**PEOPLE SKILLS TRAINING**

* PERSONAL CHARACTERISTICS & QUALITIES
	+ Integrity, honesty, trustworthy, and professional
	+ Goal focused, driven to succeed, and leads by example
	+ Organized, systematic, and methodical
	+ Reasonable and good judgement
	+ Positive attitude and optimistic
	+ Proactive and self-motivating
	+ Consistent, flexible, and adaptable
	+ Patient and persistent
	+ Knowledge of all aspects of environment, operations, and core components, as necessary and appropriate. Understand connections and relationships of the many “moving pieces” of the organization.
	+ Dependable and reliable
	+ Selfless, community minded and loyal
	+ Competence in fundamental management
	+ Aware of own strengths, weaknesses, style, etc.
	+ Respectful, Calm, Understanding other’s perspective, compassion
	+ Others
* QUALITIES OF SPIRITUAL LEADERSHIP
	+ Strong Faith in Christ Jesus to Lead and Teach
	+ Open Heart to be filled by the Wisdom and Power of the Holy Spirit
	+ Comfortable using Scripture and other related materials to Teach and Lead
	+ A genuine Love for Christ, the Church, and fellow Church Members and Believers
	+ Deeply centered in their relationship with Jesus
	+ Clearly understand the mission of the church. The mission is the same for all churches.
	+ Help to hold the vision of the congregation before the people. Each church will have a different vision to accomplish the mission. Bulletin insert asking for input and our perception on our vision.
	+ Know their strengths (gifts) and weaknesses (areas of growth). Spiritual gifts survey.
	+ Recognize the gifts of those they lead and encourage their use.
	+ Understand the benefits of shared leadership (team ministry).
	+ Know that God is always with them.
* DELEGATION
	+ Clear Objectives & Outcomes
	+ Standard/Written Work Instructions
	+ Measurable Metrics
	+ Clear Expectations – Performance
	+ Open – Two-Way Communication
	+ Training & Skill Development – Testing
	+ Person’s Motivations
	+ Supervision & Coaching
	+ Corrective Actions
	+ Accountability & Rewards – Incentives
	+ Right Tools & Equipment

**TEAMWORK SKILLS TRAINING**

The “Big Picture”

* Business Objective is Profit = Revenue from Customers – Expenses from Operations
* Core Components used to manage Operations includes Employees – bring Energy
* Teamwork:
	+ Individual employees working together in such a manner that performance improves beyond the point where the output of the team is greater than the sum of the individuals.
* Why not do Teamwork first?
	+ Create Perspective to Understand Value of Teamwork
	+ Clear Business Objectives & How Teamwork Supports Objectives
	+ Need for Common Goals & Communication to make Teams work

How does Teamwork improve Performance?

* Increased Knowledge & Skill
	+ Different Points of View
	+ Different Departments
	+ Same mission, competing objectives
	+ Creative Environment
* Improved Processes
* Specific ways of doing Job – Make easier for others
* Complementing Strengths & Weaknesses
* Efficient Time Management – Shifting Workloads
* Improved Communication
* Reduced Fear
* Expectation of Success
* Positive Attitudes
* Less Blame
* Personal Accountability to Team
* Improved Motivation
* Better Resource Allocation
* Response to Change

Types of Work that lend themselves to Teams

* Quantity of Work
* Requires Diverse Knowledge
* Requires Varying Skills
* Project Work
* Creative
* Significant Resource Allocations
* Clearly Identified potential areas of Improved Performance
* Interdependent Roles

Needed to Build a Team

* Common Goal – Purpose
* Shared Rewards & Consequences
* Communication
* Agreed upon Tasks
* Clear Metrics
* Posted Progress – Central Location of Information
* Select Right Employees
* Committed Employees
* Appropriately Skilled Employees
* Flat Organization Chart
* Respectful Environment
* Earned Trust
* Fairly Distributed Workload
* Clear Roles – Understood Team-Wide
* Cross Training
* Team-Wide Decision Making
* Leadership Commitment
* Recognized throughout Organization
* Team Leader
* Team Rules
	+ We will ……….
	+ We will not ……….

Needed to Manage & Maintain a Team

* Early Success
* Small Steps
* Rewards
* Leadership Participation
* Continued Communication
* Job Shadowing
* Job Rotating
* Rotate Members in & out
* Loyalty
* Selfless
* Genuine Relationships
* Recognize & Appreciate Challenges of other Team Members
	+ “What can I do that will make your job easier?”
* Defend Each Other
* Compromise
* Not Personal
* Flexibility & Consistency
* Managing Change
* Conflict Management
	+ Common Causes
		- Personality
		- Values
		- Perspective
		- Goals
		- Culture
	+ Resolution Process
		- Clarify point of Conflict
		- Establish Common Ground
		- Revisit Goals
		- Separate Assumptions, Opinions, & Facts
		- Get Data
		- Establish Options – Matrix
		- Team Decision
* Solve Problems
	+ Identify Problem
	+ Causes of Problem
	+ Possible Solutions
	+ Decision Matrix
	+ Cost / Benefit Analysis
	+ Test Solutions
	+ Implement Solution
	+ Determine Effective
* Motivation
	+ Remove De-Motivators
	+ Consider Individual Preferences
	+ Provide Incentives for Success
	+ Make Success Achievable
	+ Account for Relationships
	+ Positive Environment
		- Reduce Fear
		- Empower
		- Have Fun
	+ Establish Consequences for Failure
	+ Consider New Employees

Common Problems with Teams

* No Early Success
* Unclear Direction
* Poor Communication
* Overpowering Individual
* Selfishness
* Disrespect & Blame
* Unresolved Conflict
* Unresolved Problems
* Sidebar Decisions
* Poor Leadership
* Negativity

Ending a Team Project

* Objective Achieved
* Success & Failures Documented
* Group Rewards
* Next Project