



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

# GENEROSITY. RELATIONSHIPS. OUTREACH. WORD. TITHING. HEALING. DEVELOPING A FIVE STAR MINISTRY

June 13, 2017

Lesson #4

### “EXCELLENCE AS A PROCESS”

#### I. The Description of Excellence

- A. The essence of excellence is more of a process than a product.
- B. Christians grow as they utilize their spiritual gifts.
- C. We grow when we learn how to serve in ministry.
- D. Getting along with people is a priority in the Christian faith.

#### II. The Dedication needed to Ensure Excellence

- A. Too many churches have gotten by with lower standards.
- B. We allow the family feel & relationship orientation to lessen quality.
- C. God deserves the best.
- D. Leaders are caretakers of the culture.
- E. We must intentionally train, monitor, and cultivate quality.
- F. Ministry leaders must lead without getting defensive.
- G. Ministry leaders must not allow conflicts to fester.
- H. Ministry leaders must always inspect what they expect.

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## DEVELOPING A FIVE STAR MINISTRY

### III. The Delicate Manner of Facilitating Excellence

- A. We must not be watchdogs who are always policing people.
- B. Accountability is different from watch dogging.
- C. Accountability is mutual, prearranged & negotiated.
- D. People respond differently to feedback & accountability.
- E. We must have people skills training.

### IV. The Discussions we must have concerning Excellence

- A. Are we facilitating safe idea sharing?
- B. Do we talk about the process itself?
- C. Do we inspect what we expect?
- D. Do we specifically discuss the quality factor in planning & postmortems?
- E. Do we confront people when discrepancies arise in quality improvement plans while celebrating small & large advancements in quality?
  1. Principle of celebration & critique; meet after events to team build & affirm
  2. We are all human & can drop the ball – show love & grace.
  3. We must maintain quality relationships.
  4. Quality improvement is like the wiring or plumbing of a house – hard initially, but once it is up and running we can use it without trouble.
  5. People can become defensive and say, “I’m a volunteer. Why should I have to put up with these standards?”



## KEYS TO EXCELLENCE

### 1. We must possess a passion for excellence.

- **Psalms 8:1** – O LORD, our Lord, how excellent is **thy name** in all the earth! who hast set thy glory above the heavens.

### 2. We are a learning organization.

- **Proverbs 1:5** – A wise man will hear, and will increase **learning**; and a man of understanding shall attain unto wise counsels:
- **Matthew 28:20** – **Teaching them** to observe all things whatsoever I have commanded you: and, lo, I am with you always, even unto the end of the world. Amen.

### 3. We must never settle for mediocrity.

- **Philippians 3:12** – Not as though I had already **attained**, either were already perfect: but I follow after, if that I may apprehend that for which also I am apprehended of Christ Jesus

### 4. We must strive to glorify God.

- **Romans 15:6** – That ye may with one mind and one mouth **glorify God**, even the Father of our Lord Jesus Christ.
- **1 Corinthians 6:20** – For ye are bought with a price: therefore **glorify God** in your body, and in your spirit, which are God's.

### 5. We must live out the Golden Rule.

- Matthew 7:12 – Therefore all things whatsoever ye would that men should do to you, do ye even so to them: for this is the law and the prophets.

### 6. We will give people an opportunity to minister.

- **1 Peter 4:10** – As every man hath received the gift, even so **minister** the same one to another, as good stewards of the manifold grace of God.

### 7. We understand that humans will fail.

- **Romans 3:23** – For all have **sinned**, and come short of the glory of God;

### 8. We will strive to win our community to Christ.

- **Matthew 28:19** – Go ye therefore, and teach **all nations**, baptizing them in the name of the Father, and of the Son, and of the Holy Ghost:
- **Acts 1:8** – But ye shall receive power, after that the Holy Ghost is come upon you: and ye shall be **witnesses** unto me both in Jerusalem, and in all Judaea, and in Samaria, and unto the uttermost part of the earth.

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