



PREPARE MODULE #3

LEADER:: CAMPUS OPS | EASTSIDE CHRISTIAN CHURCH

COMPETENCY: Engage with team members, possess a positive attitude, and have a customer service focus.

OBJECTIVE: Encourage leaders to reach out and build trust with the community members in which they are serving.

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 the parable of the Good Samaritan and answer the corresponding questions.*
- *Assignment 2 // Read the article "The Importance of Interpersonal Skills in the Workplace" and respond to the questions.*
- *Assignment 3 // Watch the 17 minute video clip of Andy Stanley's "Leading Great" and respond to the questions.*

<https://www.youtube.com/watch?v=pvCVHUPovH4>

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

Luke 10: 25-37 (NIV)

25 On one occasion an expert in the law stood up to test Jesus. "Teacher," he asked, "what must I do to inherit eternal life?" 26 "What is written in the Law?" he replied. "How do you read it?" 27 He answered, "'Love the Lord your God with all your heart and with all your soul and with all your strength and with all your mind;' and, 'Love your neighbor as yourself.'" 28 "You have answered correctly," Jesus replied. "Do this and you will live." 29 But he wanted to justify

himself, so he asked Jesus, "And who is my neighbor?" **30** In reply Jesus said: "A man was going down from Jerusalem to Jericho, when he was attacked by robbers. They stripped him of his clothes, beat him and went away, leaving him half dead. **31** A priest happened to be going down the same road, and when he saw the man, he passed by on the other side. **32** So too, a Levite, when he came to the place and saw him, passed by on the other side. **33** But a Samaritan, as he traveled, came where the man was; and when he saw him, he took pity on him. **34** He went to him and bandaged his wounds, pouring on oil and wine. Then he put the man on his own donkey, brought him to an inn and took care of him. **35** The next day he took out two denarii and gave them to the innkeeper. 'Look after him,' he said, 'and when I return, I will reimburse you for any extra expense you may have.' **36** "Which of these three do you think was a neighbor to the man who fell into the hands of robbers?" **37** The expert in the law replied, "The one who had mercy on him." Jesus told him, "Go and do likewise."

QUESTIONS:

1. *In addition to explaining how to attain eternal life to the expert in the Law, what other principles does Jesus identify in this passage?*
2. *Have you ever experienced a situation where someone was a good "neighbor" to you? What was that like? Contrast that experience with a time when someone was not a particularly good "neighbor" to you; how did that make you feel?*
3. *What are people like who love God with all their heart, soul, strength, and mind? Name a few that you know who embody this.*

4. *How would you apply the teachings of this story to your role of serving as a leader? If you need to realign your thinking a bit, what kind of impact do you think you could make with a few changes?*

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

The Importance of Interpersonal Skills in the Workplace

By Soteris Phoraris

On a scale of 1 to 5, managers rate the importance of having good interpersonal skills at 4.37, just below the 'ability to work in teams' which comes in at 4.49. Although technology is increasingly becoming the interface through which business in most workplaces is conducted, you still require the necessary verbal and diplomatic skills to relate effectively with your co-workers and employers.

For various reasons, interpersonal skills are crucial. More often than not, people lose their jobs because they are unable to work well with others. Below you will find out how these skills can help you navigate the workplace, increase productivity and even advance your career further.

1. Fostering Effective Communication

Interpersonal skills are necessary for the establishment of relationships between yourself and fellow workmates, which leads to a mutual exchange of ideas, information and skills. Furthermore, you establish mutual respect and consideration for one another's opinions and input. Communication conducted in this manner enables the performance of duties, management of tasks and completion of assignments.

2. Keeps the Feedback Loop Open

Most companies attempt to create a dynamic workplace, which adapts quickly not only to internal but also to external variables. An important component for a dynamic workplace is effective communication and an open feedback loop. If you are unfamiliar with the term it is essentially the communication that happens between a task-giver and a task-completer.

During the process, as the person performing the task completes steps, they may ask for feedback from the supervisor that gave them the task. The supervisor then either tells the employee or person that they are doing well or to perform appropriate adjustments. Then this cycle or “loop” is repeated. The reasons why a feedback loop might break down are multiple but undeniably are linked to interpersonal skills:

- Not being approachable
- Not being present both mentally and physically
- Lacking overall communication with your subordinates

An extremely damaging behavior that is very frequently seen is allowing the task to be completed and then giving the person feedback afterwards, especially if they asked for feedback previously and were denied it. It can affect productivity, morale and the quality of work produced. There is nothing worse than a person pouring hours of labor into a project only for a supervisor to come and tear it all down.

3. Expands Your Opportunities

Through connections with managers and fellow workmates, you’re able to gain more exciting opportunities in the workplace and your field of interest. If you make a good impression on colleagues, they’ll be in a position to give you good references or even bump you up to a higher position with more responsibilities and perks, which is an advantage for your professional development.

4. They Make You Relatable

With good interpersonal skills, your colleagues and even your managers positively perceive you as an approachable person. Co-workers are more comfortable interacting with you when seeking your assistance and advice. You’ll find that people become easier to work with, and you can engage with them more meaningfully, making your productivity more fruitful.

5. You Show Social Awareness

Your interpersonal skills show when you have an interest in the well-being of co-workers and customers, and their best intentions at heart, gaining their trust and confidence. A keen sense of perception helps you through various social situations, for instance, where you’re required to work as a team. It also helps you make the right judgment calls and decisions about sensitive work-related issues.

6. Increases Credibility and Customer Satisfaction

You show dedication to customer service and support when you're able to interact well not just with your co-workers, but with your consumers. Diplomacy is imperative because you use it to represent and market on behalf of the company you work for and your employer. Customers see that you don't compromise on productivity, that you are aware of their needs and are willing to act on their inquiries and listen to their input on the products and services you offer.

7. Transparency Creates Trust

According to the American Psychological Association, a whopping quarter of employees in the U.S. do not trust their employers and only about 50% of them believe that their bosses are open with them. A lack of transparency can result in disenfranchised employees and disloyalty amongst the workforce.

If your team feels that not only do they not have a word in the company's activities, but that decisions (like hiring and firing) are also made without any warning, then they are likely to seek other forms of employment. The stress of potential abrupt joblessness or just generally creates a lack of trust in administration and their decisions. Even employees that aren't on a constant hunt for a new job will inevitably be working at diminished capacity due to the chronic stress.

8. Fostering and Maintaining Personal Relationships

Interpersonal skills become much more effective, beneficial and rewarding when they foster meaningful relationships. Not only is it important to build personal relationships in the workplace, but it is also important to maintain these relationships within professional boundaries. Maintaining these relationships can prove to be even more challenging than creating them, as it involves multiple variables like consistency, follow-through and continued empathy. The best way to maintain interpersonal relationships in the workplace is to make them sincere.

9. They Make You an Effective Leader

If you take a look at most lists or articles which talk about interpersonal skills in the workplace, the titles could've been easily "Characteristics necessary to be an effective leader". From fostering interpersonal relationships to establishing trust through veracity and highly developed communication skills are all crucial skills for an effective leader. A leader without the ability to connect with his/her team will inevitably fail, or lose valuable

members of that team resulting in the loss of productivity or burdening other employees with the work left behind.

10. Use Empathy to be a Better Leader

Empathy is a critical characteristic for a leader. Knowing what might be preoccupying your team will help you create a powerful connection with the people you work with. Ultimately each team member is a person, with their own lives outside the confines of a workplace, with their own set of challenges and tribulations. Understanding them will create loyalty, boost morale (which is especially instrumental to productivity) and facilitate communication.

Aside from establishing relationships, excellent interpersonal skills greatly influence group performance and motivates the amount and effectiveness of teamwork in the company. In a workplace, you need to be able to relate with others to optimize productivity. Good interpersonal skills are held with high regard in the corporate world and help you stand out in a milieu of routine job seekers with mediocre skills or qualifications.

Interpersonal Skills List

Active Listening	Flexibility	Patience
Behavioral	Group Facilitating	Persuasive
Caring	Helping Others	Positive Reinforcement
Collaboration	Humor	Problem Solving
Comforting	Inquiry	Public Speaking
Communication	Inspiring Trust	Relationship
Conflict Management	Instructing	Management
Conflict Resolution	Interviewing	Respect
Consulting	Leadership	Responsibility
Constructive Criticism	Life Skills	Sensitivity
Counseling	Listening	Social
Creative Thinking	Mediating	Sympathy
Customer Service	Mentoring	Team Building
Developing Rapport	Motivation	Teamwork
Diplomacy	Negotiating	Tolerance
Diversity	Networking	Verbal
Empathy	Nonverbal	Communication
Encouraging	Communication	

QUESTIONS:

Interpersonal skills are skills that are used to interact in relationships or communication between people.

1. *How do you think that any of these skills the author identifies in the article could be applied to your role as a leader?*

2. *Using the scale 1-5 as mentioned in the article, where would you rank your own interpersonal skills?*

3. *Assignment: take a good look at the Interpersonal Skills List above, and then underline the top 5 skills that you believe you possess and define them.*

4. *Assignment: now circle the 5 skills that if you worked on could take you to the next level in your leadership and define them.*

ASSIGNMENT 3 (Watch the video clip, "Leading Well" and respond to the questions below from the perspective of your area of ministry and role.)

Andy Stanley

"Leading Great" (**Minute markers 17:03 to 33:57**)

<https://www.youtube.com/watch?v=pvCVHUPovH4>

QUESTIONS:

1. *What are some mistakes that you feel leaders (past or present) commonly make when exercising their authority?*
2. *Mark 10: 43-44 (NIV) states, "...whoever wants to become great among you must be your servant, and whoever wants to be first must be slave to all." Describe the significance of this passage. How does this affect your way of thinking about "leadership?"*
3. *If you believed that your boss had your best interest in mind, how could that change the way you approached your workday?*
4. *Assignment for later: once a day for the next week, challenge yourself to ask the following question during times of decision making, "Am I leveraging my authority for the benefit of those under my authority?"*

LEADERSHIP TAKEAWAYS: (to be completed during group discussion)

1.

2.

3.

4.

5.

6.