

TEAM LEADER TRAINING

WEEK 1

Carrying Vision and Culture

Welcome to Team Leader Training!

Opening Question - What do you carry with you when you come to church?

[Get some responses]

As a team leader, we're going to ask you to begin to carrying a couple things every Sunday: We're asking you to carry Sun City Vision and Culture.

1st thing to carry is a vision for the Sun City Mission:

Mission : What are we doing?

This is not something that is really up for a lot of debate. It's not something that we chose as pastors. It's laid out in scripture.

Christ has given His church a mission. And this is how we articulate it at Sun City Church:

We help people Know God, Find Freedom, Discover their Purpose and Make a Difference.

[What does it mean to help people Know God?]

[Find freedom?]

[Discover Purpose?]

[Make a Difference?]

Here's what we need you to really own as a team leader: How do your team specifically help people Know God, Find Freedom, Discover Purpose and Make a Difference?

- Looks different for kids ministry than for ushers
- Looks different for small group leaders than for Production team members

As a team leader, you've got to be open to constantly cast vision for team members for how they are accomplishing the mission that God has given his church. Why??

1. **People are inspired by vision**
 1. Not by a task list (at least most people!)
2. **Vision Leaks**
 1. It's easy for serving to start to feel mundane, repetitive, task task-oriented
 2. If they don't stay connected to the mission, they'll get bored or burn out
3. **This is how new leaders are developed**
 1. A follower knows what to do...a leader knows why we're doing it.
 2. As a leader, we want you to continually repeat the WHY
 1. Why do we usher?
 2. Why do we greet?
 3. Why do we run sound/lights?

[Analogy of a Road Trip with your Family]

- Mission: We have a destination

The 2nd thing we need you to carry is: Culture

What is culture?

- How it feels around here
- How we do it...how we roll
- It's the Sun City Way
- [Back to the road trip analogy...Culture is the music in the car, the snacks, the laughter]

Every group of people have a culture

- Schools
- Businesses
- Nations

As followers of Jesus and leaders at Sun City,

1. We carry a Kingdom Culture

1. All that the Bible is asking us to do and be
 1. Fruit of the Spirit
 2. Gifts of the Spirit
 3. Holiness and Love

2. We carry Sun City Culture

We'd articulate these primarily through our values and Dream Team cultures:

Values:

1. Outward Focus
 1. We keep our eyes on the city we are called to serve love and reach
2. Generosity
 1. We make a living by what we get, we make a life by what we give
3. Thoughtfulness
 1. We sweat the small stuff
4. Multiplication
 1. We are not the heroes, we're the hero makers
5. Legacy
 1. We build deep, wide and strong

Team Cultures:

1. Love God
2. Love People
3. Love the House
4. Choose Joy
5. Make it Great!

Every Sunday you serve...and every Sunday you don't, you are creating culture. You create culture by:

1. How you show up
2. How you serve
3. How you speak
4. What you celebrate

Here's the thing:

Culture is made up of whatever you create plus whatever you allow.

[You're not being mean...you're guarding the culture!]

Culture is either intentionally cultivated like a beautiful garden, or it becomes an unintentional field of weeds.

- everyone likes the beautiful garden that is free of weeds
- Not everyone is willing to put in the work to remove the weeds

3 Ways to Create Culture:

1. **Model it**
 1. More than anything, this is how culture develops
 2. People are affected by what you do...far more than what you say
 3. Example = worship culture. It's not a teaching series that makes the difference, it's what leaders model.
2. **Mention it**
 1. It does help to articulate it.
 2. It's not just reminding people of culture...it's reinforcing it.
 3. When we declare = this is how we do it! It does call everyone to the standard
3. **Multiply it**
 1. Train others in the culture
 1. Show them how we honor each other while serving
 2. Show them how we make it great with details

I do, you watch

I do, you help

You do, I help

You do, I watch

You do, I'm gone!

How to Lead a 5-Minute Huddle

One of the main ways that Team Leaders infuse vision and culture into our Dream Team is through regular huddles. These short gatherings often take place before we serve together and can shift an atmosphere for the people we are serving.

Basic Structure:

1. **Connect and Celebrate (2 Min)**
 1. We'd like you to start every huddle off with high energy and a celebratory atmosphere. Pick 1 thing from your last serve that you saw that was a win and celebrate. Or share something that you are really excited about. A quick story from the last serve is the best!
2. **Communicate (2 Min)**
 1. This is our place to keep casting vision and improving. Here you can focus on 1 thing you want to emphasize together as you serve. Or it's the place to rehearse one of our Dream Team Cultures. Remember this is supposed to be inspiring and high energy.
3. **Pray (1 Min)**
 1. We want to pray our team into the serve. This short be a short, strong, energetic prayer of expectation focused on the serve that you are all stepping into together. We need the grace of God!

Greeter Example:

Connect and Celebrate (2 Minutes)

“Alright team—good morning! Let’s shake off the sleep, get those smiles warmed up, and lean in. I want to celebrate something from last Sunday: Stephen noticed a guy sitting by himself in the lobby. He greeted him, started a conversation, and helped connect him to someone with a similar story. That guest ended up sitting with a new friend in service—and filled out a connection card afterward. That’s what it’s all about! Every smile, every conversation—it all matters. And you’re doing it so well.”

Communicate (2 Minutes)

“Today I want us to lean into one of our Dream Team Cultures: We choose joy. Joy isn’t a personality—it’s a decision to serve with gladness. Let’s remember: people are walking in carrying all kinds of burdens. We get to set the atmosphere before they even reach the auditorium. So bring the energy, speak life, and don’t underestimate the power of your eye contact, warmth, and intentionality. Someone’s breakthrough might start with your ‘hello.’”

Pray (1 Minute)

“Let’s pray - Jesus, thank You for the opportunity to serve today. Fill us with joy, wisdom, and compassion. Let every person we greet feel Your love before they even hear the message. We welcome Your presence in the lobby, the parking lot, every handshake, every word. Use us today—completely. In Jesus’ name—let’s go!”

Questions for Table Discussion

- How does your team fit into the Sun City Mission?
- If someone is late to your huddle, what value/culture would you emphasize to call them to punctuality?
- Someone on your team keeps talking to other team members instead of focusing on guests. What value would you emphasize in this conversation?
- You are talking with a new person about getting connected. What’s your course of action? What if it’s outside of a small group semester?
- Huddle Practice

TEAM LEADER TRAINING

WEEK 2

Building a Healthy Team

Week 2 - Team Leader Training

Everything Jesus instructs us to do, He models for us. Jesus modeled team ministry. Before launching into public ministry, Jesus gathered a team. When Jesus sent out His disciples to make more disciples, He sent them out two by two.

After this the Lord appointed seventy-two others and sent them two by two ahead of him to every town and place where he was about to go. He told them, "The harvest is plentiful, but the workers are few. Ask the Lord of the harvest, therefore, to send out workers into his harvest field. Matthew 10:1-2 NIV

If the Son of God needed a team, how much more do we need a team for what God has called us to?

During Jesus' time on earth, the only way people thought about leadership was that those on top held the power and control. But Jesus ushered in a new paradigm for leadership.

Jesus called them together and said, "You know that the rulers of the Gentiles lord it over them, and their high officials exercise authority over them. Not so with you. Instead, whoever wants to become great among you must be your servant, and whoever wants to be first must be your slave— just as the Son of Man did not come to be served, but to serve, and to give his life as a ransom for many." Matthew 10:25-28 NIV

Healthy Leaders serve those whom they lead.

- Everyone on the Dream Team should feel served by those who lead them
 - **We want something FOR them...not something from them.**
 - In how we schedule our teams
 - In their training experience
 - In what they gain from being on the team (there's so much more than ministry experience!)

5 Foundations for Building a Healthy Team

1. Clear Purpose & Shared Vision

Nobody likes playing a game where they can't tell if they are putting points on the board

- Like a basketball game with no hoops
- Like a football game with no end zones

Which direction are we headed? How do we know if we are winning?

When the purpose and vision of the team is crystal clear, we're leading well and serving our teams.

- Cuts down on drama (disunity) - when people aren't clear, they bump into each other
- Keeps people fueled with passion - clear vision transforms repetitive tasks into moments of eternal impact. [It's not just greeting...it's setting an atmosphere where people feel like they belong]

- Actually makes a difference, instead of just fostering busy work

“Without vision, people perish [quit the team].” – Proverbs 29:18

How to build this into your team culture?

- Clarify by writing
- Tie Tasks to Transformation
- Repeat the vision [Story from Small Group Leadership - Why do we do small group?]
- Celebrate when you accomplish the purpose and vision. “What gets celebrated gets repeated.”

[Exercise - what’s the end zone for the worship team?]

- Perform songs?
- Presence of God?
- Engaged Congregation?
- Engaged guest?
- Set up for the sermon?

2. Relational Connection & Belonging

Most people aren’t looking for something to do because they are bored. They are looking for a community to belong to. They want to contribute to a mission as a part of a team.

So connection and belonging is the **emotional glue** of a healthy team. It’s what makes people *want* to serve even when schedules are full...kids are cranky...weather is bad...or really nice...or whatever excuses they come up with.

This is deep in the heart of every person. It’s the thing that we “promise” as we pitch next steps every week: come find community. Come find belonging.

One of my great fears as a pastor is that I’d promise that from the pulpit, and then we would fulfill the promise once they jump onto a team.

People are looking to feel:

- **Known**
- **Needed**

This is what your team can provide. When people feel known and needed...and increases the frequency of their church attendance through the roof. There’s a big difference from 1/6 Sundays to at least 1/2!

[My path to pastoring came from being needed on worship] - Lots of pastors were on worship teams

If I’m Known and Needed:

- I can handle rough waters
- I can go through changes
- I feel joy over the long run instead of burnout
- I’m quicker to show grace

How do I build this into my team culture?

- Be intentional about connection
 - Come early, stay late

- Ask personal questions...not just ministry questions
- Gather for fun/relationship outside of serving times
- Include people with responsibility - (example = who prays, who brings snacks, etc)
 - Think: "new people can do it pretty soon" - ARC did this great with me
 - Don't build inner circles...build outward-facing circles

3. Spiritual Vitality & Prayer

This is why we chose team culture #1 as "Love God"

- it's the greatest gift that you are bringing to your team!
- And your primary responsibility as a parking team lead isn't parking cars...it's making disciples! There is a task...but there is a higher purpose!

And if being involved in teams and groups is going to end in spiritual development, it requires an atmosphere on your team that is spiritual.

- We're hosting the presence of God in every ministry
 - Kids
 - Production
- Prayer is the key indicator of humility
 - A humble leader prays because they know they need God
 - A proud leader thinks they can do it on their own strength
 - Proud teams suck to lead

How do I build this into my team culture?

- Include prayer constantly (short prayers count!)
- Check in with people spiritually! (There will always be warfare around this)
 - Follow with texts, prayers, voice memos, etc
- Personally, pray for your team (at least weekly!) - underrated leadership practice
- Model a personal atmosphere that is full of the presence of God! (Non-Anxious)

4. Trust & Empowerment from Leaders

When trust is strong and leaders empower well, Dream Teamers own the mission. When it's missing, people disengage, withhold effort, or simply burn out.

Trust = "I believe in the integrity and competence of my leader."

Trust fosters:

Relational transparency - you want to know what they really think!

Long-term consistency

Willingness to follow direction - if they don't trust you more than they trust themselves, you're going to start to see misalignment and chaos.

People don't typically quit teams....they quit leaders.

Empowerment = "My leader believes in me and gives me real responsibility."

Empowerment says:

"You matter here."

"We need what you bring."

"You don't need to be perfect to contribute."

When volunteers are empowered:

- They lead boldly. (Confidence is everything - nobody enjoys timid environments)
- They bring their ideas and creativity.

How do I build this into my team culture?

- Lead with integrity and competence
 - For example: You can't lie to them...by what you say....or by failing to do what you said you would do. If you do...they won't trust you. And it will destroy healthy culture
- Giving real responsibility
- Asking for input and ideas
- Letting them lead visible moments (huddles, prayers, tasks)
- Not jumping in to fix everything they're learning to lead
- Give encouragement often. (3x more than you think) - everyone loves this!
- Give correction clearly, but with care. (Attach love to every word)
- Focus on development, not just evaluation. (Not this environment sucks...instead, this is who you create great environments)
-

5. Clarity of Roles & Expectations

It means every team member knows:

- What's expected of them (before, during, and after serving)
 - Rally, huddle, what exactly do I do?
- What success looks like in their role
 - What's the win for me personally?
- Where they fit in the overall team structure and mission
 - How am I helping people Know God, Find Freedom, Discover Purpose and Make a Difference?
- Who they report to and how to communicate
 - Who's my leader? Do I text? Call? When do we meet up?

Why this matters:

- When people are unclear, they hesitate. Clear = Confident Serving (brings out the best)
- It burns way more energy to serve through unclear systems and environments = leads to burnout
- If I clearly see it, I can own it and give it away!

"An undocumented standard just leaves people chasing your hidden opinions."

- shoot a video
- Write it out
- Take a picture

How do I build this into my team culture?

- Emphasize the Playbook
- Emphasize the 1-pagers - don't make it a 1-time thing. Create a rhythm where you go over these
- Use short texts/emails for bursts of clarity (I'm having Allie/Ashley do this all of the time)
 - If people say, "I didn't know!"...it's more than likely on you!
- Reinforce clarity during huddles
- Invite clarifying questions (more than you think you need to)
- Give them quizzes to see how clear they actually are (what I do with lead teams)

Potential Application Time:

Write a Team Purpose Statement
Do Relational Health Assessment
Prayer Practice
A “Trust Evaluation” Tool
Design “Expectations Cue Cards” for Huddles

TEAM LEADER TRAINING

WEEK 3

How to Invest in Your Team

Like we said last week, nobody is looking to just jump on a team in order to do tasks because they are busy. They are looking for purpose and belonging. Your team members provide that to each other, but you disproportionately provide that as a leader. That's the nature of leadership.

Because of this, it's SO essential that you don't see yourself as someone with a task to accomplish. But you see yourself as a spiritual leader who is making disciples and investing in people. This is the great privilege of leadership!

1 Thessalonians 2:19 CSB - "For who is our hope or joy or crown of boasting in the presence of our Lord Jesus at his coming? Is it not you?"

Paul was most excited about the disciples that he made! And this is the very mission of the church! It's what we're doing. We're not pouring coffee, parking cars or playing guitars. We're making disciples.

Matthew 28:19-20 CSB - Go, therefore, and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, 20 teaching them to observe everything I have commanded you. And remember, I am with you always, to the end of the age."

"Disciple making is not a ministry of the church...it is *the* ministry of the church"
Your leadership roles in church are mostly about disciple making...and our context is ministry tasks.

What are some of the signs of a lack of discipleship?

1. Lack of Transformation

- Character
- Relationship with God
- Dependence on Christ

2. Lack of Connection

- belonging
- Know and be known
- People are a part of something bigger than themselves

3. Lack of Passion

- loss of mission
- People drift towards complacency not passion
- [example of feeding the campfire] = the leaders job

Romans 12:11 NIV - Never be lacking in zeal, but keep your spiritual fervor, serving the Lord.

Ok, Pastor...I need to make disciples and invest in people...what does that look like?

I want to give you a simple 3 part framework:

CARE
COACH
DEVELOP

- You can use this in 1:1 meetings
- You can think of this every time you serve
- It's a diagnostic to review what your team might be struggling with (do they need more care? Coaching? Or Development?)

What does this look like?

1. Care for the Person

Care = Shepherd the People God Entrusts to You

Every discipleship relationship starts with a foundation of care.

Mark 6:34 CSB - He saw a huge crowd and had compassion on them, because they were like sheep without a shepherd. Then He began to teach them many things.

- Notice that the compassion of Jesus came before his teaching.
- And people can tell if you are driving with a desire to correct a ministry result or if you are full of compassion and ready to invest in them as a person.

"They don't care how much you know, until they know how much you care!" - John Maxwell

"You won't influence people's hands until you influence their heart."

This is one of the big reasons we're moving to smaller teams with more leaders. We want the Dream Team of Sun City to be well cared for!

You don't need to have all the answers. You just need to care consistently.

Practical Ways to Care for Your Team

1. **Check in spiritually and emotionally**
 1. Before serving (you ready for this?)
 2. After a tough moment
 3. A mid-week text (how can I pray for you?)
2. **Celebrate moments that matter**
 1. Birthday texts, remembering a surgery, asking about their kids performance
 2. Celebrate personal wins, not just performance wins
3. **Be interruptible**
 1. Like the good Samaritan!
 2. Like Jesus!
4. **Build rhythms of care**
 1. Schedule texts, calls, put it in your calendar
 2. Notes in my phone for how to love Jamie

The only way to do this is to move through levels of relational depth

1. **Face** – I recognize them.
2. **Facts** – I know basic info (name, job, family, how long they've served).
3. **Feelings** – I know their likes, opinions, passions - sports teams, stores, vacations, etc

4. **Fears** – I understand their inner battles and challenges. (Vulnerable level - things they would share with just anyone)

5. **Faith** – I know how central Christ is in their life. How mature are they in Him? What is He doing in their life? What has He brought them through? What are the passions and dreams of their soul?

2. Coach the Serve

This is one of the way that we demonstrate our Team Culture = Make it Great.

- We don't want a culture that feel haphazard and all over the place. We want an environment that makes guests feel like we thought about them!

[First Time at Highlands - labels, all the water in the same direction]

- Every service there's a team of ushers that are responsible for ensuring that the content in our seat backs are filled and straight in the auditorium (pens, cards, etc)
 - If they all look excellent, it gives a feeling : [What is it?] - Safety, love, honor
 - If they don't, it gives another feeling : [What is it?]

What needs to happen to produce that feeling for guests...is coaching the usher team: "We sweat the small stuff"

"Coaching isn't just correction—it's construction."

- It's not tearing down
- It's building up

People need training all the time to get the feeling: "this is how we do it around here"

- We don't look at phones while we serve
- We don't talk to each other...we are focused on guests
- Here's how we dress when we're on stage

Practical Ways to Coach Your Team

1. Give clear standards

1. Like we talked about last week (written, video). But if they don't know, they can't win.
2. Always be pointed to the why!

2. Model First, Then Mirror

1. Show them before you tell them
2. I do, you watch. I do, you help. You do, I help. You do, I watch.

3. Normalize Feedback Culture

1. Do not stress and think "what if they get mad!?!?" - this is literally what it means to lead = this is how we do it here! Coaching must be normalized.
2. If people can't take loving, kind, feedback and coaching, they can't make it on any team for very long. Because teamwork takes coordination and therefore requires coaching.
3. Feedback is like oxygen = need it everywhere and often. In the moment, afterwards, before the next opportunity.
4. You can't think "they should know by now" - I still coach all of my staff all the time (Kyle for 9 years...coach most services)

4. Coach through Questions

1. "How do you think that went?"
2. "What did you notice that worked well?"
3. "What's one thing we could do better next time?"

4. “Where do you want to grow as a leader?”
5. **Coach both the breath and the bones**
 1. The skill and the spirit
 2. The what and the how
6. **Give Positive and Constructive Feedback**
 1. It requires both!!

But what if people start get involved in my team and screw it up? Isn't it better to just do everything myself?

[2 Pedals of the bicycle - leadership development and excellence]

3. Develop the Potential

Core Value = Multiplication

“We’re not the hero. We’re the hero makers.”

God gives his church leaders for:

Eph 4:12 - for the training of the saints in the work of ministry, to build up the body of Christ

The highest calling of a team leader isn't to run a perfect serve—it's to help people become who God made them to be.

Development is about seeing potential, calling it out, and giving opportunity to grow through responsibility.

This is who you can be!

Practical Ways to Develop Your Team

1. **Give Them Opportunities to Stretch**
 1. Let them run the huddle (after you train them)
 2. Train a new team member
 3. Care for a hurting team member
 4. Pioneer a new initiative
 5. “People don't grow by watching you lead—they grow by being invited to lead.”
2. **Call Out the Gold**
 1. Be the leader who notices potential before anyone else does.
 2. ICNU Conversations
 3. You have to have the courage to speak God's thoughts about them. This is what a prophetic atmosphere looks like!
 4. Don't only pick the easy, obvious ones...find hidden treasure!
3. **Help them understand themselves**
 1. “How are you growing through this?”
 2. “What do you feel like your gifts are that are active on this team?”
 3. You can't wait for people to self-nominate. We need to develop the future leaders of future locations and church plants.
4. **Challenge them Spiritually**
 1. [Invitation and Challenge Matrix]
 2. Challenge = pray, fast, give, show up early, become a team leader...

But Pastor Danny...if I develop them and let them start to take responsibility, the ministry always gets worse!

[Equip through the Dip]

Care, Coach, Develop!!

Activation Activities

1. Practice Relational Depth (5 F's)
2. Feedback Practice/Roleplaying
3. Design a chart for development for your team

TEAM LEADER TRAINING

WEEK 4

Leading Different Personalities

[Story of David, Hudson and Annie's Personalities being different]

- David LOVES people, very talkative...always a little cautious. Might be a 7.
- Hudson loves people...typically less cautious, but more aware of what others think of him. Huge awareness of \$. Seems like he could be a 3.
- Annie, very creative, particular. 1 on the enneagram

Your team is like this! All kinds of people.

The mistake = Leading everyone the same—or expecting them to be like you.

[I spent my first 10 years of church leadership not understanding different personalities]

- never heard of enneagram,
- Never studied myers briggs, or temperments, or disc or anything

The result was a subconscious assumption that everyone that I led should actually be like me.
[So prideful!!]

God actually designs people differently. You'll hear us using a lot of language around Sun City to reference different personalities, temperaments, and motivations. This has become so important to me personally.

- Helped my marriage beyond measure (most all of our conflict comes down to living in the tension of how God made us differently)
- It's one of the most important things we can do to develop self-awareness (an all-important quality for leaders we talked about last week).

If we deeply understand that people on our teams are different, we'll love them and learn how to lead them. If we only shallowly understand this, arrogantly we'll try to force everyone into our mold.

For example = [Task Oriented vs. People Oriented]

- [If the leader is 1 or the other, how does it play out in the culture of the team]
- But what if they understand this? [can achieve a healthy mixture]

Leadership is messy because people are so different!

- Age groups are different
- Men and Women are different
- Every culture is different
- Then within age, culture and gender you have all the personality differences.

Guess what = We need them all!

1 Corinthians 12:20-27 - Now there are many parts, yet one body. So the eye cannot say to the hand, "I don't need you!" Or again, the head can't say to the feet, "I don't need you!" But even more, those parts of the body that seem to be weaker are necessary. And those parts of the body that we think to be less honorable, we clothe these with greater honor, and our unpresentable parts have a better presentation. But our presentable parts have no need of

clothing. Instead, God has put the body together, giving greater honor to the less honorable, so that there would be no division in the body, but that the members would have the same concern for each other. So if one member suffers, all the members suffer with it; if one member is honored, all the members rejoice with it. Now you are the body of Christ, and individual members of it.

In our Discover Purpose Small Group, we use a Discovery Insights Assessment that really tells us a lot about our individual personality. It's very similar to the DISC Test.

1. Dominant (Red)
2. Influential (Yellow)
3. Steady (Green)
4. Conscientious (Blue)

Let's take a look at what these 4 personalities bring to your team:

1. Dominant (Red) people contribute drive.

They achieve results. Very mission oriented. Move the ball down the field. Put points on the board.

[This is me!]

They are awesome on a team when:

- a group needs direction or momentum
- An emergency requires immediate action
- Results matter and they matter now

But they can hurt their team when:

- They treat people as a means to get things done...rather than valuing them as a person
- They act too quickly without thinking
- They focus too much on achievement and don't slow down for enjoyment

2. Influential (Yellow) people contribute Influence

These people are FUN! They inspire others to join in on what they're doing. Abundant energy. Very persuasive. Make people feel good.

[Ryan, Chris, Mel]

They are a great help to the team when:

- a group lacks energy and enthusiasm
- More people are needed to get behind an effort. "Cmon everyone...lets' do this!"
- People need a boost of optimism about what they're doing and where they're going

They can hurt the team when:

- They inflate statements of fact and make promises they can't keep
- They let having fun distract from getting things done
- They show people interest and affection without depth and consistency

3. Steady (Green) people contribute support.

They are the constant calming presence. They have abundant energy to connect deeply with others and build strong relationships on the team. The GLUE!!

This is Kyle, Jason

Great for the team when:

- a group lacks harmony or peace
- People need to know they matter and their work is appreciated
- Crisis or struggle immobilizes people from being able to function

They can hurt the team when:

- They resist change sometimes without even voicing it (Stubborn)
- They refuse to engage with logical arguments that go against their instincts
- They respond to exciting possibilities with apathy or passivity

4. Conscientious (Blue) people contribute clarity

They want things done right! Use accurate knowledge to get it right. They have abundant energy to analyze a team's situation and carefully define proper procedures.

Jamie, Jill, Cortni,

They are great to help a team when:

- a group lacks knowledge or strategy
- Precision and accuracy are crucial down to the details
- Assumption need to be unearthed and questioned

They can hurt the team when:

- they stand aloof from the team or pessimistically rain on it's parade
- They inflict paralysis by analysis, refusing to move until all the details are nailed down
- They act as if logic is self-evident and personal motivation and inhibitions are irrelevant

SOOOO.....How do you know what type of person you are dealing with on the team?

2 Key Questions:

1. Who initiated the conversation you are having?

1. If they did...they're likely an D or an I (Red/Yellow) Extrovert
2. If they waited to be approached, they're likely an S or a C (Green/Blue) Introvert

2. When you're in the conversation, what are they most likely to talk about?

1. If its people and their stories...they're likely an I or a S (Yellow/Green) - people oriented
2. If it's information, ideas, news events, physical stuff...their'e likely a D or a C (Red/Blue) - task oriented

Communicating with Different Personalities

Dominant (Red)

- Don't tell the story...get to the bottom line
- Answer their rapid fire questions about any details that matter to them
- They want to hear your point...but they are already out of time...because they have so much to do. "Be brief, be bright, be gone"

- Ideal Conversation : 60 seconds

Influential (Yellow)

- joke, kid, laugh
- Smile a lot
- Energy is more important than content - positive energy can get your point across
- Make sure you stop the conversation so they can also talk to the other 100 people in the room (They want to skip across the surface in their relational connects)
- Ideal Conversation : 7 minutes

Steady (Green)

- answer their “how are you?” And ask them back. They want to feel known.
- Express interest in the people that you know they care about
- When talking about events...don't focus on what happened...but WHY it mattered to the people it happened to
- Ideal Conversation : 20 minutes

Conscientious (Blue)

- take time to organize your thoughts and deliver them in a logical order
- If they seem board...get straight to the point
- If they are interested...settle in for a lengthy / animated conversation
- Give them room to express and perfect the details.
- Ideal Conversation : 2 minutes to 2 hours (however long it takes to get it clear and right)

[What do you think you are?]

3 Common Mistakes in Leading People with Different Personalities

1. Recruiting People Just Like Yourself

Everyone is a little afraid of people that are different than they are. We like to surround ourselves with people that look, think and act like we do. If your team all looks like you...you might feel safe...but you have limited your perspective and effectiveness.

[I need Yellows, Greens and Blues!]

- need to have fun
- Need to be reminded of what people are feeling and thinking

More personalities slow everything down...but they do produce a more thoughtful valuable result in the end when it comes to leadership.

2. Not Maximizing the Strengths of Different Personality Types

Make sure you know your teams personality so you can maximize their strengths! Everyone loves doing what they are good at. This makes ministry more fulfilling. And it keeps people in the game longer and leads to less burnout.

[Why we do this test in Next Steps]

Maximizing the strengths of each personality:

- Dominant (Red)

- Like to take the lead

- If you are looking for an apprentice, these are easy choices
- They are confident and not afraid to share their opinions. So if you need feedback, they are great!
- They get bored easily...so you have to keep challenging them to achieve new heights.
- They want to feel like they're making a significant difference.
- **Influential (Yellow)**
 - Love to build relationships and make conversation
 - Great in the lobby. Great in team-building environments. Great for parties!
 - They can be mobilized to help the whole team feel personally accepted and positive about what they're doing.
 - They can lead inspiring devotions or great brainstorming sessions
 - Recruiting specialists
 - Welcoming specialists
- **Steady (Green)**
 - Relationships!! The glue
 - Great connectors. Get deep into people's lives.
 - Great for prayer
 - Great for pastoral care and walking with people who are struggling
 - Usually see signs of trouble first
 - Normally have a servant's heart and are great sacrificers
 - They want to help!
- **Conscientious (Blue)**
 - They like to bring their best to work
 - Love functioning with efficiency, effectiveness, and excellence
 - If things aren't going smoothly...you need them. They already know...and already have a system that you should implement.
 - They can get overwhelmed by people...so if you need background tasks done, they are great.
 - Planning Center!!
 - They love it when you listen to their ideas and act on them to improve quality.

Don't get defensive of others gifts that you don't have!! Affirm what you need that's inside of them.

3. Pigeonholing People by Their Personality Type

Here's the tough part...you will only make this mistake once you start to understand personalities deeply. But there's a trap because if you know about it a little...you quickly think you're an expert.

Everyone is an enneagram expert!

Be careful not to box someone in based on their personality. People can be so different!

- Every personality can love people
- Every personality can get things done
- Every personality can lead
- Every personality can have fun
- Every personality can learn to watch details
- Just because 2 people have a similar personality, doesn't mean they'll think and act the same way. There is so much nuance!

Make sure the type doesn't become the stereotype. We're not trying to label people...we're trying to learn about people. The point of learning these personality types is so you can more quickly establish rapport, show respect and touch the hearts of those that you are called to lead.

Discussion / Activation Ideas:

Who on your team is very different from you? How have you handled that?
What personality strengths are missing from your team?
Which personality do you find hardest to lead? Why?

Give them a disc test

TEAM LEADER TRAINING

WEEK 5

Navigating Conflict

Opener = Any stories of conflict? [If yes...listen...if no, it proves the point!]
Nobody likes conflict.

I'm comfortable having a crucial conversation...but it still makes me uncomfortable until I have it! But it's a normal part of life and leadership.

It's been said that if you want to go fast, go alone. If you want to go far, go together.

Ephesians 4:1-3 CSB - walk worthy of the calling you have received, with all humility and gentleness, with patience, accepting one another in love, diligently keeping the unity of the Spirit with the peace that binds us.

[What do you see in this verse when it comes to Navigating Conflict?]

- Calling is more important than short term comfort
- Humility and gentleness sets an atmosphere for reconciliation
- You are called to make room for other people's personality differences
 - Not vision differences...or system differences....but people need to feel accepted at the core level of their personhood
- Work HARD to keep unity and peace. It's always hard work. Jesus promised the offenses will come.

Romans 12:18 NIV - If it is possible, as far as it depends on you, live at peace with everyone.

If you are the leader, it disproportionately depends on you! Nobody likes serving on a team where there is conflict. But inevitably, conflict will spring up...so

WHY???

James 4:1 NIV - What causes fights and quarrels among you? Don't they come from your desires that battle within you?

Conflict comes from desires for "our way". (Self-centeredness, pride, or unmet expectations).

What happens to team culture when there is conflict?

1. Private Offense
2. Silent Tension
3. (Or if it's not dealt with) Public Explosions

And the cost:

1. Loss of relationship
2. Loss of respect
3. Loss of momentum

People start focusing on the conflict instead of the mission. [If there is pain in the body, it gets the attention]

So What Do We Do When Conflict Arises?

1. **Pray**
 1. Inviting God in helps EVERYTHING.
 2. We're praying and allowing God to search our hearts
 3. *Psalm 139:23-24 CSB - Search me, God, and know my heart; test me and know my concerns. See if there is any offensive way in me; lead me in the everlasting way.*
 4. BUT..... Do not delay having a crucial conversation because you are "praying about it".
 5. [48 Hour Rule]
2. **Prepare**
 1. This is the pre-meeting heart preparation.
 2. Crucial question = What have I done as the leader to contribute to the conflict? If you share this, you will de-escalate a lot.
 3. Jot down the most important thoughts you want to bring to the conversation
3. **Pursue the Person**
 1. Go after people and pursue peace.
 2. "Conflict is often a communication problem disguised as a character issue."
 3. Do not text or email! Video call if it's really low grade conflict. But try to just get together in person. Body language means so much here.
 4. If they run from you...don't quit!! [things will volcano]
4. **Protect the Tone**
 1. Conflict doesn't get resolved with aggression, anger, or intensity.
 2. *Proverbs 25:28 - A man who does not control his temper is like a city whose wall is broken down.*
 3. *Proverbs 15:1 - A gentle answer turns away anger, but a harsh word stirs up wrath.*
 4. Govern your face, word choice, and tone. You don't need to just freely express all your emotions. That's not the posture that leaders take with those they lead. We are there to serve and bring peace and reconciliation.
 5. Practice active listening: not listening to respond...but listening to understand, repeating what you think they are saying and then allowing them to correct your perception if you aren't in alignment.
 6. I always take paper notes in crucial conversations.
 7. We're always trying to get to dialogue. The free flow of information and perspective. If people don't feel safe, they'll go into fight or flight. Watch for this and work hard to get back to dialogue.
 8. *James 1:19 NLT - You must all be quick to listen, slow to speak, and slow to get angry.*
5. **Plan**
 1. This comes last because at this point, hopefully, you have all the puzzle pieces you need.
 2. A lot of leaders are so happy to be done with conflict, they don't make a plan for what to do differently. And this leads to future conflict!
 3. So capture new plans and write them into your task list in order to make necessary changes.
 4. One crucial step is involving your coordinator/directors in prepping you for the plan. It's just wise to get wisdom. This isn't gossip...this is going to someone who is empowered to coach you and help you love the people that you serve.

These 5 Steps sound simple...but this stuff is challenging! If it was easy...everyone would do it well.

[Fight for a clean atmosphere - love the lost more than being afraid of conflict]

There are **4 Ways People Communicate in the Midst of Conflict**

A- Avoiders

These people are uncomfortable with conflict and confrontation. They will try to avoid it by suppressing their emotions. You will have to coax them into sharing their opinion. Resentment is often building while they're remaining silent. So, it's important to get them to communicate rather than run.

B- Aggressors

[Where are my 8's at?]

These people are verbal and confrontational. They don't hesitate to speak their mind and often do so in a way that others interpret as an attack. It's probably difficult for them to actively listen to others because they're eager to share their opinion. Your role is to help them be humble and listen to others before speaking.

C- Pleasers

These are your passive-aggressive folks. They appear passive on the surface, but their anger is simmering dangerously close to the top. They use sarcasm, blaming others, or procrastination to stall the reconciliation process. To move conversations to resolution, these people need to stop sabotaging the efforts and engage in healthy communication.

D- Peacemakers

This person truly wants reconciliation. They honestly acknowledge the problem and are willing to collaborate for a solution. They work hard to keep from an accusatory tone. They speak respectfully and are willing to compromise to find resolve. This person is seeking to understand, not just be understood.

[Honor and Honest Matrix]

Conflict isn't the Enemy...avoiding it is!!

Matthew 5:9 NIV - Blessed are the peacemakers, for they will be called children of God.

Be a peacemaker...not a peacekeeper!

Activation Activities

1. Scenario Prompts:

- A team member consistently shows up late.
- Two greeters had a miscommunication and now avoid each other.
- A volunteer feels overlooked and has pulled back emotionally.

Ask:

"What's a bad way to handle this?"

"What's a better, Spirit-led way to approach it?"

2. Break into groups and ask:

"What's one conflict I handled well—and what helped me do it?"

“What’s one conflict I didn’t handle well—and what would I do differently now?”

3. Conflict Role Play

4. Identify one relationship or situation that needs a conversation.

TEAM LEADER TRAINING

WEEK 6

Identifying and Apprenticing Leaders

Welcome to our final week of Team Leader Training. You've reached the final phase and are soon to become a Jedi Master Team Leader. And what every Jedi needs is a Padawan. Today we're going to talk about how do you identify and raise up the next leaders within our church. This is an absolutely essential factor in accomplishing the mission of our church.

By show of hands, who has trusted someone to do something and been disappointed by a) that person not doing what they said or b) not doing it well?

Multiplying leaders requires intentional focus for us because this is an area where you'll be guaranteed to get stung by disappointment.

- Judas was part of the twelve
- Paul names the apprentices who failed him
- Jesus warns us that not everyone who starts the race is going to finish it

At that time, many will turn away from their faith. They will hate each other. They will hand each other over to their enemies. Many false prophets will appear. They will fool many people. Because evil will grow, most people's love will grow cold. But the one who remains strong in the faith will be saved. Matthew 24:10-13 NIRV

If it's so painful...why do it?

- The Lord is worth it
 - People serving Jesus by leading in His house bring great glory to Him. Leadership is a spiritual gift that God distributes and it honors Him when we lead diligently.
- The Lost are worth it
 - More leaders = more capacity to reach lost people. Sons and Daughters!
 - This is why we multiply!!
- Our current leaders health and thriving are worth it
 - More leaders = a sustainable pace and load for all

Multiplication is messy but necessary.

"You can have growth or you can have control, but you can't have both"

If we want growth in our churches, it will require us to give up control to others and make room for them to lead as well.

2 Timothy 2:2 - "And what you have heard from me in the presence of many witnesses, commit to faithful men who will be able to teach others also."

Great, where do we find them?

In the house! On your teams. On other teams. Here's the things to be placing on your radar. This is our **Sun City Leadership Profile**.

(I want you to work on memorizing these)

1. **Self-Aware**

1. Someone who knows who they are, who they're not, and is humble about both.
2. Therefore...they accurately perceive their impact on others. Leaders with low self-awareness get it wrong with the team...and with team members.

2. **Unoffendable**

1. Keeps a soft heart even when things get hard. Like water off a ducks back.
2. Quick to forgive, slow to assign blame. Stays planted through conflict.

3. **Influential**

1. They move others towards God's vision. People naturally follow them, listen to them, trust them. They have a "likeable" factor.

4. **Takes Initiative**

1. This person sees what needs to be done—and starts moving without waiting to be asked.
2. Don't wait for permission to add value, solve problems instead or reporting them first, responsible for their own development (read/study). This is the opposite of "passive"

5. **Teachable**

1. Teachable = the willingness to learn what they think they already know
2. Welcomes correction/coaching, pursues growth, doesn't get defensive, loves the "stretch", doesn't say "I know, I know, I know", Submits to authority without giving up their voice

On Sundays, Wednesdays, every day...I've got my radar on, looking for these traits. They could be a potential leader.

How do we engage a potential leader?

1. **Pray for them**

Jesus spent the night in prayer before choosing the twelve apprentices He was going to invest into for the next several years.

The prophet Samuel would have chosen the wrong person to be the next king if God hadn't spoken to him about David the shepherd boy.

A divine connection is more than just chemistry. It's the sense that God is orchestrating the relationship.

[Story of Kyle and Mel]

2. Think through the Leadership Profile

The one we just taught through. Do they exhibit these traits? Where are they strong? Where are they weak?

Notice that we didn't put "Faithful" on there. One of the biggest mistakes that church teams make is promoting based on faithfulness. Just because someone is always here doesn't mean they should lead the team.

3. Confirm their Calling

- Ask questions what God is doing in their life and what they are experiencing as they serve. Listen for the Holy Spirit.
- Talk with your coordinator about what you're seeing in this person's life. [Listen to their counsel and wisdom]

4. Have an ICNU Conversation

"I see in you"

- Call out the gold!
- Don't lead with a need or an "opportunity". Lead with what you see in them. This is powerful when it comes from a leader.

Be bold and clear with your invitation to lead. This is not the time to go soft, be insecure. Just take a big swing and ask.

Vague Asks produce Vague Commitments!

Invite them to apprentice with you as a future team leader.

5. Give them a task and observe

I always say "Before you get married, go on a date!"
Before you give someone a title...give them a task!

Someone who won't serve without a title will murder you when you give them one!

Plus, if you are like me, you see potential and believe in people sometimes to the point of extreme optimism. We need to see their leadership capacity in real life, not just in theory.

Start with a task. Move to a project. Finish with authority.

- A **task** involves a deadline and a review. Did they finish the task on time? Did they finish the task well? How did they receive feedback?
- A **project** involves problem-solving and team interaction. Were they able to break the project into tasks? Did they galvanize a team and delegate to others?
- Authority involves heart motivation and inter-dependency. Did they carry out the vision you gave them? Did they stop to clarify along the way and carry the same heart through the process?

How Do We Apprentice Leaders?

They said yes! Now what?!

1. Apprenticeship requires relationship

A bit more time to touch base before/after serving or leading. Perhaps coffee on a regular basis until they are trained up and launched as a team leader.

Inviting someone into an apprentice role means giving them greater access to your life. You cannot reproduce leadership into someone who doesn't spend time with you.

2- Apprenticeship requires hands-on training

Have you ever had someone give you instructions and they didn't make sense? How many like to skip the instructions part and go right to trying it yourself?

Apprenticeship means slowing down, thinking deeply, and progressing gradually.

I do, you watch. We talk.

I do, you help. We talk.

You do, I help. We talk.

You do, I watch. We talk.

You do, someone else is watching. We talk.

3- Apprenticeship requires feedback

[Go back to your Care/Coach/Develop notes] - It's going to require bold coaching and development.

Activation Activities

1. Look at the Sun City Leader Profile. "Which one of these are you strong in? Which one do you need to grow in?"
2. Challenge Questions: Who has 2-3 of the traits in the Leader Profile but just needs opportunity? Who are you overinvesting in who doesn't show these traits? Who's the one person you could invite into leadership development this week?
3. Role Play an ICNU Conversation