



The Year of G.R.O.W.T.H.

GENEROSITY. RELATIONSHIPS. OUTREACH. WORD. TITHING. HEALING.

DEVELOPING A FIVE STAR MINISTRY

June 6, 2017

Lesson #3

“MY UTMOST FOR HIS HIGHEST”

- Oswald Chambers, challenge to Christians
- Zig Ziglar – “Excellence is getting the right job done well”
- W. Edwards Deming – Continuation of the Principles of Excellence

PRINCIPLE EIGHT:

Provide a safe, secure environment to share ideas.

- A. People must be without fear in sharing their ideas.
- B. We must have freedom to bring up ideas for change.
- C. Leaders must be secure in receiving ideas; not taking them personally.
- D. Ideas and idea givers must find a nonthreatening, welcoming environment.
- E. You must distinguish between a positive critique and a complaining spirit.

Proverbs 11:14 – Where there is no guidance, a nation falls, but in an abundance of counselors there is safety. NRSV

PRINCIPLE NINE:

Build a team mindset to avoid departmental barriers.

- A. We must be a single team instead of many little teams.
- B. As churches departmentalize they tend to become departmentalized.
- C. We must gather periodically to communicate and share ideas.

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D. Some of the best insights are gained through another's perspective.

E. Ministry leaders must always see the big picture.

Genesis 11:6 – And the LORD said, “Look, they are one people, and they have all one language; and this is only the beginning of what they will do; nothing that they propose to do will now be impossible for them.

1 Corinthians 1:10 – Now I appeal to you, brothers and sisters, by the name of our Lord Jesus Christ, that all of you be in agreement and that there be no divisions among you, but that you be united in the same mind and the same purpose.

PRINCIPLE TEN:

Eliminate slogans and short-term goals.

A. This does not refer to outreach titles or building campaigns.

B. Avoid short-term thinking that provides temporary motivation or improvement.

C. Quality improvement is long-term, ongoing.

Habakkuk 2:3 – For there is still a vision for the appointed time; it speaks of the end, and does not lie. If it seems to tarry, wait for it; it will surely come, it will not delay.

PRINCIPLE ELEVEN:

Avoid numerical goals.

A. Money & worship service attendance shouldn't be our only goal.

B. When quality service becomes the main thing, growth will follow.

C. John 15 says if we abide in Christ, then we'll bear fruit.

D. The goal is not to bear fruit, but to abide in Christ.

Judges 7:4 – Then the LORD said to Gideon, “The troops are still too many; take them down to the water and I will sift them out for you there. When I say, ‘This one shall go with you,’ he shall go with you; and when I say, ‘This one shall not go with you,’ he shall not go.

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PRINCIPLE TWELVE:

Give people ownership.

- A. Tear down barriers that keep people from developing a healthy pride.
- B. Provide a freedom to do what it takes to add their personal touch.
- C. Make sure people have the right attitude & exhibit teamwork.

1 Peter 2:9 - But you are a chosen race, a royal priesthood, a holy nation, God's own people, in order that you may proclaim the mighty acts of him who called you out of darkness into his marvelous light.

John 21:17 He said to him the third time, "Simon son of John, do you love me?" Peter felt hurt because he said to him the third time, "Do you love me?" And he said to him, "Lord, you know everything; you know that I love you." Jesus said to him, "Feed my sheep."

PRINCIPLE THIRTEEN:

Vigorously educate people.

- A. Training focuses on application; education emphasizes what we can learn.
- B. Training without education tends to turn us into robots.
- C. Education keeps us mentally fresh and exposes us to a wider range of information that can help us improve our quality.
- D. Continuing education is the key to staying on the cutting edge in a culture that is changing constantly.

Matthew 28:20 – and teaching them to obey everything that I have commanded you. And remember, I am with you always, to the end of the age.”

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PRINCIPLE FOURTEEN:

Head into action.

- A. We must first adopt the idea of a continual quality improvement plan, and then move to implementing it.
- B. Action must be the next step.
- C. Each ministry needs a quality improvement action plan.

James 1:22 – But be doers of the word, and not merely hearers who deceive themselves.

WAYS TO BEGIN MEASURING QUALITY MINISTRY

1. Chart the last five years of church attendance, membership and finances.
2. Chart the last two or three years of growth for various ministries classes & events.
3. Provide quarterly congregational surveys that seek information in a different area.
4. Provide an ongoing, user-friendly system for new ideas.
5. Provide a recognition system for new ideas that suggest and are used for ministry improvement.
6. Get anonymous feedback surveys from Sunday School class members, small groups, seminars, special events, and periodically at worship services.
7. Reward newcomers with incentives for returning feedback questionnaires after their visits.
8. Remember the difference between ministry ownership and possessiveness.

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