



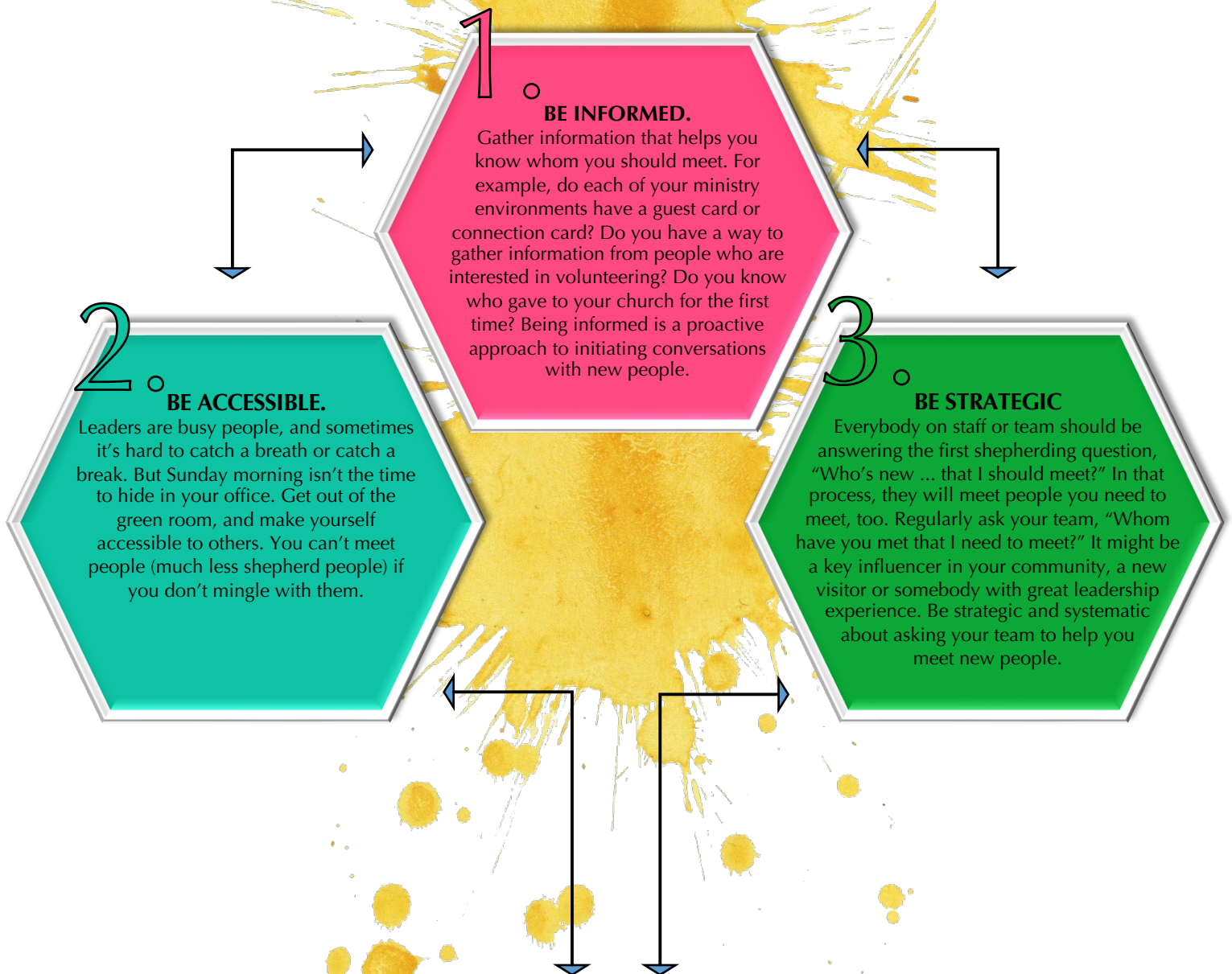
MAXIMIZE YOUR INFLUENCE

three-fifteen
CONSULTING GROUP[®]
"Churches Are Our Passion"

WHO'S NEW... THAT I SHOULD MEET?

Hospitality sets the tone for every interaction we have with people. Without hospitality, you'll never shepherd your team or the new people you meet in your church or organization. That's why it's important to ask the first shepherding question: "Who's new... that I should meet?"

The "Who's new" question will help you notice the person on the fringe, and widen your net to welcome the outsider. Jesus was a master at this. While the religious leaders of His day were coddling insiders, Jesus noticed the outsiders. Even if you're not a naturally out-going person, you can still be hospitable. Here are three tips to help you meet new people:



APPLICATION

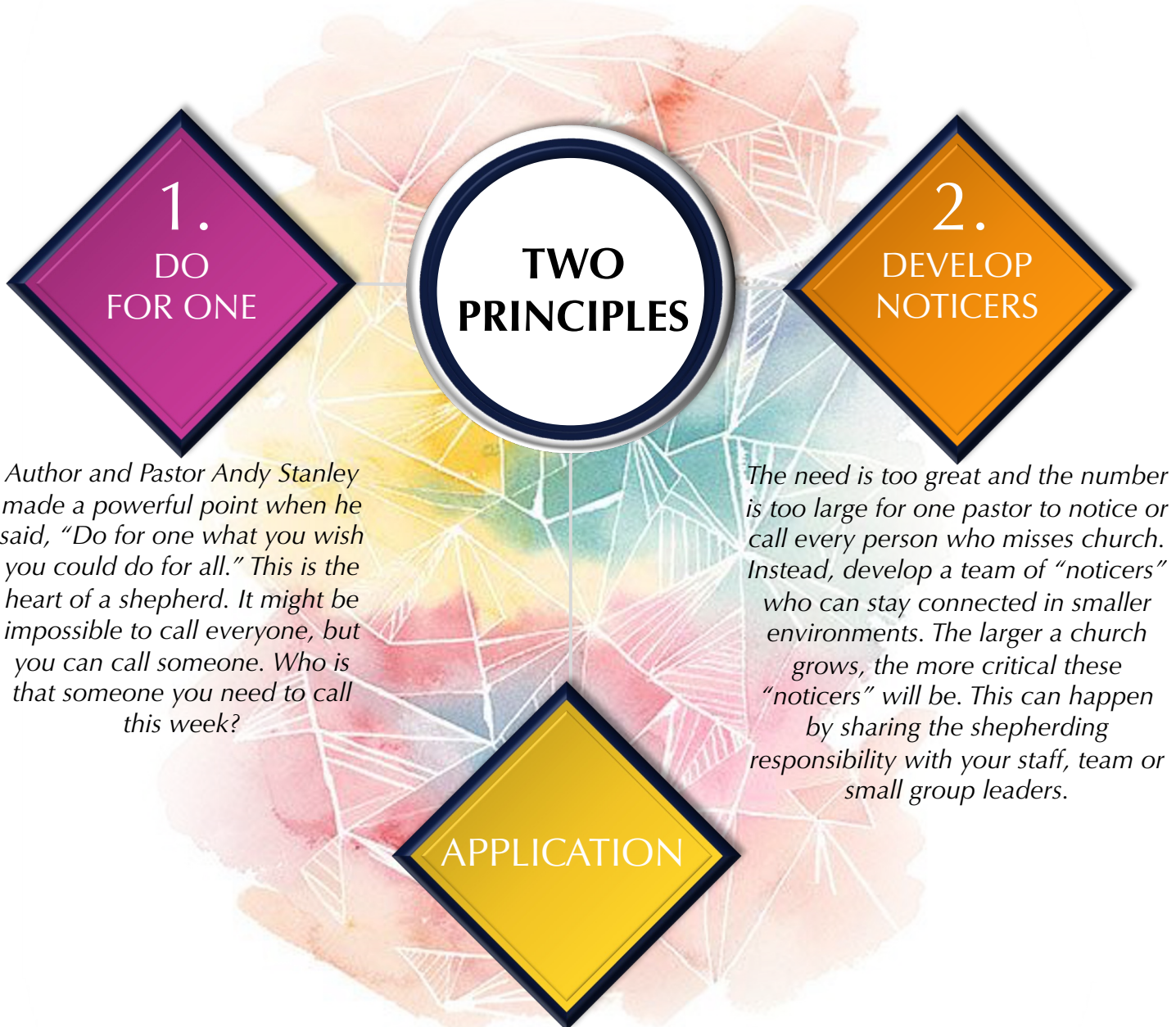
Schedule to meet with somebody new this week. When you connect, ask that person to share his or her story. This is a great way to make a person feel noticed and cared for and to begin the shepherding process.

WHO'S MISSING... THAT I SHOULD CALL?

Jesus valued the missing sheep. He said we should search for the lost sheep. The truth is, searching begins by noticing. As leaders, we have to train ourselves to look for the lost and to notice when somebody is missing.

This particular shepherding question is one that leaders probably get hammered for the most. How many times has somebody missed a month (or two), and now they're offended because the pastor didn't call them (even though you may have called plenty of others)?

No pastor notices every missing person, and it's impossible to call every person who has missed a service lately. But what can you do? I would suggest two things.



Author and Pastor Andy Stanley made a powerful point when he said, "Do for one what you wish you could do for all." This is the heart of a shepherd. It might be impossible to call everyone, but you can call someone. Who is that someone you need to call this week?

The need is too great and the number is too large for one pastor to notice or call every person who misses church. Instead, develop a team of "noticers" who can stay connected in smaller environments. The larger a church grows, the more critical these "noticers" will be. This can happen by sharing the shepherding responsibility with your staff, team or small group leaders.

Take 15 minutes to brainstorm with your team a list of those missing at your church. Take the next week to do a concentrated push toward contacting those who have been missing. Be prepared to pray with and provide encouragement to those you haven't seen in a while.

WHO'S HURTING... THAT I SHOULD ENCOURAGE?

How many times in leadership are we so busy that we don't have time to "carry each other's burdens," or we feel too important to step down from our pedestal to serve somebody in need? I know I'm guilty. Paul's words are a humbling indictment: "If anyone thinks they are something when they are not, they deceive themselves."

Then, in his first letter to the Thessalonians, Paul said, "Therefore encourage one another and build each other up, just as in fact you are doing" (1 Thessalonians 5:11).

So, how should we respond to people who are walking through the darkest storms? Here are three practical ways to provide encouragement to the hurting:

1

• PRAYERS

Never underestimate the power of prayer to bring comfort and encouragement to the hurting. Whether it's in person, by phone or even written in a card, prayers offer deep hope and strength in the middle of life's biggest challenges.

2

• PROVISION

Sometimes people need provision to help navigate tough circumstances. It might be meals after returning home from the hospital, assistance with a utility bill or someone to take care of the lawn during a medical emergency. Providing for practical, everyday needs is a great way to bring encouragement. Don't make assumptions. Simply ask, "How can we help?"

3

• PROXIMITY

There's nothing like a personal visit. Phone calls, texts, cards and social media messages are wonderful ways to encourage people, but sometimes the close proximity of your presence breaks the loneliness people feel in their darkest hours. Proximity also allows you to see firsthand the "unspoken needs" that may require some extra provision. Every hurting person has unique needs, and each one responds differently to the encouragement strategies listed above. Begin by seeking to understand the needs at hand, and then put the spiritual gifts of encouragement, mercy and helps to work.

APPLICATION

Personally encourage somebody who is hurting this week. Then, work with your team to determine how to mobilize the congregation to provide better care for the hurting.

WHO'S SERVING... THAT I SHOULD THANK?

There are three ways people serve in the local church: time, money and prayer. Some people volunteer their time, serving faithfully to make ministry happen. Others serve through sacrificial giving, investing resources in Kingdom-advancing ministry. Still others serve by praying relentlessly for God to bring extraordinary transformation in lives.

Regardless of how people serve, you should thank all of them. That brings us to the fourth shepherding question: "Who's serving... that I should thank?" How easy it is to forget that we wouldn't be where we are without the people who serve alongside us. Like the first three shepherding questions, "Who's serving... that I should thank?" is all about taking notice, and then responding appropriately.

Paul thanked God, and his letter delivered that thanks to the Ephesians. As a shepherding leader, take four simple thank you steps to express appreciation to the people who faithfully serve with their time, money or prayers.

1. VERBAL THANKS

As you're walking through the lobby or a ministry environment on the weekends, give verbal thanks to the people who are serving. This costs you nothing, but it speaks volumes to the people giving of their time and talent.



VERBAL
THANKS

2. WRITTEN NOTES

Take the first 10 minutes of a staff meeting (once or twice a month) to compose handwritten thank-you notes to your volunteers and prayer team members. In addition, send cards of appreciation to first-time donors. Mail quarterly giving statements to all donors, with a short, handwritten note of thanks at the bottom of each letter.

WRITTEN
NOTES

4. ANNUAL APPRECIATION

Find a way at least once a year to provide an extra level of appreciation. This might happen through a fun retreat, appreciation banquet or gift cards to all of your volunteers at Christmas.

ANNUAL
APPRECIATION

PUBLIC
PRAISE

3. PUBLIC PRAISE

Celebrate excellent service publicly. Applaud your parking team when they are serving on a bad weather day. Tell stories during sermons of faithful volunteers who delivered exceptional service. Brag on volunteers in front of their peers. Public praise is a major boost to morale.

APPLICATION

Personally encourage somebody who is hurting this week. Then, work with your team to determine how to mobilize the congregation to provide better care for the hurting.

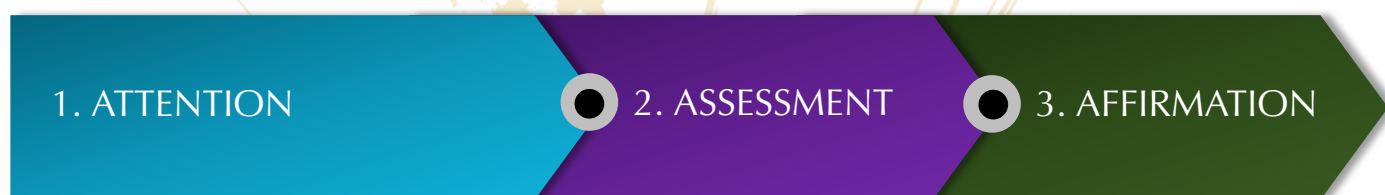
WHO'S EMERGING... THAT I SHOULD BELIEVE IN?

The first four shepherding questions focused on “noticing.” They helped us pay attention to the people around us who are new, missing, hurting or serving. These practical questions help us say to people, “I notice you.”

There's a second set of shepherding questions that are also important. While the first set focuses on “noticing,” the second set focuses on “developing.” The first “developing” question is, “Who's emerging ... that I should believe in?”

The apostle Paul intentionally believed in the emerging young leaders around him. To Timothy, he said, “Don't let anyone look down on you because you are young, but set an example for the believers in speech, in conduct, in love, in faith and in purity” (1 Timothy 4:12).

Here are three ways you can express belief in others:



Before you can develop a leader, you have to pay attention to the potential around you. As shepherding leaders, the ball is in our court to see people not as they are, but as they can be. Who around you shows potential to be more and do more?

Somewhere in the early stages of the leadership journey, you need to assess the individual's potential. This happens best by observing the three I's: integrity, interactions and initiative. In other words, on a scale from 1 to 10, how much *integrity* do they possess (this reveals their character), how do they *interact* with others (this reveals their people skills), and how much *initiative* do they take to get things done (this reveals their work ethic)? A simple assessment like this will reveal potential and provide insight into how they need to grow.

When you affirm the potential you see in others, it helps them believe in themselves. This can be as simple as complimenting a strength, encouraging early steps of initiative, or even looking a young leader in the eye and saying, “You've got this. I believe in you.” Words of affirmation are like jumper cables; they awaken dormant potential just waiting to be tapped.

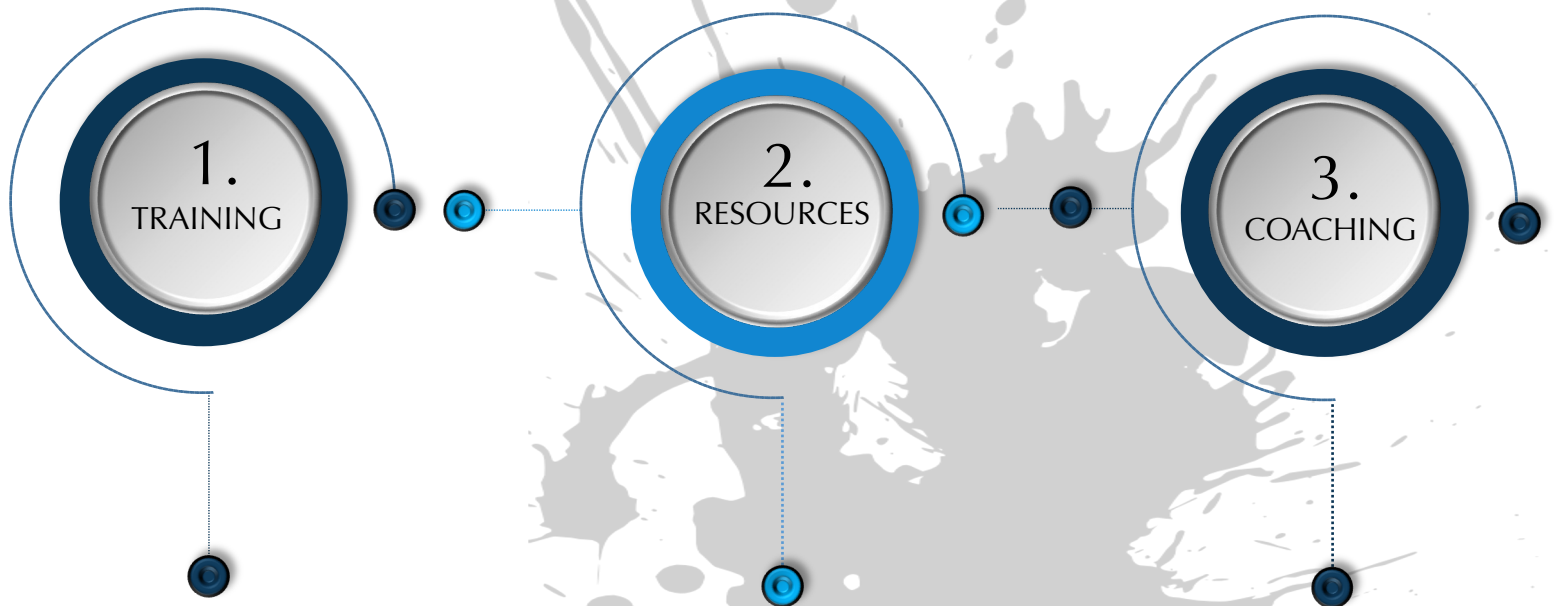
Your belief in people is like a catalyst for development. Each expression of affirmation creates a flywheel of belief that unlocks potential and maximizes momentum.

APPLICATION

Take your first step this week to show belief in an emerging leader. How can you affirm that person? What growth environment can you expose that individual to, or what opportunity can you invite him or her to be a part of?

WHO'S RISING... THAT I SHOULD EQUIP?

People rise one step at a time as leaders. At the various stages of their journey, they need to be equipped with the necessary resources to keep moving forward. In his letter to the church in Ephesus, Paul said, "So Christ himself gave the apostles, the prophets, the evangelists, the pastors and teachers, to equip his people for works of service, so that the body of Christ may be built up" Eph. 4:11-12. Equipping isn't optional as pastors and leaders. It's a mandate. It's primary to our calling. God calls us to equip His people to do His work, and that brings us to the sixth shepherding question: "Who's rising... that I should equip?" People don't accidentally become better leaders. They engage in a growth process that helps them move from where they are to where they need to be. As leaders, we must be intentional about crafting and encouraging intentional engagement in that growth journey. So, what does that look like in practical terms? Here are three ways to equip the emerging leaders around you:



Training comes in all shapes and sizes. You might invite emerging leaders to a conference or seminar, engage them in a small group focused on leadership development or sponsor them to take a course that stretches their capacity. At the very least, you might invite them to a leadership lesson you are teaching to your staff or team.

We live in an age that makes it easier than ever to access great leadership content. As a part of your equipping process, read and debrief a leadership book with a small group of emerging leaders, expose them to podcasts, share and discuss blog articles, and engage in personality, gifting or skills assessments that provide focus for personal growth. Simple growth deposits speak volumes to people and help them feel valued and valuable.

Coaching is one of the best ways to develop leaders. Coaching helps you take A.I.M. at someone's potential by providing *Assessment, Insights and Motivation*. How does it work? In a coaching conversation, assess where the individual desires to grow, provide and draw out helpful insights so they can experience breakthrough growth, and motivate them with words of encouragement and belief. Coaching is so powerful because it provides real-time observation and insight to help a person take giant steps forward. These three ingredients can be practiced personally (without a formal program), as well as included in a church-wide leadership pipeline.

APPLICATION

It's easy to turn equipping into a program. However, the best equipping happens in the context of relationships. Discuss as a team how each of you can personally engage in equipping others. Furthermore, explore how training, resources and coaching can be used in a larger, church-wide equipping process.



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