful (*Psalms 46*).
- God is my portion (*Psalms 73:26, 28*).
- God provides (*1 Kings 17*).

## FIVE GOOD WAYS TO BRING YOUR MOM TO TEARS

*The list of bad ways is much longer.*

- Do the laundry and dishes for the entirety of your visit home.
- Hide seven notes where she works thanking her for doing the little things that nobody notices.
- Take her out to eat/coffee and ask all about her childhood for a couple hours. You pay . . . seriously . . . don't let her pay, and don't talk about yourself.
- Thank her for putting up with you when you were a junior, junior higher, and teen—now you know how big a deal that was.
- Tell her what YOU believe about God—your faith in God is a big deal to her.

## FIVE KILLS

Comparison  
*kills*

Contentment

Coasting  
*kills*

Competence

Gossip  
*kills*

Teams

Your finish  
*kills*

Your start

Bitterness  
*kills*

Compassion

# FORMS

By Carol Bond

- Simplify—a good form should reduce the amount of writing needed to communicate routinely needed information.
- Clarity—a good form reminds you of the information needed so that communication is clear and concise.
- Uniformity—a good form allows information to be collected in a uniform way so that it can be used easily by those who need the information.
- Reference—forms allow users, both collectors and contributors, to keep the information in a way that can be referenced again as needed.
- Convenient—forms, whether electronic or paper, need to be accessible quickly or they won't be used.

## CLOSING THOUGHTS

- Forms are like going to the dentist—a necessary task that shouldn't hurt but isn't fun. When you finish, you wonder why you dreaded it, and putting it off usually makes it worse. Not using forms doesn't always hurt the one who is providing the information directly but will often hurt indirectly.
- 4 C's of good forms: Clear, Concise, Clever, Cooperative

Clarity in layout requires the collector of information to consider the contributor.

Concise doesn't necessarily mean shorter forms; sometimes two questions are more concise than one long question.

Clever forms make the sequence easy and intuitive for the user; this requires the collector of information to understand the contributor.

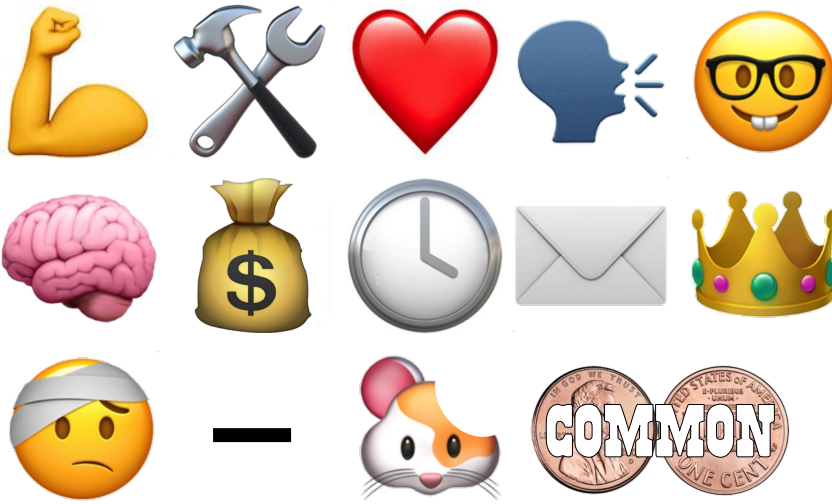
Cooperative forms require the collector of information to walk in the user's shoes—a cooperative form shouldn't take special training, should provide definitions, and should be bug-free and stable. A digital form should allow contributors to confirm or modify their submissions.

# FRIENDSHIP

David, Saul & Jonathan

1 Samuel 17:55–18:30

- Begin and end by listening to others.
- Take the risk to love another / not be jealous of another—love is giving others what they need without having some temporal reward as the primary motive.
- Communicate commitment.
- Give/use what you have.



- Be happy and sad TOGETHER.

## FUNDRAISING

- Money is easy for God—He can give you whatever He chooses; He has no limits. Money is never the problem of fundraising.
- Build your people first—God is not going to give you something that is too much for you to handle.
- Be okay with no—even if you don't understand why. God's plan is bigger than your understanding; keep trusting God.
- God provides in ways that make it obvious He did it—providing at the last minute or in a way that is outside of the normal is part of God doing things so that He gets the glory. Elijah is an example of God's provision.
- Without process, fundraising is just hurting your ministry—the property needs qualified people with good policy and processes to use it. Fundraising should be coupled with people building and process creating.

### OPENING QUESTIONS

Q. How much money do you think you could give to your kids before it becomes harmful?

A. Money is not always helpful.

Q. Is it harder to be rich or poor?

A. Each has its own challenges. The rich must continue to trust God even with money. They have the responsibility of stewardship, which means they are looking for ways to invest.

### CLOSING THOUGHTS

- Just ask—the giver will be rewarded far more than the gift given.
- Be thankful for every gift no matter how great or small.
- Every gift is a story of a giver's trust in God and the receiver's opportunity to glorify God!



## GOOD NIGHT'S SLEEP

- Eternal perspective—don't play the mind games of "what if," "when," and "why." God's plan is bigger than my life; my worry has no impact on His plan.
- Give it back to God—during your waking, working hours you have a responsibility with many things you need to do; once you have expended your energy and done all you are capable of, give it back to God.
- Ask for help—prayer to God and a note to your coworkers; be specific and don't exaggerate the need.
- Spiral the right direction—share your dilemma with folks that encourage you to trust God, figure out solutions, and encourage you. If you come away worried and with a knot in your gut, that person isn't helping you even if he's a good listener.
- Write out a four-hour list—if you find yourself awake, get up and write a list of what you need to do the first four hours of the next day, then choose to quit thinking about everything else. Many times we are trying to wrap our minds around something that we are not even capable of. Tomorrow at lunch put another four-hour list together.

### OPENING QUESTIONS

- What keeps you awake at night?
- What are your little tricks to a good night's sleep?

### CLOSING THOUGHTS

- Ask your spouse questions about things other than the all-consuming topic.
- This boils down to a trust and pride issue—think about that!
- Exercise and have a regular bed time and wake time.

#### LITTLE FIVE

### SLEEP

- Sleep is the fuel that your mind needs to function.
- The cumulative effect of lost sleep cannot be made up in a single nap.
- Worry, poor health, and anticipation are three common enemies of sleep.
- Let God take care of your future.
- Use your day wisely—take 15 to 30 minutes to plan your tomorrow, sleep 7 to 9 hours, repeat for a lifetime.

# GREETING GUESTS AT CHURCH

By Dave Marriott

- First greeting—greeters welcome guests to service, offer bulletin, and explain next steps; if guests need to find classrooms/nursery, best practice is escorting and introducing them to teachers.
- Meet a pastor—pastors desire to meet guests; as you chat together, ask, “Could I introduce you to Pastor \_\_\_\_\_? He and his wife would love to meet you.”  
*Note: Members can serve the spiritual needs of others by not approaching the pastors immediately after the service—allowing them time to speak with guests.*
- Conversion—as you interact, seek to discern salvation status by asking questions such as, “What did you think of the sermon today?” or “Was our church at all what you were expecting?” that can lead to follow ups like, “What is your faith background?” or “Can you tell me how you became a Christian?” If it’s clear they are lost, share the gospel!
- Contact info—after making a good connection, ask if you can exchange contact info to set up a workday lunch, coffee, in-home dinner, playdate, etc. This also helps with name retention, since you can naturally follow-up with, “Would you spell your name for me?” as you add to your contacts.
- Next contact—be sure they know they’re invited to the broader weekly gatherings. For example, “Our family attends a community group in a member’s home on Sunday evenings. You’re welcome to come with us!” or “Hopefully, we’ll see you again. Thanks for coming!”

## HOW WASTE HAPPENS

- When a gift of time, money, and/or resource is not used for the purpose given—waste is the opposite of stewardship.
- When I don't spend but hoard, save, protect a reserve, or don't use it.
- When I spend extra time or money because of my disorganization; I don't know what I've been given.
- When I spend anything on less important things—mission helps define priority.
- When I don't stretch every dollar, don't care for every item, and don't learn from mistakes.

### CLOSING THOUGHTS

- Hardest test of waste or stewardship happens when there is perceived excess.
- Embezzlement is when you spend money for a purpose other than the one for which it was intended.
- Waste in any area of my life indicates my life habits of waste in other areas—all of life is a gift with the responsibility of stewardship.
- Lazy people have excuses for waste; God recognizes any gift wasted.
- Storing trash is wasting storage space; trash cans should be dumped.

#### LITTLE FIVE

### HOW TO NOT QUIT

- Avoid making “quit” decisions when physically or emotionally low.
- Remember that God's power works great with your weaknesses (*2 Corinthians 12:9*).
- Take one step at a time—eat the elephant slowly.
- Pick one master—it's impossible to serve two.
- Ask for help—from God and each other.

# HUMOR

- Humor requires a brain—you can't laugh without your brain working. The reason we enjoy being with others and laughing together is the interaction with each other's thinking processes.
- The three components of humor are conflict, surprise, and timing—timing is hardest. The difference between a movie that is a drama or a comedy is the realness of the conflict.
- Humor is built on a foundation of love—until we are confident that we love each other humor can be easily misunderstood.
- Sarcasm is dangerous—a person good at sarcasm makes conflict sound real, but it isn't. Reminding folks that you are being sarcastic means you're too good at making the conflict real, which makes it look like you hate others instead of loving them.
- Elevate your humor—peek-a-boo was funny when you were two; now it is old. Crude/base jokes about bodily functions were funny when you were four. Some folks never develop their humor repertoire beyond a crude level. The occasional base humor at an appropriate moment will generate a laugh, but anybody with a brain will enjoy a repertoire of humor beyond crude.

## OPENING QUESTION

Q. Why do we want to hang out with friends who have a sense of humor?

A. We enjoy relationships, and laughing is one of the things that tell us we are "all good."

## CLOSING THOUGHTS

- The same joke repeated often risks the listener believing what you are saying is true.
- Avoid humor that makes fun of something obvious. It may be your first time to think of it, but the listener has heard it all his life.

## IMPORTANCE OF THE TASK

- Model of the garden of Eden—Adam and Eve were tasked to tend to the garden and have dominion over creation; these tasks were given in the context of a good relationship with God and had daily tasks and fellowship.
- Tasks are one of the ways that we give to others—a gift requires tasks to be done before presenting it to a person.
- “It is finished” is one of the most wonderful statements in the Bible—a difficult task motivated by love that only Christ had the power to do; we steward our strength, gifts, and abilities to do difficult things out of a love for God and others.
- Servants/slaves of God—the role that we take on implies a willingness to do anything that the master needs; nothing is below us.
- Redeem the time—a task serves many from a distance; just because a person is not right in front of me while I work does not mean I’m not doing people work.

### OPENING QUESTIONS

- Q. We know it is possible to be too task oriented. Is it possible to be too people oriented?
- A. This is a bit of a trick question; loving God and one another will require a series of tasks. Tasks cannot always become the second priority to talking with a person. Balance will be part of any correct answer.
- Q. What tasks has God done for us?
- A. Creation, redemption, sustains the universe, prepares a future home for us, controls every circumstance—without tasks we would have nothing to see.

### CLOSING THOUGHTS

- Seek for balance—don’t avoid tasks by being with people, and don’t avoid people by doing tasks
- Respect each other’s task time and fellowship time.

## IMPROVE YOUR MARRIAGE

- Abandon your dependence on your parents and quit criticizing your in-laws.
- Ask questions and listen to the mundane parts of life—a big ingredient of companionship is being able to share the details of life.
- Quit worrying—there is no room for a relationship with you when you are worrying.
- Sit down at dinner with a ¼ tank of energy left.
- Daily appreciation, thankfulness, or admiration—every day share something you appreciate about your spouse, say thank you for something your spouse did, or admire a character trait your spouse has; try to not repeat during the week.
- Bonus: make a “no secrets” pinky promise to never hide something from each other.

## INSTITUTIONAL RULES

### BIG 5

- Some rules are put in place to protect the weak—love the weak.
- Some rules are put in place to provide a minimum/maximum expectation—don't live on the line all the time.
- Be ready to change—every institution is different.
- Understanding the why of a rule makes it easier to follow and is helpful for appeals, exceptions, and changes.
- Balance: too many rules loses the individual and his heart; too few rules loses the culture and structure of the institution.

### LITTLE 5

- They're little; don't let them bother you.
- Looser rules does not equal liberal.
- Stricter rules does not equal spiritual.
- Ask leaders the why of rules, not your peers.
- Try not to get rules named after you.

#### LITTLE FIVE

### IMPROVING TESTIMONY TIME

- Start with highlights of the camp—several, quick.
- Minimize the stage, maximize the camper's voice—make it easy to share.
- Give camper's advance notice—let them think about it.
- Start with your own story
- Warn them when you're close to wrapping up.

# INVENTORY

- Tool that battles the urgent—purchased and placed in a way that is ready for an upcoming urgent need.
- Expiration date—unlike cash, the inventory eventually becomes obsolete, spoils, hardened, old; needs a turnover goal or a timely ordered/received by date.
- Cost of storage—limit the space: the area used to store inventory is an expense; don't eliminate the ability of a team/individual to have inventory; don't let inventory become an antique warehouse.
- Organized—for quick use, displayed intuitively, and checked out easily.
- Levels—figure out the correct minimum and maximum; understand the times when it used most/least.

## OPENING QUESTIONS

- Q. How does inventory save us time?
- A. We have what we need when we need it and don't have to do a last minute run for one thing.
- Q. How much money does our team have tied up in inventory?
- A. Make your own guess
- Q. Should we have more or less inventory?
- A. Staff answers will give you a good idea of what the sore spots of inventory are and aspects of the Big 5 will come up in these answers.

## CLOSING THOUGHTS

- More inventory is not always better, neither is too tight. We need to figure out the balance.
- How can we be better organized with our inventory? For our team's use? For other's use?
- What should we add to inventory in order to battle the urgent?



## JOYFUL ENDURANCE

- Endure—do lots of good work and get to know God.
- Endure—not my strength that has to endure but rather my reliance on God’s power that must endure; my lack of understanding or ability give me the opportunity to trust God.
- Expectation—I need God’s power for the adversity and difficulties that we will face; don’t be surprised or upset by the need for long suffering and patience.
- Joyful—because we have an inheritance in the future with God.
- Joyful—because we have been delivered from the power of darkness. It could be much worse! It is going to be much better. Therefore I have joyful endurance in my effort to be a steward found faithful.
- Bonus—Colossians 1:16–18 reminds us that in all things God will have the preeminence; don’t let yourself or your problem become the focal point of your life.

### STEWARDS FOUND FAITHFUL

Colossians 1:10–12, 16–18

<sup>10</sup>That ye might walk worthy of the Lord unto all pleasing, being fruitful in every good work, and increasing in the knowledge of God; <sup>11</sup>Strengthened with all might, according to his glorious power, unto all patience and longsuffering with joyfulness; <sup>12</sup>Giving thanks unto the Father, which hath made us meet to be partakers of the inheritance of the saints in light: <sup>16</sup>For by him were all things created, that are in heaven, and that are in earth, visible and invisible, whether they be thrones, or dominions, or principalities, or powers: all things were created by him, and for him: <sup>17</sup>And he is before all things, and by him all things consist. <sup>18</sup>And he is the head of the body, the church: who is the beginning, the firstborn from the dead; that in all things he might have the preeminence.

## LEADERSHIP CREDIBILITY KILLERS

- Explosions (e.g., emotional, frustration)
- Lying, hiding info, or only sharing half the story
- Shifting blame for personal or team failure—an excuse for everything
- Too many “I’s” (e.g., stories, plans, ideas, “my way or the highway”)
- Hypocrisy—do what I say, not what I do

### HONORABLE MENTION

- Not giving 100% to all my jobs—“dessert” tasks, “vegetable” tasks, crossover, anybody work
- Exaggerations/superlatives
- Having a one-track mind (hobby horse)
- Talking only about work & not caring about the personal lives of others
- Too fast, too slow, only having one gear for pace
- Prioritizing play over God-given responsibilities
- Lack of delegation—nobody can do it right or as well as you

### LITTLE 5

- Messy personal space (e.g., truck, shop, desk, home)
- Talking poorly about other teams or people
- Being a hermit (avoiding people)
- Always fun, rarely serious
- Too busy to listen to others ideas, stories, frustrations

### LITTLE FIVE LAST DAYS

- Care about the next person using your area—clean, fix, and make it ready to use in the future.
- Don’t trip over the present because of your focus on your future.
- Multiple finish lines and all of them are important—finishing one area doesn’t mean all are done.
- Press hard to the end; don’t coast.
- Last days are necessary to also have first days.

## LIGHT A FIRE

*i.e., light a fire under someone, get movement or production*

- Evaluate why the lack of fire—make sure your perspective of no or little fire is correct. Answer the question: Why no fire? The answer will determine your solution.
- Have the discipline to start with kindling—baby deadlines are the beginning steps. What is the goal by lunch? Many times people are on just one track, and it isn't the one you want them to be on. Get them started.
- Communicate your expectations clearly—write it down, post it, make it obvious to all.
- Don't take the responsibility away—no responsibility means no fire is even possible to start. If you must take away all responsibility, the person no longer belongs on the team.
- The cause we are working for is bigger than the feelings I have—the cause of Christ can be the cure for laziness; my feelings must not rule me life.

### OPENING QUESTION

**Q.** What are the excuses that people use to do slow work?

**A.** Needed more info, wanted to do it right, still researching the best path forward, "Huh? I didn't know."

### CLOSING THOUGHTS

- Different people do have different paces—there must be room for faster/slower without it bothering you.
- Priority choices can be misunderstood as ignoring or not caring about a project.
- Sustainable speed is better than a one-time blaze of glory—our goal is to not burn out.

## LONGEVITY IN MINISTRY

- Sink roots—invest in your home, office, workplace, and church. Look for ways to invest in others. Work, spend, and act like you plan to be here till you die. Budget time, cash, and energy into the needs of others. No hermits.
- Address conflict—if you’re around people, conflict will arise. Deal with it quickly and without pride. Listen, share, and try to understand where the other person is coming from. If you have a problem with somebody, you need to find them and talk with them now. No sunsets with unsolved strife.
- Grow, grow, grow—read, ask, watch, learn. Growth means change. Don’t let the ministry outgrow you by being content with “good enough.” An attitude of improvement will strangle apathy. No coasting.
- Balance roles—home, work, church, community, ministry. Many needs force us to decide how to spend our time; don’t ignore one nor concentrate on only one. No single-track living.
- Hang in there—most of the time God provides at the very last minute. Our inability to solve all our problems is God’s method of showing His glory and keeping us focused on Him. Don’t bail out on God’s goodness.

### OPENING QUESTION

- Q. What are the common characteristic of people with longevity in their work, marriage, or ministry?
- A. Notice how many of the above Big 5 are mentioned.

### CLOSING THOUGHTS

- Maximize the positives; minimize the negatives (*Romans 8*).
- Beware of the discontent of looking sideways (*1 Corinthians 3*).
- Remember your benefits (*Psalms 103*).

## MAKING RESOLUTIONS

- A resolution, specifically New Year's Resolution, is an opportunity to assess where you are and where you want to be.
- Resolutions are often not kept or completely abandoned; they need to be viewed as a daily choice rather than an annual event.
- Sharing your resolutions will help you keep them—accountability is critical to success and will inspire others to make their own resolutions.
- A resolution, like a goal or objective, is SMART—specific, measurable, achievable, relevant, and time-bound.
- In order to keep a resolution, you must make a plan.

## CLOSING THOUGHTS

- Make room for mistakes—a major change will not happen instantly, so you will need to have a plan for how to re-start.
- Like a hike, keep an eye on each step but keep the destination in mind. Take time to celebrate small victories.
- Create a way to make your success visual—a chart or a calendar notation of improvement will encourage and motivate.
- Taking time to evaluate your life (time, talent, temple, treasure) is a healthy thing. The opportunity to think and pray about where you want to be and set goals of how to get there is essential. It doesn't have to be only at the New Year!
- Essential to the entire process is prayer—let God's Word guard and guide you both as you plan and as you execute the plan.

## MANAGING SHRINK

- Managing growth adds the next most important thing. Managing shrink eliminates the least important thing—the easiest to cut is rarely also the least important.
- Two different ways to shrink are “tightening the belt” and “structural change”—we many times want to keep doing the same things, just more efficiently; but at some point we can’t just keep tightening the belt. For the life of the team we have to be willing to cut out an entire process or ministry in order to not be spread too thin.
- Figure out objective points at which you will pull the trigger on shrinking your team or your types of ministry—knowing some of these ahead of time allows people to prepare for the upcoming hard changes.
- Learn contentment with the spot you are in—apathy is a lack of care for where you are; discontent is being upset with God for the spot you are in. Our expectations often revolve around growth, but God’s plan is bigger than my life.
- Shrink tests what we are trusting in—if we trust the size or stability of our ministry instead of trusting in God, we should expect God to remove the idol in our life.

## CLOSING THOUGHTS

- Ignoring shrink hurts people.
- Why you are shrinking requires honest evaluation.
- Some things can be more effective if they shrink a bit—in other words, growth can hurt success.
- Big is not always better—Jesus ministered to 12 disciples.

## MEETING PEOPLE

- Smile—a genuine “I’m glad to see you” not the cheesy, quick grin. Catching the person’s eye and communicate care.
- Offer your help—start with a question like, “Are you looking for something?,” “Can I help you?,” or simply “Need anything?” Let them know you are available to help and not in such a big hurry that their needs can’t be addressed.
- Ask a question—ask them a question about something in the past, from the past week or even earlier in the day.
- Create Anticipation—be excited about what is upcoming, something on the camp schedule or something you know about that is worthy of anticipating.
- Thank you—recognize how this person has helped make your ministry possible and thank them for their contribution. Everyone is someone for whom you can be thankful.

### OPENING QUESTIONS

**Q.** Are you good at meeting people for the first time? What makes you good or bad at it?

**A.** Try to hear from most everyone in your group. You will need to press to get a wide variety of answers

**Q.** What are the strategies for avoiding meeting people?

**A.** Don’t look at them, be in a hurry, make your phone your wall, etc.

### CLOSING THOUGHTS

- Practice, Practice, Practice! This is a skill!
- Quit thinking about yourself and look for opportunities to help others.
- Create enough time in your schedule to allow other people to interrupt your life.

## MINISTRY DASHBOARD

- Should be a gauge and not an idiot light—a gauge gives a context of spectrum as opposed to everything is good or everything is bad.
- Should hold many staff accountable and communicate priority and progress.
- Rarely tells us if we accomplished our mission—indicates how well the machine that gives us the opportunity to accomplish the mission is doing. Compare it to a gas gauge; I pay attention to the gauge, but my goal is not a full gas tank but rather transportation from A to B. The dashboard is not the ultimate goal.
- Easy to understand—use colors, happy faces, and emoticons to be clear.
- Update regularly—useless without weekly and monthly updates so make those updates easy.

### OPENING QUESTION

Q. How do you communicate complicated financials to your staff?

A. Many times we leave our staff in the dark and give occasional general statements at the monthly staff meeting.

### CLOSING THOUGHTS

- Change it often—don't be afraid to put a new thing on it for just a few months.
- Tell folks why things are bad or good—how did we get to this spot? They will appreciate honest assessment even if it is bad news.
- Prayer and trust in God is good—sharing good and bad news with your team puts more people in the loop of trusting and praying to God. Don't be a Lone Ranger. Communicate simply and constantly.



# MONEY

- Money is dangerous if it becomes the master you love instead of the tool you use (*1 Timothy 6:10*).
- Contentment is the cure for the love of money—learn to be content with a lot or a little; both have their difficulties. God gives you money to provide for you and your family and to give to others to help them (*Philippians 4:11–13*).
- Beware of the danger of looking sideways—wanting what others have is covetous (*Luke 12:15*).
- Build your eternal bank account, not your temporal one—your heart will follow your treasure (*Matthew 6:19–21*).
- Use what you need and give away the rest (*Philippians 4:19; Luke 6:38*).

## CLOSING THOUGHTS

- Avoid debt that depreciates.
- Your bank account or retirement fund is not a measure of success or failure.
- Spending money is an indicator of priority.
- God provided your paycheck, not you.
- Possession is a myth—we are stewards of God’s stuff.

## NEEDS OF YOUNG ADULTS

The decade of 16 to 26-years-old is a major time of change and life-determining direction. Chances are that 6 out of 10 of the biggest events of our lives happen from ages 16 to 26—e.g., graduation from high school and college, driving, dating, marriage, first child, career choice, first car, first home, war, family loss. The following five needs are not unique to this decade but seem to be more pronounced.

- Moments of intense loneliness—the itinerant nature of this time of life leads to times of lots of friends and stretches with no friends. Loss of community roots happens most during this time.
- Mini-mid life crisis—things they thought were going to happen or work out are not happening as they hoped; dealing with the emptiness of what they hoped for.
- Baby choice-makers—first time with the ability to make their own decisions under their own roof; this newness will result in plenty of mistakes/sin.
- Sowing and reaping of character and sin problems—their issues are now growing into adult problems with serious consequence; we need to help in these moments and not be entertained by the drama.
- Relationships with a generation ahead of them sharing the whys, hows, and lessons from their lives—they don't need inconsistency, exaggerations, or busy responses from those they need to learn from; they need friendship, honest love as a peer, patience, and an example of faith in God.

## **NEW YOUNG LEADER**

### **Big 5**

- Your position is a description of your responsibility not a reason for a new rule/policy—don't use your position as the why behind what you are doing (e.g., "Do this because I said," "I'm the leader; that's why").
- Be humble—success is a result of God's blessing and gifts, not your achievement and talent.
- As a leader, you are a servant not a king—talk to everyone in a servant-like manner.
- Figure out the needs of your followers, then quietly, consistently help them with their work, life, emotional, and spiritual needs.
- Your words have more weight than they used to—be careful with your humor, off-handed comments, complaints, and whining; your words are powerful and noticed.

### **LITTLE 5**

- Ask older leaders specific advice about your new responsibility.
- Don't fake experience—tell new followers that you are new, learning, and excited about the future.
- You will now have access to new/more information—share it wisely; don't gossip.
- When bringing a problem to your boss/leader, bring a couple possible solutions.
- Welcome feedback, evaluation, or criticism—ignore unjust, ignorant criticism; learn and change from just, wise criticism.

## OUR TEAM

- God is with us—pray, trust, remember.
- Satan is our enemy—expose lies, be vigilant, fight.
- We are flawed and finite—sin, weakness, and limits are a reality of each team member.
- Pride adds an enemy and subtracts an ally.
- We are gifted—God has given each person gifts; do your part; help each other; serve our God.

### OPENING QUESTIONS

Q. What are the pros and cons of being on a team of Christians?

A. Pro—we win, God is strong; con—our team are all sinners, we are not doing easy things.

Q. List a few team killers.

A. No leader, no communication, pride, no patience—all addressed in the above Big 5.

### CLOSING THOUGHTS

- We are all different—that is good; my fellow believer is not the enemy.
- Problems become opportunities for the team we are on to show how big God is—the bigger the problem, the greater the glory for God!

## OVERWHELMED

- Evaluate your sleep and eating habits—food and rest provide energy to work and think; everything will shut down if you don't get enough.
- Next step in sequence—figure out the next small thing; you may have knowledge of all the things that need to be done, but right now you can only do one. Break it down to a small enough job that you can do it in the next hour.
- “Be still and know that I am God,” Psalm 46:10—God is bigger than whatever is overwhelming. Look to Him for help and rest in His knowledge of your limits.
- Learn from it—what could I do, train, change, or limit next time so that this does not happen again. Some things are caused by an act of God, but sometimes our own decisions are the cause of our hardship.
- Guard your responses—this is a time of testing and spiritual warfare; work hard to respond in a way that shows you love God and love others. Think about what you say. Look again at what you are writing. Pause. Then react biblically.

### OPENING QUESTION

Q. How does God use “overwhelmed” to grow us?

A. There is nothing that we can trust in other than God. It's a spiritual tool not just a temporal circumstance.

### CLOSING THOUGHTS

- Take 10 minutes to do something kind for someone else.
- It might not seem like it, but people begin to avoid sharing with an overwhelmed person.
- Don't be a martyr—being overwhelmed should not be a permanent state of being.
- What is God teaching you?

## OWNING RESPONSIBILITY

- Teach it to them—verbal teaching, written processes, and testing to prove understanding are critical first steps of owning responsibility. Without this, we are committing the very bad habit of “dumpagation,” giving responsibility without the time or teaching necessary to get it done right.
- Give it to them—the teacher’s responsibility to let the student do it. This requires trust and shows gaps in the teaching or learning process.
- Help them keep it—don’t take it back, but help them figure out the problems that they have created. This tests the teacher’s love and loyalty to the student.
- Ask for improvements—once a minimum requirement is achieved with the responsibility then this becomes the next steps of growth. Few things are more encouraging to a person than being able to improve the responsibilities he has. As a leader, work hard to help your team with improvements.
- Notice a job well done or poorly done—be honest, do it regularly, be generous with your compliments and compassionate with your adjustments.

### OPENING QUESTIONS

Q. How do you get somebody to take on responsibility?

A. The problem could be with either the giver or the taker.

Q. If you are accountable for a responsibility, do you still own it?

A. Yes. Accountability should take less time than responsibility, but now the item has multiple owners.

### CLOSING THOUGHTS

- How you handle failure, or the possibility of it, shows your trust level.
- Start small but keep adding.
- There is a limit, and it is not the same for everyone.

## OWNING THE STAGE

- Walk with confidence—move quickly to your mic, podium, or spot; act like a person who is looking forward to saying something and has a sense of purpose, not tentative or halting. If you're nervous, take the time to stop and take a deep breath.
- Use your announcer's voice—not yelling, but not conversational. Practice it. Be comfortable with that voice.
- Never get rattled by misbehaving technology, hecklers in the audience, lights, cameras, etc.—stay on point and deal with whatever your situation is.
- Once you have used the stage to say what you were going to say, give it back or give it up—some of the most uncomfortable times for an audience member is seeing a person trying to get off the stage. Don't keep repeating yourself.

### OPENING QUESTION

**Q.** What are the characteristics of a wimp?

**A.** Write up a good list—most items would be on the avoid list when it comes to owning the stage.

### CLOSING THOUGHTS

- A list of what you plan to say is helpful to keep you moving from point to point.
- Believe your content is helpful.
- Owning the stage should never make the audience feel small—be careful that you do not come across as condescending.
- Others will create their first impression of you before you say your first word; you might have a minute to cement or change their impression.
- Watch others to see how they command attention; you can learn from good and bad examples.

## PERSONAL AT WORK & WORK AT PERSONAL

- Purpose of the moment—what is this time set aside for? Respect the purpose. Single track minds and uni-presence mean that we can really only do one thing at a time.
- Personal moments in work times—long moments (e.g., breaks, meals, end of day, waiting): key is transition back to work; short moments (e.g., “Hi, how are ya”): key is it doesn’t slow you down.
- One affects many or many affect one—cumulative effects of moments.
- Fellowship of the work—the work is ministry, does build friendship, is encouraging, and is the design of a portion of my time.
- Reassigning the purpose of the moment—not for convenience; communicated and compared; intentional beginning, ending, and continuation.

### OPENING QUESTIONS

Q. How do you know when to stop and talk or get going and work?

A. Depends on the priority of the moment

Q. What parts of our job allow us to talk and work at the same time?

A. Not everything! Only the things that are so simple or redundant that it allows you to think and work about two different things.

### CLOSING THOUGHTS

- Watch for bad habits that become standard expectations and rob you of your work ministry.
- Consider how your phone is used for both personal and work times and make sure it is a tool for the moment going both directions.
- Is there one person in your life whom you need a strategy to keep them from distracting you from the purpose of the moment? What is your strategy?



## PERSONAL EVALUATION

- Look up to God—not sideways to others or down at your own expectations.
- Don't be satisfied with "good enough"—be open to grow, change, and try new things.
- Let others give input—ask for it!
- Be honest—about your heart desires and motivations.
- Slice and dice—look at small steps and small pieces:
  - Monday, or any other day of the week
  - First five minutes of your day
  - Break time
  - Meeting a new person
  - Weakest part of your week
  - Your personal friendship with God

## PERSONAL EVALUATION

### AREAS OF IMPROVEMENT

- Relationships (God, co-workers, family)
- Monday through Friday, Saturday, and Sunday
- Beginning and ending of the day
- When I have been hurried, late, forgetful, or barely made it
- Need to learn, change, stop, or start

# PERSONAL EVALUATION

## HEAVY QUESTIONS

- What five things do you want to do better this next year?
- What are your life goals?
- How do you plan to use your day off to show what you believe about God and His Word?
- How do you plan to make your relationship with God better than ever?
- List the one fear that holds you back. What does God say about that fear?

## SO-SO

- What are five verses on trusting God and one area you need to apply them?
- What lessons have you learned in past three years?
- What are the 20 passages that have been the most helpful to you?
- What do you want to learn about in the next year?
- What are seven words that you would like to be known for?

## LIGHT QUESTIONS

- Bucket list—what things would you like to do, see, or experience before you die?
- What are your top 10 things to do in the next 40 days?
- List the 5 to 10 people you are closest to—how do you plan to encourage them by January 1?
- How has God provided in the past?
- Things worth remembering—e.g., quotes, truths, phrases that are biblical.

## HONORABLE MENTION

- What questions could you ask at our Ministry Bound Meeting?
- What items are on your wish list—under \$20? over \$200?

# PERSONAL VISION STATEMENT

By Walt Brock

- Begin with prayer, asking God for discernment and an understanding of His Word and will.
- Ponder\* on your life path (*Proverbs 4:26*) and begin crafting a vision statement that is compelling and consistent with your beliefs, the way God has created you (*Psalms 139:14-16*) and your life and times (*Esther 4:14*).
  - \* Ponder = To weigh in the mind; to consider and compare the circumstances or consequences of an event, or the importance of the reasons for or against a decision (Webster)
- Craft a doable (gives hope) vision statement that is rooted in a reason (purpose) and challenging (requires commitment and faith).
- Break down the vision statement into manageable and sequential steps (plans, goals, and priorities).
- Work hard at it with intention and initiative, take the first step, and then take the next step, trusting God to direct your life path (*Proverbs 3:5-6*).
- Bonus: Remember the A, B, C's of communicating your vision—Accuracy, Brevity, Clarity

## QUESTIONS TO PONDER

- Have you ever wondered where the path of your life will take you?
- Life is a journey on a path that leads to a destination. What is your vision of that destination?
- What is the difference between living reactively or living proactively?
- Did you ever wonder if God has a purpose for your life?
- What is vision? Vision is seeing in the mind's eye God's will for the future. It is seldom detailed like a road map, but much like a compass gives direction for action and a sense of eternal purpose.

## PETS

- People are more important than pets.
- Pets need training.
- Love blinds—the pet’s owner loves the pet more than anyone else. What is cute to the owner is not always cute to others.
- Pets need care and attention; they cost time and money.
- Pets are mostly for your personal benefit; occasionally they benefit the community.

### OPENING QUESTIONS

Q. What is the best/worst pet you have had (from your childhood to the present)?

A. For better or for worse, we tend to like our pets.

Q. Would you say that pets help your friendships with people or hurt them?

A. We are normally thinking of other people’s pets hurting our relationship with them because of how their pet affects us. We tend to not realize how our pet affects others.

### CLOSING THOUGHTS

- How do you know when your pet has crossed the line? What do you do about it? There must be a point where people are more important than animals.
- Discuss the real cost of pets. It is much higher than most people think when they are looking at the little puppy in front of Wal Mart.
- Be careful that your emotional attachment does not cloud common sense and good judgment.
- Make hard choices!

## PLANNING ROOM

- If the Lord wills—*James 4:14* puts our plans in context. God's plans are bigger and more important than ours. Our goal is to make plans that would please and glorify God.
- A tool to communicate yes and no—it is impossible to say yes to everything that seems worthy. A planning room/wall helps you gather everything in one spot and make a priority decision about what is next.
- Squeaky wheel defense—helps you remember the important things when a new item shows up or a gift requires a choice.
- The context of planning—providence (sovereign power of God to sustain and bless), philosophy (why we do what we do), people (how do we grow them and how are they gifted now), process (how we do what we do), property (the physical tools we have to do what we do), program (communicating the truth of God's Word), and plan (how we see each of these items working together the best way possible).
- Dreaming and vision is seeing the destination or goal, planning is seeing the steps that get you to the end goal. Sweat the details

### OPENING QUESTION

Q. Do you like plans?

A. You will probably get a wide variety of love/hate statements. Explore why people have strong opinions. Plans can become so big that they are a god in your life or so ignored that we spend more time and energy on trash than plans.

### CLOSING THOUGHTS

- God's plan will not always match yours.
- Think beyond this year . . . go 5 to 10 years out.
- 3% plan, 97% sweat!

# PREACHING

By Dave Marriott

- Textual accuracy—the preacher has a stewardship before God to speak “the oracles of God” (1 Peter 4:11), while “rightly handling the Word of truth” (2 Peter 2:15). If the preacher isn’t content to speak God’s words after Him, he will be susceptible to compromise, novelty, or ear-itching.
- Spiritual preparedness—if preaching will be a demonstration of the “Spirit and of power” (1 Corinthians 2:4), it must flow from the hard work of Spirit-illuminated study and prayer.
- Application—if preaching fails to “exhort and rebuke with all authority” (Titus 2:15) by proclaiming ways in which the text intersects and even transforms daily living, it ceases to be preaching and becomes indistinguishable from an academic exercise.
- Structure—preaching must never be merely verse-by-verse study notes on a particular text. Rather the best preaching is comprised of propositions that are (a) drawn from the text, (b) logically connected to each other, and (c) arranged inductively or deductively.
- Illustration—better preaching is complemented by metaphors, current events, stories, parables, or examples in order to increase understanding or to aid faithful application.

## OPENING QUESTION

What are the notable characteristics of the most memorable or impactful sermons you’ve heard?

## CLOSING THOUGHTS

- Practice! Preaching is both a gift and a craft.
- Stretch yourself by preaching new genres and in various venues!
- Listen to or watch your preaching.
- Seek critical feedback from friends.
- Alliteration is so 90s!
- Say no to illustration books and cheesy anecdotes.

## **ROOMMATES THE BEST**

- Listen often to your life story/problems.
- Share what they don't have to.
- Give up the best spots/times.
- Make time for each other.
- Care enough to push you to grow (don't let you get away with things).

## **THE WORST**

- Forget to turn off their alarm.
- Are loudest the first/last hour of the day.
- Whine about what they don't have.
- Brag about what they do have.
- Attempt room domination by total spread of their stuff (practice territorial minimalism).

## **HOW TO BE THE WORST ROOMMATE EVER**

- Deep and wide—spread your stuff out everywhere.
- LOUD! early and late—not aware of others' state of slumber.
- Be a chore ghost —poof! You're gone.
- Push buttons . . . any and all.
- Be proud—*Proverbs 13:10*, pride = contention.

## SEEDS OF COMPLAINING

- Talk often about what can't be changed.
- Ask questions that encourage discontent.
- Believe you are an expert on all things process and policy, rules, and expectations.
- Take no blame; always have an excuse.
- Notice, share, and tell everyone every time you are on the short end of fair/equal.



## SETTING PRIORITIES

- Collect all the options—what could we do? Make a comprehensive list of everything that you can think of.
- Remember your purpose—review what you are really trying to do. What is the ultimate goal, and how does your area fit?
- Make an initial division—narrow it down to the A list, top 10, most important. Whatever you call it, divide the list into two to three parts.
- Debate and choose—discuss the value of your A list, pick what is #1, then #2, then #3. This now becomes your critical path. Saying yes to one is saying no to all the rest.
- Hold accountable—just because we said it doesn't mean that we are doing it. Hold yourself to your list.

### OPENING QUESTIONS

Q. Why is priority so hard?

A. Because it involves making a choice that will be criticized.

Q. Do you like priorities?

Q. What's the difference between priority #1 and pet projects?

A. Pet projects are normally what is important to a person as opposed to the purpose.

### CLOSING THOUGHTS

- Don't forget to communicate your priority list. Your priorities should not be hidden.
- Pick a way to keep your comprehensive list observable and easy to add to.
- No sense of priority is sure way to invite conflict to your team. Do the work to prioritize.

## SETTING UP A NEW HOME

- Buy some doubles—remote, egg flipper, ice cream scooper, hammer, extension cord.
- Decorating is not practical—that’s what makes it fun!
- Spend extra on things that come between you and the earth—tires, socks and shoes, mattress and sheets, bath mat.
- Give your home presents at Christmas—NEVER confuse your wife’s presents and your home’s presents.
- Hang up what you don’t want to forget.

## SHOWING COMPASSION DURING TROUBLE

- Be with them in trouble—grieve with them like Job’s friends who joined him in silence.
- Speak humbly and pray—you don’t know why this is happening or how it will end. Pray!
- Share a passage that tells about the character of God (e.g., Psalm 23, Romans 11:33–36, Psalm 46).
- Offer simple helps—think of a specific way to help and ask if that would be helpful. If you have been through a similar situation, you have helpful, inside information.
- Remember this time in the future—it is easy to show compassion in the moment of difficulty; being able to remember and help when most folks have moved on is encouraging and needed.

## SPIRITUAL THEME

- God centered—the character of God is the foundation of decisions made by man.
- Soul changing—a person will exist forever. Impacting souls is living a life today for something bigger than life.
- Core truth—these are only found in the Bible. Find the passage that details the core truth of your theme.
- Memorable—something with a handle that can be easily remembered visually or in the wordsmithing. Let this marinate in your mind as you think of all the ways to make it memorable.
- Repeated—able to be reviewed, sent home, etc.

### OPENING QUESTIONS

Q. How do you remember things?

A. Repetition will be a common answer as well as some aspect of ingredients of memorable—e.g., unique, visually stunning, catchy jingle, wordplay.

Q. Is there a phrase that your parents always said?

A. This is the family version of a theme.

### CLOSING THOUGHTS

- Very few things are in the front of your mind. What does it take to put a truth about God in the front of your mind?
- Look for 10 ways to communicate your theme, 10 times to emphasize your theme, and 5 ways to wear your theme.
- Start with your Bible—read, meditate, study. Put in an hour a day for a month on the truth that you want to share. Read what others have written about the truth. Immerse yourself in this truth. You need depth!

## STAGE COMMUNICATION

- We not I—your statements should be ones that include the entire team behind you. On stage our tendency is to say, “I have a great game planned for you” when in reality there is a huge team of “we” who make it possible to play that game.
- Don’t repeat everything . . . only the important things—if you repeat everything, your audience will tune out everything you say, not just the repeated items; if anything is worth repeating, say it first, share the rest of your things, then end with it.
- Be relaxed—a person in a hurry is uncomfortable for the audience and hard to listen to. A written list of what you need to say will help you relax; sometimes we are in a hurry because we are trying to remember everything, and we go too fast.
- Seasoned with humor—your announcements, stage presence, or message doesn’t need to be a comedy routine. Don’t use the same joke over and over or even year after year; come up with new funny things, but only use them on occasion.
- Avoid belittling questions, sarcasm, or long silences or participation gimmicks to control the crowd—treat your audience with respect, love, an expectation that they’re more mature than they are. Don’t be afraid to start talking before you have everybody’s attention; let enthusiasm be natural instead of trying to hype a crowd for little reason.

### CLOSING THOUGHTS

Some of the little habits we have determine how well the audience is going to listen. Working to eliminate even the smallest of bad habits will increase our ability to communicate. Look over this list and pick one that you plan to work on.

## TEACHING CHILDREN LEADERSHIP

- Follow—every good or bad leader in the Bible is determined first by their obedience to God; a child's obedience to his parents is the beginning point of his obedience to God. Begin teaching leadership by teaching them to obey.
- A leader serves (Philippians 2:1–11)—look for small ways to teach service; find ways to serve siblings, parents, friends, those younger and older, church members, and neighbors. Teach children to find and fill the needs of others.
- Trust God—the path to leadership always involves many steps of trusting God; teaching children to trust deals with topics of fairness, fear, and contentment with circumstances.
- Use your strength to help those who are weak—a proud person uses their power to bully those who are weak, but a leader is trusted to use their power/strength to help others.
- Do your own work—parents want their children to do well in school, please every teacher, and thrive in every sport and job; parents need to their children do their homework, work through difficulties with teachers, lose a few games and win a few games. Despite what their grandparents may say, children have weaknesses and will fail on occasion. Don't protect children from every hard time; leadership is learned from mistakes and failures.

### CLOSING THOUGHTS

Begin with the end in mind. What type of child are you training? Take a few moments to list what you are hoping your child will become after they leave your home, then list what character traits needs to be molded and what talents needs to be taught. Now some of those selfish actions and attitudes are no longer cute but rather a leadership training opportunity.

## **THANK YOU**

### **TO A LIFE INVESTOR OR SPEAKER**

- Be specific and repeat a truth you remember or a way they encouraged you to live.
- Share a grand truth—a truth that you learned from them and then taught another person.
- Tell of a change/decision that you made based on their ministry, example, preaching, or teaching.
- I appreciate . . . (something about the way they communicated).
- To God be the glory—how did they point you to God and His glory?

## **THINGS NOT TO DO DURING A CRISIS**

- Don't compare people's troubles—it could be worse . . ., I knew a guy . . .
- Don't minimize grief with trite statements (e.g., "the sun will come up tomorrow," "life goes on").
- Don't question God by asking why did this happen—neither you nor the person in the crisis knows the mind of God or understands all the reasons why things happen to us.
- Don't focus on just one person—most trouble has an impact on many people; don't let the obvious need consume all your efforts at compassion.
- Don't forget to eat and sleep.

## TRUE & FALSE STATEMENTS

- Do your best—within the context of deadlines, resource constraints, and tools available; the goal of doing my best without constraints means I would still be working on my elementary bug collection.
- No is easier—our default is no because it seems like more work to say yes; no needs a reason, other than your personal comfort or laziness.
- Yes is better—this is in the same category as “more is better”; yes with limits, rules, design, and appropriate portion is better.
- When everything slows down . . . —it never seems to slow down because we have no way to stop spending time; time won’t change, but what you have said yes and no to will.
- Winners never quit—difficult times should not cause us to quit, but bad habits and sinful activity should be quit now; one-track minds and uni-presence means it may be wise to move on from one job so that we can start another.

### OPENING QUESTION

- Q. Is there any cliché that your mom, dad, coach or boss used to say often enough that you can remember it today (e.g., “can’t never did do anything”)? Were all of those statements truth?
- A. Scripture is our source of truth; some of these clichés sound good, but they may be false if taken out of context.

### CLOSING THOUGHTS

- Balanced choices usually require multiple principles.
- Beware of humorous statements said so many times that they sound like truth (e.g., “good enough is perfect”).

## USED VS. USEFUL

- Used: only muscle, no mind; when all you want is their help but not any of their input or improvement.
- Used: only next, no overview; spend the extra time to communicate how this job fits into the big picture.
- Useful: they have a part, not extra; communicate their vital role and remind them of its importance to the whole.
- Useful: love the person more than the job; when the job becomes more important than people, it will be obvious by how you talk, set priorities, and manage pressure.
- Used: every job has good and bad parts of it, share it all. Don't give yourself all the best parts while leaving them with the worst parts.

### OPENING QUESTION

Q. Is it possible to feel used or useful doing the exact same work?

A. Mostly yes. Many factors will arise as to how a person feels about their work; many have nothing to do with the work.

### CLOSING THOUGHTS

- God has given us the job of sharing the gospel. He could have communicated his truth many different ways but He chose to let us be a part. He gave us gifts and talents. What a privilege it is to be useful in a cause bigger than us.
- Be careful with your humor. Anyone who feels used will be sensitive to any words that confirm their suspicion that you care more about the job than them. You may have said it in jest but they heard it as truth.



## VACATION

- A week of vacation is not a week of pride/selfishness—don't use the good of the past months as an excuse for a day of sin.
- A "week off" of your full schedule to make possible a "week on" of \_\_\_\_\_. Make a daily list.
- Extra time to learn about God—pick a passage, character trait of God, or topical study.
- Catch up on gratitude—take a look back.
- Find the needy and use what you have to help.

### THOUGHTS FROM VACATION

- First and last impressions are important—a poor first impression can be overcome; a rough last impression cannot be.
- Cheerful and friendly staff make a huge impression—greet guests with a smile, look them in the eye when speaking, help willingly, work with energy and joy, enjoy other staff but don't be distracted by them.
- A little compassion and kindness is even more important than giving people what they want.
- No answers is a big deal. No love is worse.

## WHAT MAKES MINISTRY WORTH IT?

- One is worth it all—one soul is worth more than the entire world; the value of a soul was worth Jesus coming to earth, dying for us, and having the power to provide a way to spend an eternity with Him (*Matthew 16:26*).
- Heaven is wonderful, hell is horrible, and eternity is forever—every person spends the rest of eternity in heaven or hell. Choices made during this short life on earth have enormous impact. We have so little time for such a big impact and get to share these truths with others. I want to join God in heaven (*2 Corinthians 4:17–18*).
- Know God, stand firm, take action—we know that we have an all-powerful God who has chosen to work through people. We get to be part of what God is doing. Front row seats? No! We are part of the team on the field; not just watching but playing, working, living, and being with God (*Philippians 3–4*).
- God loves me, and He knows my frame—He has a design for my life and made me unique for a reason. I don't understand most of it, but I trust God to continue loving me. He has done so much already that I believe it is my reasonable service to give my life to him (*Romans 8; Romans 12*).
- I know the end . . . we win!—I want to spend this one life I have for what matters. What is life all about? I want to be on the winning side doing what matters (*Revelations 5:13; 1 Corinthians 15:58*)

*Therefore, my beloved brethren, be ye  
stedfast, unmoveable, always abounding in  
the work of the Lord, forasmuch as ye know  
that your labour is not in vain in the Lord.*

*1 Corinthians 15:58*

## WORDS THAT CAN HELP DURING CONFLICT

- Compassionate—your care and concern for another should come out in your words, as if you are walking in their shoes; no one can read your mind.
- Understanding—list to understand and keep asking questions until you are confident you understand what they are saying; learn the other person's position first.
- We vs. *they* statements—start with things you know both of you agree on.
- Calm, gentle, and humble spirit to every word you speak—you are not ready to talk until you are in control of your emotions.
- Biblical truth in love—what God says is so much better than what we say; let Scripture flow throughout your conversation.
- Bonus: Sometimes silence is the best thing—grief, tragedy, unexpected loss . . . many of these deal with the conflict of someone's plan not being what his present circumstance is; our presence in silence can sometimes be the most helpful thing for someone else.

## WORDS THAT CAN HURT DURING CONFLICT

- Jargon and big words—use words that are as simple as possible to say what you mean; jargon and big words are sometimes just an ingenious way to beat around the bush. Saying nothing would be simpler.
- Words that categorize and divide—sometimes we add non at the beginning of a word (e.g., *Program* and *non-Program*); *Program* and *Operations* would be better. Be careful to not minimize a group's value, contribution, or abilities. This often happens between men and women, old and young, experienced and new, etc. Some of these categories can be over-generalized or unintentionally condescending.
- Superlatives—the Bible is the only place that we can rely on superlatives (e.g., every, all, never, always, and forever). Avoid using superlatives unless you are quoting them from Scripture.
- Humor—conflict is a difficult time when people are listening closely not only to what you are saying but also to how you are saying it; humor has little place between the people in conflict, and to attempt humor is an invitation to be misunderstood.
- Exaggeration of any kind—even little exaggerations will add fuel to the fire of conflict; it would be better to understate the facts than to overstate them.
- Bonus: Words spoken too fast or too long—during conflict you want to have a back and forth conversation with plenty of time for all parties to think about what has been said as well as time to respond before the next point is piled on.

## WORKING WITH VOLUNTEERS

- Recognize their gift of time—the value of their gift is determined by how well we use their time.
- Recognize the part they play—not more (flattery) and not less (pessimism); value the part by showing how it fits in the whole (e.g., orientation, history).
- See the unseen—example/imagine (e.g., camper/soul/eternity).
- Encourage one another—building people is better than building stuff. Share your testimony and learn theirs. Note a job done, well done, progress.
- Measure progress often and minutely.
- Rookies don't know traditions, names, humor, or personalities—they only know what they are told.
- Be close enough to catch a bad decision before it becomes a bad action.
- Give God glory.
- They get to have a single track; you don't.

## YOUR TEAM

You are responsible to do several things for your team. Evaluate your leadership with this list and figure out what your team needs you to improve.

- Teach knowledge—facts, details, processes; knowledge becomes some of the building blocks necessary to put strategies into play.
- Understand and communicate strategies—understanding how we plan to get to a goal; this will involve understanding our situation and how others could react.
- Provide inspiration—a reason to do all the hard work that is bigger than us.
- Hold accountable—what happens when the work is not done or is done incorrectly; evaluate character, communication, and processes.
- Delegate responsibility—give the job and resources away; communicate to others all new responsibilities.
- Bonus: Provide improvements—how can it be better? how can I get things for my team?

FIVE HIGHLIGHTS FROM STEPHEN COVEY'S  
***THE SEVEN HABITS OF  
HIGHLY EFFECTIVE PEOPLE***

- Summary Sentence—designed to help the development of personal and interpersonal effectiveness. It moves progressively on a maturity continuum from dependence to independence to interdependence. Simple concepts that are challenging and helpful to everyone no matter where they are at now.
- Best Chapter: Section 2, Habit 2, Begin with the End in Mind—the author discusses the concept that everything is created twice, once in your mind and again in a physical sense. The importance of a belief system, principles, and a purpose are discussed.
- Helpful Homework—in part 3, Paradigms of Interdependence, Covey challenges readers to make six major deposits that build the emotional bank account: understanding the individual, attending to the little things, keeping commitments.... This is a great discussion with anyone you spend time with.
- Definitions—a habit is the intersection of knowledge, skill, and desire. Knowledge is what to do and why, skill is how to do it, and desire is the motivation, the want to do.
- Chart or list worth noting—in Habit 1 on being proactive is a small chart of reactive and proactive language. You may find this a helpful tool to teach communication by expanding the chart to include some of the words used by a reactive employee.

**CLOSING THOUGHTS**

- Sharpen the saw (Habit 7) is a great visual picture that helps anyone close to burnout.
- There is more recognition of spirituality in this book than most self-help books; you will have to come up with your own verse references though.
- Great book for newly minted middle management.

## FIVE HIGHLIGHTS FROM GEORGE THOMPSON'S

### ***VERBAL JUDO*** ***THE GENTLE ART OF PERSUASION***

- Summary sentence—Verbal judo begins with a habit of mind. In Japanese, *ju* means *gentle* and *do* means *way*, thus *judo* means “the gentle way.” Verbal judo is the gentle way of persuasion.
- Best chapter: Chapter 6—11 things to never say (and how to respond if some idiot says them to you). This chapter lists phrases that we sometimes use during conflict and do not realize how they are coming across to others; common sense advice presented quickly.
- Helpful homework—throughout the book is an emphasis on being able to paraphrase or translate what another person has said. In chapter 10, the author uses a specific sentence that would good homework for us to include in our conversations, “Let me be sure I heard what you just said . . . .”
- Definitions—active listening is a highly complex skill with four different steps: 1) being open and unbiased, 2) hearing literally, 3) interpreting the data, and 4) acting.
- Chart or list worth noting—in chapter 27 the Principles of Impartiality Toward is a list of 15 things that are like a conclusion of concepts. You may not understand each point and will need to read more in order to understand, but if you only read three pages of the book start with these.

### **CLOSING THOUGHTS**

The author's context is training police officers in volatile situations. Your life context may be a bit different, so use wisdom when applying his principles to your situations.



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