The Art & Science

- Commitment to Unity and Harmony
- Intentionality
- Energy
- Vision
- Passion
- Practice
- Teaching
- Exhortation

Healthy relationships rarely happen by accident.
Managing Relationships
Managing Relationships

- Self
- Third
- Other

3
Managing Relationships
Managing Relationships

Communication is the key.
The Power of Facilitation

A facilitator watches process—who speaks, how often, who engages, who withdraws, tone, inflection, volume, etc.
Emotional & Social Intelligence

- Self Awareness
  - Monitor emotions
  - Accurate self-assessment
  - Self-confidence

- Self Management
  - Emotional self-control
  - Transparency
  - Adaptability
  - Achievement
  - Initiative
  - Optimism

- Relationship Management
  - Inspiration
  - Influence
  - Develop & equip others
  - Change catalyst
  - Conflict manager
  - Bridge builder
  - Collaborator/Team builder

- Social Awareness
  - Empathy
  - Organizational Awareness
  - Service to meet needs
Developing a Learning Agenda

Drawing from the 19 E.I. Competencies or the 12 Relationship Builders

1. Identify Strengths
   - Short-term
   - Long-term

2. Clarify Personal Vision
   - Concrete
   - Clear
   - Measurable
   - Feasible

3. Project Outcomes
   - What motivates?
   - What “sticks”? 
   - What works?

4. Determine Learning Style
   - With Metrics
   - Evaluation process
   - Definition of “success”

5. Set Goals & Objectives
   - With Metrics
   - Evaluation process
   - Definition of “success”
Strengthening the Congregational Immune System
Mission Control

Self Space

Control Space 1 = conversation, sharing opinions, beliefs, basic give-and-take, engagement for learning.

Control Space 2 = debate, influence, persuasion, simple argument, basic conflict, attempts to change others.

Control Space 3 = forceful argument, conflict, disagreement, competition, coercion, coercion, disregard & disrespect of others.

Control Space 4 = violence, conquest, win-at-all-costs, forced submission, annihilation, dehumanization.
Congregational Behavior Covenants

- First, Do No Harm, Avoid Evil
- Second, Do Good of Every Possible Sort
- Third, Attend Upon the Ordinances of God
Congregational Covenants

- **First, Do No Harm**

  - Create a list of behaviors and activities that the group agrees are negative, unproductive, and/or unacceptable. These are the things the group and/or congregation covenants together NOT to do, and to not tolerate or allow others to do unchallenged.
Congregational Covenants

- Do All the Good You Can
  - Create a list of behaviors and activities that the group agrees build strong, healthy relationships and that they will work to develop and support. These are things that the group and/or congregation covenants together to intentionally DO.
Congregational Covenants

- Attend to the Ordinances of God
  - Create a list of the behaviors and practices of the Christian faith that build positive feeling and help to strengthen the group and/or congregation, such as prayer, study, fellowship, service, etc.
  - Be as specific as you can be about expectations.
Congregational Covenants

- Congregational/Operating covenants work best when written and explicit.
- They work best when they are created by those who will be bound by them.
- They work best when signed by all in the group/congregation.
- Many congregations find benefit in finding and listing Biblical passages that support and affirm the nature of the covenant.