



PREPARE MODULE #2

LEADER:: CAMPUS OPS | EASTSIDE CHRISTIAN CHURCH

COMPETENCY: How to guide team members through stressful or challenging situations.

OBJECTIVE: Prepare and equip leaders with vital tools to use in a multitude of circumstances.

For leaders in Guardian Ministries and Medical Response Teams, think about these assignments and questions from a perspective that is familiar to your specific types of responsibilities. Or, for leaders in Hospitality and Facilities, approach these assignments and questions from the perspective of those areas of ministry and customer service.

ASSIGNMENTS in this Module:

- Assignment 1 // Read Mark 4:35-41 and answer the corresponding questions.
- Assignment 2 // Read "Leading Through Crisis," by John Maxwell and answer the corresponding questions.
- Assignment 3 // Watch "Calm is Contagious" video clip and respond to the appropriate questions. <https://www.youtube.com/watch?v=8loD9k-lclc>

ASSIGNMENT 1 (read the scriptures below and answer the questions that follow)

Mark 4:35-41 New Living Translation (NLT)

35 As evening came, Jesus said to his disciples, "Let's cross to the other side of the lake." 36 So they took Jesus in the boat and started out, leaving the crowds behind (although other boats followed). 37 But soon a fierce storm came up. High waves were breaking into the boat, and it began to fill with water. 38 Jesus was sleeping at the back of the boat with his head on a cushion. The disciples woke him up, shouting, "Teacher, don't you care that we're going to drown?" 39 When Jesus woke up, he rebuked the wind and said to the waves, "Silence! Be still!"

Suddenly the wind stopped, and there was a great calm. 40 Then he asked them, “Why are you afraid? Do you still have no faith?” 41 The disciples were absolutely terrified. “Who is this man?” they asked each other. “Even the wind and waves obey him!”

QUESTIONS:

1. *Have you ever been in a situation in which you were afraid or overcome by fear?*

Describe that feeling.

2. *How did you react to your encounter? What did you experience physically, emotionally and mentally in that moment?*

3. *What was the immediate response of the disciples as the storm set in around them and overtook the boat? And what happened to the disciple's fear once Jesus calmed the storm?*

4. *As Jesus commanded the wind and waves to be still, Mark describes that there was “a great calm.” How do you explain the significance of this in the passage?*

5. *In moments of high stress or worry, what can we do personally that will allow us to continue to move forward to accomplish the goals in our role when serving and leading at an Eastside campus?*

ASSIGNMENT 2 (read the article below, and answer the questions that follow)

LEADING THROUGH CRISIS

By JOHN C. MAXWELL

[The Bombing at the Boston Marathon in April 2019 reminds] us of a stark reality: we cannot escape crisis situations. Although unable to avoid them, we can learn to lead people through them. In fact, dark, difficult times may be the moments when leadership is needed the most.

While very few of us will ever be responsible to lead in the aftermath of a large-scale catastrophe, we all encounter times of intense difficulty within our organizations. By nature, a crisis urgently demands attention, and yet it can be difficult to know how to respond to sudden adversity. My hope is that this lesson equips you to lead others with poise and confidence through the storms of life.

7 PRINCIPLES FOR HANDLING CRISIS

1) DISCOVER AND DEFINE THE REAL PROBLEM

As Max De Pree noted, “the first responsibility of a leader is to define reality.” Leaders must wade into the mire in order to learn precisely what has happened and to make sense of current conditions.

2) ACT QUICKLY

3) PROVIDE REASSURANCE

The place to handle a crisis is not from behind a desk but in front of the people. A leader’s visible presence during times of crisis inspires confidence and gives others a sense of security. Certainly, the ability of leaders to control their own emotions is paramount during a crisis. In addition, preparation is key. Obviously, some crises are completely unforeseeable. Still, organizations can draw up strategy plans in anticipation of an emergency. Companies

with an emergency plan in place are far better positioned to handle a sudden crisis than those in which the leaders must operate on the fly.

4) SIMPLIFY THE SITUATION

In times of crisis emotions run high and circumstances appear overwhelming. To make clear-headed decisions, a leader has to step back from events to determine the aspects of a situation that are beyond repair and to identify the main issues at stake moving forward. During a crisis, I make a point to withdraw from everything momentarily to list out my top concerns. I then assemble my core leadership team, gather their input, and amend the list accordingly. Putting the main issues on paper helps me to wrap my mind around the crisis and to stay focused amid chaos.

5) ENLIST SUPPORT OF INFLUENCERS

In every organization, a small group of people holds the majority of influence. During a crisis, devote extra attention to making sure key influencers are on board with your plan to handle the crisis.

6) DECIDE TO TAKE ACTION ONE STEP AT A TIME

In a crisis, conditions are in a state of flux. For this reason, plans extending too far into the future are doomed to failure. When confronting a rapidly changing situation, it's wise to concentrate on the near-term. Focus on making the next step, let the dust settle, and then reevaluate the situation.

7) DO WHAT IS RIGHT AND NOT WHAT IS EASIEST

Difficult problems seldom have simple solutions. Refuse to cut corners or to lower your ethical standards to make the situation easier. Instead, hold to your convictions and put the needs of your people ahead of your personal comfort and convenience.

QUESTIONS:

1. *What are some mistakes that people commonly make in a time of crisis?*

2. *John Maxwell states that "leaders must wade into the mire in order to learn*

precisely what has happened and to make sense of current conditions." Have you ever had a time in your life that you had to make sense in an unclear moment? Describe that situation and feeling.

3. *The author advises that a good leader needs to "provide reassurance" to the team in a time of crisis. In your area of ministry and serving, what would be some of the ways you feel you could do this for your team in a sudden situation that is uncertain and challenging?*
4. *In item number 7 of the article, the author addresses the right way not the easy way. Have you ever encountered a time when a leader or someone around you chose the "easy way" in a time of uncertainty? What was the outcome?*
5. *Which of these principles could be taken and applied to your daily life or help define your role as a leader on an Eastside campus?*

ASSIGNMENT 3 *(Watch the short video clip, "Calm is Contagious" and respond to the questions below from the perspective of your area of ministry and role)*

Rorke Denver

"Calm is Contagious"

<https://www.youtube.com/watch?v=8IoD9k-lclc>

QUESTIONS:

1. *In the video, Rorke Denver says that "as leaders, people at a minimum are going to mimic your behavior." Do you believe this statement to be true or false? Explain.*

2. *"Calm is contagious." Write down a list of the behaviors you would expect to find in a leader. Which of them do you carry? Are there any characteristics in your list that might be missing that you would like to have?*

3. *Who is a leader in your community, church, small group, family or work environment, that conducts themselves in a manner worthy of following and how does that impact the people around them?*

4. *In the midst of a crisis and challenging situation, people will turn to leaders to be led. What image would you like to portray to them and how do you attain that boldness?*

LEADERSHIP TAKEAWAYS: (to be completed during group discussion)

1.

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3.

4.

5.

6.