

LEADERS MEETING

14 July 2020

Entire world had entered a season of incredible disruption

We don't always have the answers and at times we just make things up as we go along and we are certainly making things up as we go along.

But as you said last month these seasons also underscore the need for leadership. Absolutely because uncertainty and disruption are why the world needs leaders in the more uncertainty the more disruption the greater the need from leadership.

your unique role as leaders is to take people on journeys to places they've never been before and we have certainly never been here before.

The challenge of course is those of us who are in leadership we've never been here before either but again, that's what makes leadership necessary.

It's what makes all of us necessary.

UNCHARTERED

Prophetic -

- Plague - first passover where the whole world is at home in their households.
- waves
- I warned about second wave - always a second wave and a third.
- Wars, rumours of wars, plagues, famines, earthquakes etc... these are but the birthpains

- God is present in the home - uncharted

- Devotions more frequently

Spiritual

Organisational

Relational

Wild animals... no longer domesticated... how to camp in the wilderness...

- I can't cook with a microwave.

Slow Down... Show GRACE -

Literally dealing with DOMESTICATED - we are pretty comfortable.

Can you fish for yourself...

Can you open up the BIBLE... how to get food for yourself..

GO to YOUTUBE????

YOUTUBE is not a substitute for your own journey with GOD...

We tend to go to the default...

3 Three essentials that should guide us as leaders

1. During disruption your voice is more important than your words.

- during disruption, people need to hear our voice not simply read our words.
 - Emails and texts, Whatsapp - are great for normal times, but during times of disruption and uncertainty people actually need to hear our voices
 - We're all tired of online meetings - zoom calls but they're essential but not just because you know it allows us to get through our agenda they're more important than ever because in those contexts people can actually hear our voice they can hear our tone, they can hear our concern and again it's it's reassuring.
 - The challenge is some of us in leadership we don't need that perhaps as much as some people do, and like everybody else we might tend to think well people like what I like and don't like what I don't like,
- So just because I don't need a lot of reassuring I don't have access to all the information, right?
- But in times of uncertainty you know our voices are more important than our words -

- So you know use your zoom calls not just to cover agenda items but to allow people to hear your concern hear your voice or to use the term we introduced last time to shepherd as well as you know, cover agenda items and when there are only a handful of folks on the call again, you know go around ask everybody how they're doing.

- CREATE AN OPPORTUNITY for people to great catch up you know what's happened since you're you know your wife is , how's your husband or we have friends and staff member who actually are sick. So again pausing for people to hear our concern and hear our voice and again when it's possible do for one what you wish you could do for everyone.

- Pick up the phone and call people for those of you leadership you may be an organization's like hours where you don't have a personal relationship with everybody on your staff or even maybe your team as awkward as it might be pick up the phone and call especially if the especially if this overall disruption.

- CONNECT PASTORS:
 - TOPICAL
 - CONVERSATIONAL
 - RELATIONAL

2. During disruption your presence is more important than your presentation.

- a. Yeah, you write our presence is more important than our presentation and this is really hard for me because I don't like to communicate unless I have a great presentation.
- b. So as a communicator and as a content creator, I want to be so prepared it looks like I'm just speaking off the cuff, right? The negative to that is in times of disruption, there is not time to prepare in the presentation, it's not near as important as my presence.
- c. So, I have to resist this thing in me that says don't speak and don't show up until you're prepared.
- d. But in times of disruption again preparation has to take a backseat to our presence. So showing up is showing up more than normal, even if we're unprepared is counter-

intuitive is that is to does us who are leaders and especially those of us who'd love to prepare. That's the win.

- e. They again, they need to hear our voice not simply read our words. **They need to experience our presence regardless of how prepared we feel like we are.** Planned as you said it does feel counterintuitive so what is it about showing up that is so vital. That is a good question and I think everybody listening knows intuitively it's true why it's true.
- f. They know there's no solution. They have to know we're kind of making this up as we go along, but I think our present says, hey, we're here for you we're working on it we're working on it for your sake.
- g. We're here for your benefit. We have you in mind.
 - i. I think most of us have sat in a waiting room waiting for information from a doctor or a surgeon. And can you get too much information in that situation? No. The can never over communicate. No. Can they show up too much? No. In fact, when a doctor or surgeon walks in what do we do?
 - ii. We stand up, right. We stand up and we lean in because we crave information we crave reassurance. We Crave their presence and we don't even know these people right But they represent something to us in that moment and we don't realize this as leaders it's what we oftentimes represent to the people whose livelihoods depend on information and depend on us, you know, knowing what we're doing, and again in a hospital waiting room, we couldnt care less about the quality of the doctor's presentation, right?

I mean, we don't roll our eyes at their grammar isn't perfect or if they mispronounce, you know, one of our names

They just can't get too much information. We can't over communicate and we cannot show up to Office.

It's just the nature of leading through times of disruption and uncertainty

You need to go back and check them out if you missed him but I'm during that conversation before we begin the podcast about his new book. The motive I ask him. I said, what are you what are you saying the leaders in this season because leaders from all over the country marketplace leaders, you know call him and of course his whole company that's what they do.

They're great leaders. Here's what he said, he said, **I'm telling leaders to be human.** I'm like I need I need to write that down right I'm telling leaders to be human and then I this I wrote this down. He said in the check-in often and then this was great.

No one has ever left a company because the leader over communicated or communicated to often and he's exactly right. That's why you know, our voice is more important than our words and our presence is more important than our presentation, especially during times of disruption.

So if nothing else we should all try to be more human

3. Times of disruption **clarity is the next best thing to certainty Yep people crave certainty** We all do The problem is as leaders we cannot provide certainty.

Now we've heard lots of leaders promised to be able to provide certainty but they're usually selling something or want something from us but the truth is a for your leader, you can't guarantee certainty but you can be clear.

Certainty is beyond your control because certainty is in the realm that you have no control over namely the future, right?

You can promise it but you can't provide it. And if you promise it don't provide it you lose CREDIBILITY -

Clarity will suffice Early on in the outbreak of the Coronavirus one particular governor was a little late to the game as it relates to you know, addressing his state. And when he was asked why he didn't address the people in the state earlier, he said he didn't want to create panic but the thing is and this is so important for those of us leadership, information doesn't usually create panic.

It's withholding information or the perception that we are withholding information that creates panic because when we when there's the perception that we're you know, hold, Ing back that we know something we're not telling people then people start trying to find their own information They end up with misinformation conflicting information.

That's really what causes people to panic uncertainty causes panic and clarity addresses uncertainty and again, it doesn't remove it you can't remove it but it does address it the the point being this it's really impossible to overstate the importance of regular honest transparent communication in times of disruption because you know, people want to make informed decisions and we owe it to the people whose livelihoods depend on our decisions to give them information.

So they can make informed decisions about their families their finances their livelihood and they need information to do that. Not answers necessarily not solutions, but they do need information. So again in times of uncertainty, we can't provide certainty but we can't provide clarity and it is more important than ever.

Clarity - Be honest, don't pretend and don't exaggerate.

- Be honest don't pretend don't exaggerate.
- be hopeful right and reassuring
- but dishonest or less than transparent people they sense that and this will come back to haunt us ultimately it erodes the most important thing we have especially during times of disruption it roads our credibility, but but worse it really ultimately sets people up to despair.

I'm all of us have to step up and and step outside of our comfort zone we talked about that last month but while being I guess honest and hopeful may seem kind of counterintuitive, how can I be both honest and hopeful especially when the information's bad or the news is bad.

It's possible. And when it seems like being honest, it's gonna undermine hopeful, there's just something. That want to pull back But we but we must do both I mean we're responsible for you know here's the brutal facts and then here's why you can maintain hope.

- **Jim Collins and you've read his books and in good great he records his interview with Admiral Jim Stockdale ran for vice president in the 90s a navy vice admiral, but he's actually best known for being the highest ranking United States military officer to be imprisoned during the Vietnam War.**
 - He was in the Vietnam prison camp for eight years, which it's amazing. Admiral Jim was tortured like over 20 times because he just wouldn't cooperate with North Vietnamese propaganda machine. He actually disfigured his own face with a razor so they wouldn't put him on camera, anyway during this during this interview, um and good to great Jim ask him, um, really what we would all want to ask him.

- He said, how did you survive? I mean torture 20 times you're there for eight years, you have no idea how this story is gonna end. You don't even know what's happening in the war. And here's what he said. He said, this is a quote he said, **I never lost faith in the end of the story.**
- **I never lost The faith in the end of the story** that's such a powerful statement Then he goes on and says this I never doubted and here's this this tension that we live with his leaders. I never doubted not only that I would get out but also that I would prevail in the end and turn this experience into the defining event of my life which he said in retrospect, he wouldn't even trade that's amazing.
- And then **Jim Collins says, okay, who didn't make it out?** And he said, that's easy. The optimist. He said the optimists were the ones who said, hey, we're gonna be out by Christmas Christmas would come and Christmas would go. Then they'd say we're gonna be out by Easter. Easter would come in Easter would go And then they'd say Thanksgiving and then it would be Christmas again.
- And then Jim said those people the optimist died of a broken heart. And then Jim said he turned to him and he looked at him. He said Jim what? I'm about to say next is very important. And then here's you know, here's the payoff. He says, you must never talk into all of us.
- **You must never confuse faith that you will prevail in the end.** He says what you can't afford to lose?
- **You can't confuse faith that you will prevail in with the discipline to confront the most brutal facts about your current reality.** Whatever they might be And this is sometimes referred to as the Stockdale paradox and of course, the paradox is a seemingly self-contradictory statement that actually proves to be true.
- And the paradox here and this is why I bring up this lengthy illustration the paradox is **never give up hope and never deceive yourself about current reality.** So you never give up hope at the same time you face what he refers to as the brutal facts. So there is a way for those of us in leadership even through times of disruption and uncertainty to communicate to our people.

Here's what's actually going on. I'm not going to withhold anything you're not going to have to find us out from somebody else you're not going to have to go around me that, you know get the truth here is current reality, but at the same time there is hope we can get through this.

Again, this is such an important lesson for all of us because part of our roles as leaders or to go back to last month as shepherds is to do all we can to ensure our folks don't give up hope right and that they don't despair.

So to our podcast audience and this isn't a criticism but if you're kind of all sunshine in roses and you have a tendency to dance around the brutal facts because you don't want to hurt people's feelings, you don't want to set them up for despair. Now is not the time for that.

At the same time, if you're tend to go the other direction, then your tendency is to bury people under the facts and the stats and the forecast you you really leave them with no other option but despair.

But if we will figure out how to stand in that messy middle and if we're willing to I don't know rain in that part of our temperament personality that tends to lead one way to the exclusion of the other there's a way to offer both hope or to offer I should say hope that is rooted in reality and

when we do that gosh, we do our people such a great service that's leading well because we have provided to the point of this part of our podcast we provided clarity in the midst of uncertainty we cannot promise certainty, but we can offer clarity so.

- . I don't have all the answers right now, but we will figure this out together,
 - give people something to hope for and when you can I'm give them something to work towards in fact, this is where we are right now as an organization right we've said to our entire organization. I don't know when our doors will open again, but in the meantime here are three things I want you to focus on again:
1. CLARITY - You can't Provide certainty but you can provide clarity and in times of disruption. **I'm convinced clarity is enough it is the next best thing to certainty** so be clear even if you're not certain
 2. VOICE - in times of disruption, your voice is more important than your words,
 3. PRESENCE - your presence is more important than your presentation --> CONNECTION IS MORE IMPORTANT THAN CONTENT.
 4. GRACE - for yourself and others.

They need our humanity they need to know that we know and that we care in times of disruption that in some ways that's kind of our job description we won't do it the same, you know, we're not gonna do it perfectly as I illustrated but it's what we have to do and it's kind of a for such a time as this and you are the leader at home, this is true at home and at work and the community.

I think it's fair to say we're not gonna always know what to do, we're not gonna have all the answers. We can't predict as we said or control the future all of which is okay but what we can do is show up speak up recognize that disruption is not the enemy disruption is actually our opportunity.

I hope that you just don't miss this opportunity it's an opportunity to hone your leadership skills, but more importantly it's an opportunity for you to be for the people that you love and you do care about what they need from you right now during this time now more than ever your voice is more important than your words is laying just reviewed and our presence is more important than our present.

Now more than ever the world needs leaders and your community and your company and your people need you. Andy thanks so much for today into all of our listeners.

UNCERTAINTY -->

- Sunday Services:
 - Social distancing
 - Regular attendees just get a preacher -- why cant we have 3 more
 - Ways to register for services – through Connect group, Eventbrite, or text to '0491718558'
 - Seating – fill up auditorium, then ground floor
 - Connect members to be willing to move downstairs if there are newcomers – newcomers to sit in the auditorium
 - Connect pastors to guide their members
 - Serve coffee & tea
 - **Safer Churches Course**
 - **Blue card changes**

CLARIFY -

1. **Southside Campus**
 - Southside extension service
 - Campus pastor
 - Location - changes
 - Southside team (CAM, SOT, Kids)

2. **Ps Olivia's role** – still the Connect GROUP OVERSEER -
 - Campus Pastor
 - However, it's still ONE team.
 - Northside Campus
 -
3. Ministry Recruitment
 - CAM
 - Kids
 - SOT

UNIQUE ICC PASTORAL CARE

1. Connect group - CP - Discipleship - Character and Culture
2. Encounter Freedom Groups - Pastors/ Trained Skilled Leaders - past and present.
 - Addictions
 - Recovery
 - Crisis
3. Life Coaching - help you to reach your potential whollistically - Complex (Inferior, low self esteem etc)and Catalyst (motivation needed)
4. Mentor - what you want to achieve. A mentor will be assigned.