

RENOV8

workshop series

COMMUNICATE

Information, Expectation,

and Healthy

Culture Formation

implementation guide

RENOV8 Workshop
COMMUNICATE:
*Information, Expectation & Healthy
Culture Formation*

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Lesson 1: Team Culture and Communication

1. On a scale of 1 - 10 (10 being the best), how healthy is your worship team culture?

1 2 3 4 5 6 7 8 9 10

2. What's the healthiest area?

3. What areas need significant improvement?

4. Which of those areas are keeping your team from reaching that "next level of exceptional?"

5. When you heard this short definition of culture...

"People like us do things like this." (Seth Godin)

....did anything come to mind specific to your team? If so, what?

Lesson 2: Communicating Mission, Vision, and Purpose

1. Do you already have any guiding statements like a purpose, mission, or vision statement?

If yes, how does it measure up to the criteria in this lesson:

- Clearly and succinctly stated.
- Action-oriented.
- Reminding us why we're doing what we're doing.

If you don't have a purpose or mission statement, a "why we exist and what we're doing about it" kind of statement, then follow the steps to below to create one. Or, if you already have one, use the steps below to revise it, if needed.

2. Answer these questions below in the framework. But don't try to craft a "public" statement. Simply write words, phrases or bullet points to answer each one.

Purpose Statement Framework:

A) What do you do?

B) How do you do it?

C) What benefit do you deliver?

D) And for whom?

3. The next step is to craft a statement from what you've written. Remember, try to keep your statement under 40 words or 200 characters.

If it's helpful, you can frame your statement under these two questions:

- What do we do?
- How do we do it?

4. Now that you've written it, check it against the criteria in this lesson:

- Clearly and succinctly stated.
- Action-oriented.
- Reminding us why we're doing what we're doing.

Also,

- Does it answer these questions: *What do you do? How do you do it? What benefit do you deliver? And for whom?*

And is it...

- Under 40 word or less than 200 characters?

5. Deconstruct it.

After you create a statement that is ready to be a “review” draft—that is, you’re ready to share it with a small group of core team members or leaders—take some time to “deconstruct it.” That is, write a fuller explanation for significant words and phrases.

If you need help with this, rewatch Lesson 2 starting at 5:23

Lesson 3: Write Values that Get Remembered

Follow these steps below to write your three core values.

If you already have core values written, consider using these steps to pare them down to three single words to make them more 'over-arching' and memorable.

1. Answer these questions to help uncover or point to what your values might be:

- What are you crazy-passionate about as the leader of this team.

- What gets your team excited?

- What things upset you or make you angry when they are left undone or done poorly?

- What things upset your team (or make them angry) when left undone or done poorly?

- What have been some of the best experiences you have had related to your worship ministry?

- What have been some of best shared experiences that your team has had together?

Remember, these answers probably won't be your core values, put they are signs pointing to your core values.

2. Set a timer for 11 minutes and write every word or phrase that comes to mind when you think about this question: *What's important for this ministry and me?*

Don't filter. Don't self-edit. Don't ask if that's "really" important. Just write.

3. Look at your list on the previous page. Circle the words or phrases that you think need to be encompassed in a core value.

(Clarification: these words don't need to actually be the core value—they just need to be a part of it.)

4. Of those words you circled, group them together with similar values or ideas. Draw lines between the similar words. Once you complete that, write your grouped word in separate lists.

It's OK if a word or phrase gets put into two different groups.

5. If you have more than three lists, which three lists strike you as the most important? Put a star next to those lists and go the next question. (See #8 if you have more than three lists.)

6. What is an over-arching word (or two-word phrase) that sums up each list? (If you need ideas, thesaurus.com is helpful.)

7. Take a moment to write a short guiding summary statement for each core value:

Core Value 1: _____

Summary Statement:

Core Value 2: _____

Summary Statement:

Core Value 3: _____

Summary Statement:

8. If you had more than three groupings of words, look at each word/phrase in those lists and ask:

- Can this fit as a secondary value underneath one of the over-arching core values?
- Could this be an 'expectation' masquerading as a value? In other words, it's something that's you believe it's important, but it can be spelled out as an expectation or a guideline, and not necessarily a core value.

Lesson 5: Create & Communicate Clear Expectations

Expectation: The belief or anticipation that a specific action or behavior will or should happen, or that a specific attitude or mindset will be maintained.

Policy: an expectation officially and explicitly defined.

Guideline: a recommendation of conduct. It instructs rather than dictates.

Look at your current list(s) of rules, policies, guidelines or expectations?

- Do they directly support the purpose/mission and values?
- Do any need to be reframed as a clearer, more defined policy? Or are any too specific and need be written as a guideline or expectation?
- What else needs to be included in your expectations?

Here are steps to write or modify your current expectations and policies document.

1. Identify every major area of or position inside your worship ministry where you need to have clear expectations. Here's a list to get you started:
 - Church attendance/commitment
 - Relationship with God
 - Conduct (don't be behavior police)
 - Practice/Preparation/Rehearsals
 - Scheduling Policies
 - Qualification/Orientation/Onboarding Process
 - Dress code
 - Development and growth of team members
 - Volunteer Worship Leaders or other leaders within ministry

2. Determine your minimal viable expectations for each of those areas. In other words, try to figure out the fewest expectations to make that area of the ministry or that position successful.

3. Ask this question for each expectation: Do I need to state this as a general expectation, an instructional guideline, or a clear and explicit policy?

4. Write your policies, guidelines and expectations.
 - Focus on one area at a time.

5. Share this draft with core team members, leaders or other people to get initial feedback.

6. Revise, and create a “review draft” for your team. Determine the best way to get that information out and invite your team to weigh-in on it.

7. Make revisions as necessary after team weighs in.

8. Adopt a working draft and begin using it.

9. Review it after a pre-determined period of time (probably at least three to six months). Make any adjustments that are necessary.

10. Create a final draft and adopt it.

11. Return to it at least annually to determine what needs to change in order to living our the core values and growing towards your purpose/mission/vision.

Following Expectations:

For some expectations, you can create standard consequences for not following them. Others will need to be handled case-by-case.

For each expectation or policy, think through what is a sequence of conversations or actions that need to take place if someone doesn't follow the expectation or policy.

Think about this statement, "*You get what you tolerate.*" What are you "tolerating" in your ministry right now?