

LEADERSHIP

AT THE RIDGE

Coach Module 3 – Provide Feedback and Evaluation that Increases Ministry Effectiveness

Core Competency 3

Provide feedback and evaluation that increases ministry effectiveness and leadership capacity, personally and spiritually.

Objective

To empower and coach The Ridge leaders to courageously provide and receive feedback in a way that moves leaders toward personal and spiritual growth. The skill of providing both positive and/or constructive feedback has the power to transform relationships in our work, friendships, family and ministry. A lack of feedback is a dangerous thing. It can cause fear and suspicion and can cause people and teams to plateau and grow stagnant. Feedback has the power to grow and develop people, teams and ultimately the mission of the Ridge. We strive to always get better at creating environments where both the followers of Jesus and people who don't follow Jesus can grow in their faith and this relies on a culture of feedback. Humility is the cornerstone of receiving and providing feedback and is a crucial part of our walk with Jesus. After all, pride is the original sin!

Assignments Overview

Assignment 1 | Read Biblical accounts of speaking truth in love

Assignment 2 | Read Forbes article on honest feedback by Joseph Folkman. [The Best Gift Leaders Can Give: Honest Feedback](#)

Assignment 3 | Listen to Andy Stanley's Audio Podcast - [The Art of Inviting Feedback - Part 1](#); Start at 1:50; listen up to 15:27.

Assignment 1

Ephesians 4:15-16 (NIV)

15 Instead, speaking the truth in love, we will grow to become in every respect the mature body of him who is the head, that is, Christ. 16 From him the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work.

1 Timothy 1:5 (NET)

“But the aim of our instruction is love that comes from a pure heart, a good conscience, and a sincere faith.”

Paul is writing here, first to the church in Ephesus, and then to Timothy. His expert ability to guide and coach other early church leaders has become a centerpiece for spiritual instruction (what we can refer to as **feedback**) for 2,000 years. Then in his letter to Timothy, Paul calibrates the aim even further. To quote 1 Timothy 1:5 again, “But the aim of our instruction is love that comes from a pure heart, a good conscience, and a sincere faith.” He is focused squarely on the original heart and intent from which we are speaking to each other. Paul’s words firmly cement him as a leader and coach of the early church. But leading is not always easy. And, to lead well, you absolutely must be able to give and receive feedback to and from others.

Serving in ministry as leaders and volunteers has its fair share of opportunities to engage in meaningful moments of interactive feedback with others. Sometimes you are the one providing the feedback, and other times, you are on the receiving end of the situation. It does not always end well. Unfortunately, people have left the church over moments such as these, and others have stayed, harboring resentment for many years that followed because a crucial conversation went awry. But this is important. As a leader, in the church, in the workplace, and in our homes, we have a duty and responsibility to address situations and people with honesty. Yet, **how** we do this feedback is critical. The **how** is always the key. If we maintain a posture of love, the message will not be lost in the moment.

Pastor Tim Keller wrote:

Love without truth is sentimentality; it supports and affirms us but keeps us in denial about our flaws. Truth without love is harshness; it gives us information but in such a way that we cannot really hear it. God's saving love in Christ, however, is marked by both radical truthfulness about who we are and yet also radical, unconditional commitment to us. The merciful commitment strengthens us to see the truth about ourselves and repent. The conviction and repentance moves us to cling to and rest in God's mercy and grace.

- Timothy J. Keller, The Meaning of Marriage: Facing the Complexities of Commitment with the Wisdom of God

Questions

1. Do you experience anxiety or stress when encountering situations where you see opportunities to speak correction or instruction into a moment?
2. Theologian Warren Wiersbe once wrote, "Truth without love is brutality, and love without truth is hypocrisy." Do you agree? Why or why not?
3. Where are you specifically challenged on the spectrum of "truth in love"? Are you more on the side of speaking truth without any softness or cushion? Or do you have plenty of cushion, but perhaps not enough truth to address the issue at hand?
4. The first evidence of spiritual growth is Christlikeness. In the passage mentioned, Ephesians 4, Paul speaks to one aspect of Christian maturity as truth joined with love (v. 15). Paul correlates maturity with the ability to speak truth to others in a loving and supportive way. Where are you on your journey toward this end?

Assignment 2

Forbes Article:

[The Best Gift Leaders Can Give: Honest Feedback](#) by Joseph Folkman

Questions

1. The article mentions "feedback phobia." Can you relate? Do you have feedback phobia? Share how/why.
2. The article showcases that people in the workplace who receive honest feedback from their superiors rank in the 77th percentile in "engagement." Why do you think that is?
3. Why is it critical for any leaders in the church to embrace feedback? Both giving and receiving?

4. As a leader, what is one step you can take regarding getting and giving feedback?

Leadership Tip: a team member role description will help people on your ministry team have clarity of their goals and respective roles. Make sure leaders on your team have clarity of their goals and roles to play. These goals will help you give them the most supportive feedback to their ministry and leadership growth.

Assignment 3

[Andy Stanley's Audio Podcast: The Art of Inviting Feedback - Part 1](#)

Start at 1:50; listen up to 15:27.

Questions

1. Pastor Andy Stanley shares early on about an email he received from Clay, asking for feedback about his church and how it can be improved. Andy then explains his perspective that “every leader should invite feedback.” Do you agree with this absolute?
2. What is the difference between subjective opinions and valuable feedback? How do you tell the difference?
3. At the 10:31 mark, Pastor Andy theorizes that Type-A leaders might have even more resistance than others to receiving feedback. Is this a pride issue? Is this something you identify with in your communication?
4. At the 14:10 mark, the speaker mentions that the way in which you solicit opinions affects how you are able to receive others' input. Is there a right way to ask for input? Does it matter how we ask? How so?
5. At the core of any healthy relationship, trust is foundational. Do you believe a “bridge of trust” is a central factor in your feedback process with others? How so? How do we build that bridge?

Leadership Takeaways

What are at least two LEADERSHIP TAKEAWAYS from this module? Be prepared to discuss with your group.

- 1.
- 2.