



Developing a Five Star Ministry – Part III

February 11, 2018

Reverend Tyrone McGowan, Pastor

Chapter 3: “MY UTMOST FOR HIS HIGHEST”

- **Oswald Chambers, challenge to Christians**
- **Zig Ziglar – “Excellence is getting the right job done well”**
- **W. Edwards Deming – Continuation of the Principles of Excellence**

PRINCIPLE EIGHT:

Provide a safe, secure environment to share ideas.

Proverbs 11:14

- People must be without fear in sharing their ideas.
- We must have freedom to bring up ideas for change.
- Leaders must be secure in receiving ideas; not taking them personally.
- Ideas and idea givers must find a nonthreatening, welcoming environment.
- You must distinguish between a positive critique and a complaining spirit

PRINCIPLE NINE:

Build a team mindset to avoid departmental barriers.

Gen. 11:6; 1 Cor. 1:10

- We must be a single team instead of many little teams.
- As churches departmentalize they tend to become departmentalized.
- We must gather periodically to communicate and share ideas.
- Some of the best insights are gained through another’s perspective.
- Ministry leader must always see the big picture.

PRINCIPLE TEN:

Eliminate slogans and short-terms goals.

Habakkuk 2:3

- This does not refer to outreach titles or building campaigns.
- Avoid short-term thinking that provides temporary motivation or improvement.
- Quality improvement is long-term, ongoing.

PRINCIPLE ELEVEN:



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Avoid numerical goals.

Judges 7:4

- Money and worship service attendance shouldn't be our only goal.
- When quality service become the main thing, growth will follow.
- John 15 says if we abide in Christ, then we'll bear fruit.
- The goal is not to bear fruit, but to abide in Christ.

PRINCIPLE TWELVE:

Give people ownership.

1 Peter 2:9; John 21:17

- Tear down barriers that keep people from developing a healthy pride.
- Provide a freedom to do what it takes to add their personal touch.
- Make sure people have the right attitude and exhibit teamwork.

PRINCIPLE THIRTEEN:

Vigorously educate people

Matt 28:20

- Training focuses on application; education emphasizes what we can learn.
- Training without education tends to turn us into robots.
- Education keeps us mentally fresh and exposes us to a wider range of information that can help us improve our quality.
- Continuing education is the key to staying on the cutting edge in a culture that is changing constantly.

PRINCIPLE FOURTEEN:

Head into action.

James 1:22

- We must first adopt the idea of a continual quality improvement plan, and then move towards implementing it.
- Action must be the next step.
- Each ministry needs a quality improvement action plan.



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WAYS TO BEGIN MEASURING QUALITY MINISTRY

1. Chart the last five years of church attendance, membership and finances.
 2. Chart the last two or three years of growth for various ministries classes & events.
 3. Provide quarterly congregational surveys that seek information in a different area.
 4. Provide an ongoing, user-friendly system for new ideas.
 5. Provide a recognition system for new ideas that suggest and are used for ministry improvement.
 6. Get anonymous feedback surveys from Sunday School class members, small groups, seminars, special events, and periodically at worship services.
 7. Reward newcomers with incentives for returning feedback questionnaires after their visits.
 8. Remember the difference between ministry ownership and possessiveness.
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Chapter 4: “EXCELLENCE AS A PROCESS”

I. The Description of Excellence

- The essence of excellence is more of a process than a product.
- Christians grow as they utilize their spiritual gifts.
- We grow when we learn how to serve in ministry.
- Getting along with people is a priority in the Christian faith.

II. The Dedication Needed to Ensure Excellence

- Too many churches have gotten by with lower standards.
- We allow the family feel and relationship orientation to lessen quality.
- God deserves the best.
- Leaders are caretakers of the culture.
- We must intentionally train, monitor, and cultivate quality.



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- Ministry leaders must lead without getting defensive.
- Ministry leaders must not allow conflicts to fester.
- Ministry leaders must always inspect what they expect.

III. The Delicate Manner of Facilitating Excellence

- We must not be watchdogs who are always policing people.
- Accountability is different from watch dogging.
- Accountability is mutual, prearranged and negotiated.
- People respond differently to feedback and accountability.
- We must have people skills training.

IV. The Discussions We Must Have Concerning Excellence

- Are we facilitating safe idea sharing?
- Do we talk about the process itself?
- Do we inspect what we expect?
- Do we specifically discuss the quality factor in planning and postmortems?
- Do we comfort people when discrepancies arise in quality improvement plans while celebrating small and large advancements in quality?

KEYS TO EXCELLENCE

1. We must possess a passion for excellence.

• **Psalms 8:1** – O LORD, our Lord, how excellent is thy name in all the earth! who hast set thy glory above the heavens.

2. We are a learning organization.

• **Proverbs 1:5** – A wise man will hear, and will increase learning; and a man of understanding shall attain unto wise counsels:



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- **Matthew 28:20** – Teaching them to observe all things whatsoever I have commanded you: and, lo, I am with you always, even unto the end of the world. Amen.

3. We must never settle for mediocrity.

- **Philippians 3:12** – Not as though I had already attained, either were already perfect: but I follow after, if that I may apprehend that for which also I am apprehended of Christ Jesus

4. We must strive to glorify God.

- **Romans 15:6** – That ye may with one mind and one mouth glorify God, even the Father of our Lord Jesus Christ.

- **1 Corinthians 6:20** – For ye are bought with a price: therefore, glorify God in your body, and in your spirit, which are God's.

5. We must live out the Golden Rule.

- **Matthew 7:12** – Therefore all things whatsoever ye would that men should do to you, do ye even so to them: for this is the law and the prophets.

6. We will give people an opportunity to minister.

- **1 Peter 4:10** – As every man hath received the gift, even so minister the same one to another, as good stewards of the manifold grace of God.

7. We understand that humans will fail.

- **Romans 3:23** – For all have sinned, and come short of the glory of God;

8. We will strive to win our community to Christ.

- **Matthew 28:19** – Go ye therefore, and teach all nations, baptizing them in the name of the Father, and of the Son, and of the Holy Ghost:



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- **Acts 1:8** – But ye shall receive power, after that the Holy Ghost is come upon you: and ye shall be witnesses unto me both in Jerusalem, and in all Judaea, and in Samaria, and unto the uttermost part of the earth.