

# BUILDING A HEALTHY STAFF CULTURE



Community Expectations: Intangible qualities that hold a team together and creates a culture for healthy leaders to thrive. Motivated by a Jesus Centered Leadership.

- 1. Honor and Respect:** The ability to esteem, appreciate and honor your fellow leaders. It means valuing each others points of views. It means being open to being wrong. It means accepting people as they are. It means not dumping on someone because you're having a bad day. It means being polite and kind always, because being kind to people is not negotiable. It means not dissing people because they're different to you. It means not gossiping about people or spreading lies.
- 2. Trust:** Trust is the hardest thing to gain and the easiest thing to lose. Trust is the relational currency that enriches or bankrupts the potential of a community. Trust is about both (Character) and (Competency). It's the ability to rely on the integrity, strength, ability, surety and intentions of fellow leaders. It assumes the best about their heart, motives and actions. Trust involves good communication and seeks out understanding more than just being understood. Trust is the confidence that your fellow leader has your best interests in mind.
- 3. No Triangulation:** Don't let team members turn a two-way problem into a three- (or four-, or five-) way mess. We should guard against what may be the most damaging manifestation of office gossip: triangulation. Triangulation is having an issue with someone and talking about it with somebody else, or more than one somebody. Why is this so damaging? It's pretty obvious: When a team member triangulates a problem, he or she spreads it and magnifies it, without doing anything to solve it.
- 4. Mutual Submission:** The message of mutual submission: I'm here to facilitate your success regardless of where either of us shows up on the organizational church. The assumption of mutual submission: While our responsibilities differ, we are both essential to the success of the enterprise. The question of mutual submission asks: "What can I do to help?" Its all about leveraging my authority and resources for other people's benefit. It declares that your success is my success.
- 5. Resist Absalom Spirits:** The Absalom spirit or principle is a movement of anarchy and disunity. It often involves pride, self-promotion, critical spirit and is easily masked as compassionate caring and concerned.
- 6. Shared Intensity:** This is the work ethic and level of intensity regarding mission and objectives. This equality of commitment and devotion to one another's success fuels camaraderie at a deep level. Ironically trust is cultivated in a community when it is evident and obvious that everyone is sacrificing to the same end. Shared intensity expresses itself through collaboration and partnership involving sacrifice. Shared intensity also works to cultivate a shared experience and cultivating of Spiritual fruits.
- 7. Spiritual Unity:** Unity is the state of acting as one as led by the Spirit. Most often unity is something already possessed and needs protection rather than something acquired. We guard our unity by not tolerating gossip, replacing complaints with confidence, seeking conflict resolution, avoiding passive aggressive behavior and aligning agendas into the shared vision. Unity sees the need for diversity and even differing perspectives, leader styles and giftings. Unity is maintained as we work our differences into a complimenting ethos rather than a conflicting one. Unity recognizes that there are many ways to accomplish a plan and that my way is not always the best way. Unity is preserved when everyone has your back and the backs of their teammates. They voice their support in public and their concerns in private.

8. **Celebration and Promotion:** This is the spirit of humility which seeks to honor and recognize the work or character of others. It plays out in private one on one compliments as well as open affirmation in public. Celebration is the intentional way to connect the work of a fellow leader to the work of God in their life or ministry. Celebration and promotion is the motive to help build the confidence and respect of others in the direction of a fellow leader. It is cultivated when one leader leverages their influence and voice to the recognition of another. The end result is that there is a continual edification of the Lord as seen in the work and character of another. It also, assumes the attitude that we are mutually responsible to establish one another's leadership in the eyes of others.
9. **Agape Love:** A healthy staff culture is portrayed as fellow leaders seek to have the love of Christ towards each other. Agape love as portrayed in 1 Corinthians 13 can best be understood as the components build on each other. The first layer is defined as having the (Right Assumptions): not self-seeking, keeps not record of wrongs and always trusts. Right assumptions will naturally lead to having the (Right Attitude): patient, does not envy, not proud or boastful, not easily angered, does not delight in evil, and always hopes. Finally the Right attitude almost always leads to the (Right Actions): is kind, rejoices with truth, always protects, always perseveres.

With these expectations in place as principles to live by, they become the backdrop for the environment in which healthy leadership can be nurtured in attitude and in action. Practically each staff leader is committed to the following:

- Valuing constructive criticism without jeopardizing the integrity or motive of fellow leaders.
- Developing an environment of affirmation for all fellow leaders.
- Maintaining sensitivity to process in a spirit of patience and understanding.
- Staying accountable to one another.
- Praying intentionally on a regular basis as a group and individually.
- Resisting withdrawal and passivity by being engaged in discussions, listening reflectively, and clarifying where necessary.
- Avoiding defensiveness by evaluating objectively and removing personal ownership to all ideas.
- Pursuing constructive solutions for the good of the whole in a spirit of support, respect, and encouragement for every leader.
- Taking responsibility to resolve misunderstandings or tension.
- Learning and staying informed about current issues concerning Grace Chapel, both globally and locally.
- Resisting the urge to harbor "privileged" information about a leader, staff member, Grace Chapel, or one of its members.
- Maintaining confidentiality at the appropriate level.
- Being quick to forgive and pursuing reconciliation at all costs.