

# Interim Ministry Resources

## Chapter 7 Personnel

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# Resources

## 1) Accountability

### Accountability Quotes - BrainyQuote

<http://www.brainyquote.com/quotes/keywords/accountability.html>

Images for Accountability Quotes

<https://www.goodreads.com/quotes/tag/accountability>

<http://www.wiseoldsayings.com/accountability-quotes/>

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<https://www.azquotes.com/quotes/topics/accountability.html>

<https://www.azquotes.com/quotes/topics/responsibility-and-accountability.html>

Images for responsibility and accountability

<http://www.janssensportsleadership.com/create-a-culture-of-accountability-quotes2/>

Images for create a culture of accountability

<http://www.famousquotes123.com/accountability-quotes.html>

<http://www.solutionsfocusedleadership.com/Accountability-quotes.html>

<https://www.laughtard.com/13-accountability-quotes/>

<https://www.lovequotesmessages.com/accountability-quotes/>

<http://www.betterworld.net/quotes/accountability-quotes.htm>

<https://toolsformotivation.com/accountability-quotes/>

<http://thinkexist.com/quotes/with/keyword/accountability/>

<https://www.govloop.com/community/blog/10-tips-encouraging-accountability-agency-quotes-inspire/>

<http://quotes.yourdictionary.com/accountability>

[https://www.finestquotes.com/select\\_quote-category-Accountability-page-0.htm](https://www.finestquotes.com/select_quote-category-Accountability-page-0.htm)

<http://stunningmotivation.com/workplace-motivation/dubai-morning/>

<https://www.theideadoor.com/church-callings/youth/young-women/personal-progress/choice-and-accountability/choice-and-accountability-quotes/>

<https://www.amazon.com/Restoring-responsibility-accountability-quotes-fridge/dp/B01LYQ332N>

<https://www.yourquote.in/tags/accountability/quotes>

<http://sweetmanager.blogspot.com/2015/04/10-quotes-about-accountability.html>

Images for Quotes About Accountability

### Accountability with Church Staff

As God holds us accountable in our lives, hold your church staff accountable. The result will be personal growth for you, your staff, and ultimately for God's kingdom.

[http://enrichmentjournal.ag.org/200301/200301\\_104\\_accountability.cfm](http://enrichmentjournal.ag.org/200301/200301_104_accountability.cfm)

Images for hold church staff accountable

### Best 25+ Accountability quotes ideas on Pinterest

<https://www.pinterest.com/explore/accountability-quotes/>

Images for Accountability quotes on Pinterest

<https://www.pinterest.com/dogross/accountability/>

<https://www.pinterest.com/diworrall/accountability/>

<https://www.pinterest.com/thefinancialgym/accountability/>

<https://www.pinterest.com/buildingteams/accountability/>

<https://www.pinterest.com/rkaplan16/accountability/>

<https://www.pinterest.com/explore/crucial-accountability/>

<https://www.pinterest.com/pphelper/choice-and-accountability/>

Images for accountability pinterest

**Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition (Paperback)** by Kerry Patterson (Author), Joseph Grenny (Author), Ron McMillan (Author), Al Switzler (Author), David Maxfield (Author).

Behind the problems that routinely plague our organizations and families, you'll find individuals who are either unwilling or unable to deal with broken promises. Colleagues break a rule, coworkers miss a deadline, friends fail to live up to commitments (or just plain behave badly), and nobody says a word. Nobody holds anyone accountable. With repeated infractions, individuals become increasingly upset until they finally do speak their minds, but they do so poorly--often creating whole new sets of problems. Research proves that mishandled disappointments aren't just morale killers, they're institution killers--diminishing organizational performance by 20 to 50 percent and accounting for up to 90 percent of all divorces.

Everyone knows how to run for cover, or, if sufficiently provoked, step up to problems in a way that causes a real ruckus. *Crucial Accountability* teaches you how to deal with violated expectations in a way that solves the problem at hand without harming the relationship--and, in fact, even strengthens it.

Broken promises, missed deadlines, poor behavior--they don't just make others' lives miserable; they can sap up to 50 percent of

organizational performance and account for the vast majority of divorces. *Crucial Accountability* offers the tools for improving relationships in the workplace and in life and for resolving all these problems--permanently.

<http://www.amazon.com/Crucial-Accountability-Resolving-Expectations-Commitments/dp/0071829318>

<http://astore.amazon.com/interimini06-20/detail/0071829318>

<https://www.barnesandnoble.com/w/crucial-accountability-2e-kerry-patterson/1125545110>

<https://www.bookdepository.com/Crucial-Accountability-Tools-for-Resolving-Violated-Expectations-Broken-Commitments-Bad-Behavior-Second-Edition-Kerry-Patterson/9780071830607>

<https://www.vitalsmarts.com/crucialaccountability/>

<https://www.amazon.com/Kerry-Patterson/e/B001H6IU6C>

[https://www.goodreads.com/author/show/9373.Kerry\\_Patterson](https://www.goodreads.com/author/show/9373.Kerry_Patterson)

Images for Kerry Patterson (Author)

<https://www.amazon.com/Joseph-Grenny/e/B00BC00FQ2>

[https://www.goodreads.com/author/show/9370.Joseph\\_Grenny](https://www.goodreads.com/author/show/9370.Joseph_Grenny)

Images for Joseph Grenny (Author)

<https://www.amazon.com/Ron-McMillan/e/B00CBKR7HQ>

[https://www.goodreads.com/author/show/9371.Ron\\_McMillan](https://www.goodreads.com/author/show/9371.Ron_McMillan)

Images for Ron McMillan (Author)

<https://www.amazon.com/Al-Switzler/e/B00CBLC08G>

[https://www.goodreads.com/author/show/9372.Al\\_Switzler](https://www.goodreads.com/author/show/9372.Al_Switzler)

Images for Al Switzler (Author)

<https://www.amazon.com/David-Maxfield/e/B00CBKQU9W>

[https://www.goodreads.com/author/show/467538.David\\_Maxfield](https://www.goodreads.com/author/show/467538.David_Maxfield)

Images for David Maxfield (Author)

<https://www.pinterest.com/pin/106397609924918505/>

<https://www.pinterest.co.uk/pin/59743132529739513/>

Images for Crucial Accountability

Images for Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition (Paperback) by Kerry Patterson (Author), Joseph Grenny (Author), Ron McMillan (Author), Al Switzler (Author), David Maxfield (Author).

#### Marathon (5): Cultivate a Community of Accountability and Support - Carey Nieuwhof

This one's huge friends. Not cultivating a community of accountability and support is a great short cut to getting into serious moral trouble, losing your family, failing the people you lead or simply not being able to handle it anymore and quitting.

<https://careynieuwhof.com/accountability-and-support/>

Images for Marathon (5): Cultivate a Community of Accountability and Support - Carey Nieuwhof

<https://careynieuwhof.com/you-will-be-accountable-for-this/>

<https://careynieuwhof.com/5-essentials-every-church-constitution-needs-in-the-future/>

#1

<https://careynieuwhof.com/7-keys-to-leading-high-capacity-volunteers-orange-conference-2015-talk-notes/>

#4

<https://careynieuwhof.com/the-single-best-way-to-fully-motivate-your-team/>

<https://careynieuwhof.com/tag/accountability/>

Images for carey nieuwhof (author)

#### Pastoral Accountability: Are there red flags you should be watching? – Todd Rhoades.com

Accountability is so huge, especially in ministry. Sometimes, because of pride, leaders look at accountability as an invasion of privacy instead of a hedge of protection. We don't want people asking us about finances because of course we are stewarding God's money well!

<http://toddrhoades.com/pastoral-accountability-are-there-red-flags-you-should-be-watching/>

Images for Pastoral Accountability: Are there red flags you should be watching? – Todd Rhoades.com

<http://toddrhoades.com/tag/pastoral-accountability/>

<http://gcdiscipleship.com/2017/10/05/four-critical-values-for-pastoral-accountability/>

Images for critical values for pastoral accountability

<https://www.versebyverseministry.org/bible-answers/pastor-accountability>

<https://www.ministrymagazine.org/archive/1992/07/a-design-for-pastoral-accountability>

<https://blog.restoringkingdombuilders.org/tag/pastoral-accountability/>

<http://www1.cbn.com/content/pastoral-accountability-how-face-church-scandals>

<https://www.covenanteyes.com/2018/03/01/what-does-accountability-look-like-for-pastors/>

<https://www.christianitytoday.com/pastors/books/masteringpastoral/mstmin04-7.html>

<https://factsand Trends.net/2018/03/27/11-accountability-tips-for-pastors/>

Images for accountability tips for pastors

<https://churchrelevance.com/accountability-for-pastors-is-paramount/>

<https://edstetzer.com/2017/02/pastor-accountability/>

<http://pastorseansblog.blogspot.com/2007/11/pastoral-accountability.html>

<http://www.patheos.com/blogs/anxiousbench/2018/08/here-we-go-again-willow-creek-and-pastoral-accountability/>

Images for willow creek pastoral accountability

<http://henrycenter.tiu.edu/resource/pastoral-collegiality-accountability-in-calvins-geneva/>

<http://www.reformation21.org/articles/pastoral-collegiality-and-accountability-in-calvins-geneva.php>

<http://relationshipmodel.com/2013/06/the-pastors-divine-call-and-accountability-in-church-government/>  
<https://nextchurch.net/culture-accountability/>  
<https://www.thegospelcoalition.org/article/4-ways-elders-should-seek-accountability/>

### Piper's Pastoral Accountability | Desiring God

John Piper and the other pastors of Bethlehem Baptist Church know this, and so, among their other strategies for sanctification, they hold each other accountable with a simple [questionnaire](#) (PDF) that they each fill out weekly. It addresses issues from days off to diet, personal devotions to pornography.

<http://www.desiringgod.org/blog/posts/pipers-pastoral-accountability>  
[Images for Piper's Pastoral Accountability | Desiring God](#)  
<http://www.desiringgod.org/articles/bethlehem-baptist-churchs-pastoral-accountability-form>  
<https://www.desiringgod.org/articles/why-accountability-matters>  
[https://en.wikipedia.org/wiki/John\\_Piper\\_\(theologian\)](https://en.wikipedia.org/wiki/John_Piper_(theologian))

### Why Accountability Is Weak in Many Organizations – ThomRainer.com

The evidence is overwhelming. Leaders are letting people get away with laziness, lack of productivity, personal branding, and personal interests to the detriment of the organization.

<http://thomrainer.com/2012/11/why-accountability-is-weak-in-many-organizations/>  
[Images for Why Accountability Is Weak in Many Organizations – ThomRainer.com](#)  
<http://thomrainer.com/2015/08/financial-giving-accountability-for-members-and-staff-rainer-on-leadership-147/>  
<http://thomrainer.com/2016/01/why-church-leaders-need-a-mentor-rainer-on-leadership-194/> #3  
<http://thomrainer.com/2016/02/4264/> Nine Ways Churches Waste Money #6  
<https://www.amazon.com/Thom-S.-Rainer/e/B0011GLMVG>  
[http://www.goodreads.com/author/show/27470.Thom\\_S\\_Rainer](http://www.goodreads.com/author/show/27470.Thom_S_Rainer)  
[Images for thom rainer \(author\)](#)

### Without fanfare: Is tonight's game Adelman's last with the Timberwolves? – StarTribune.com

"I think everybody knows he probably was the biggest influence in my life to get into coaching," Spoelstra said. "I loved his style. I loved the way he did it. I loved the class, the integrity, how he handled himself off the court. He was an incredible role model for me when I was a young person. His style of play, those Blazers were an extremely exciting team, but he has also done it different ways each stop he has been. That's probably the true compliment as a coach: He has been able to find ways to win with different styles in different places and other teams mimic how his teams played." In essence, he has left players alone to do their work and holds them [accountable](#) if they don't.

<http://www.startribune.com/sports/wolves/255433101.html>  
[Images for holds them accountable](#)

## 2) Accounts Manager

### Accounting Manager, Calvary Baptist Church

Job Description:

#### POSITION DESCRIPTION:

Seeking accounting professional with experience in all aspects of accounting including general ledger, financial analysis, board/management reporting, audit work paper preparation, accounts payable, payroll and accounts receivable. Position will assist finance department in all general accounting functions for the ministry which includes 550 students: preschool - 12th grade school. Position to be first line supervisor for three staff members and report to the Business Manager.

<https://www.churchstaffing.com/job/224775/accounting-manager/calvary-baptist-church/>  
[Images for Accounting Manager, Calvary Baptist Church](#)

### Accounting Manager, Grace Community Church

Categories: Business/Administration

Denomination: Presbyterian

Church Size: 351 to 500

Job Type: Part-Time

Job Description: Accounting Manager Grace Community Church of Boca Raton

Status: Part-time position; possibility of Full-time. Flexible on hours.

<http://www.churchstaffing.com/job/185874/>  
[Images for Accounting Manager, Grace Community Church](#)

### Openings in Osseo

Osseo Evangelical Lutheran Church in Osseo is looking for a full-time Parish Administrator and a part-time Accounts Manager. [View details.](#)

#### [ACCOUNTS MANAGER](#)

Osseo Evangelical Lutheran Church in Osseo, Wisconsin, is seeking a part-time (15-20 hours/week) Accounts Manager. This position will be responsible for accounts payable, monthly balancing of accounts, monthly reports and annual budget reports.

Qualifications-

- 2 or 4-year Accounting Degree preferred

- Computer Literacy
- Ability to maintain confidentiality
- Self-motivated, ability to work with little supervision
- Must be able to work in a team environment

Please apply with a resume and cover letter via email by Friday, October 3rd to Stacy Smith at [smithgirl@tcc.coop](mailto:smithgirl@tcc.coop).  
<http://origin.library.constantcontact.com/download/get/file/1101126434512-2326/Ads.pdf>  
[Images for Osseo Evangelical Lutheran Church looking for an Accounts Manager](#)

### What a Successful Church Accounting Department Manager Looks Like

Running a church accounting department requires a variety of skills. While a base level of technical knowledge is required, communication and leadership abilities are also necessary.

<https://www.capincrouse.com/church-accounting-department-manager/>  
[Images for What a Successful Church Accounting Department Manager Looks Like](#)

## 3) Achievement

### Achievement | Define Achievement at Dictionary.com

noun

1.

something accomplished, especially by superior ability, special effort, great courage, etc.; a great or heroic deed:  
*his remarkable achievements in art.*

2.

the act of [achieving](#); attainment or accomplishment:  
*the achievement of one's object.*

<http://www.dictionary.com/browse/achievement>  
[Images for Achievement | Define](#)

### Achievement Quotes - BrainyQuote

<https://www.brainyquote.com/topics/achievement>

[Images for Achievement Quotes](#)

<https://www.goodreads.com/quotes/tag/achievement>

<https://www.developgoodhabits.com/achievement-quotes/>

<https://www.wow4u.com/achievement-quotes/>

<https://www.successories.com/quote/category/87/achievement-quotes/1>

<http://www.wiseldsayings.com/achievement-quotes/>

<https://www.motivatingquotes.com/achievement.htm>

<https://www.luvze.com/achievement-quotes/>

<https://www.success.com/17-motivational-quotes-to-help-you-achieve-your-dreams/>

[Images for achieve your dreams](#)

[https://www.coolnsmart.com/achievement\\_quotes/?cfilter=images](https://www.coolnsmart.com/achievement_quotes/?cfilter=images)

<https://rickconlow.com/15-goal-dream-achieving-quotes/>

<https://successstory.com/inspiration/achievement-quotes-to-have-a-great-success>

<https://www.robinsharma.com/article/my-20-best-quotes-for-epic-achievement>

[Images for epic achievement](#)

<https://www.bing.com/discover/achievement-quotes>

<https://www.lifeleap.org/best-quotes-on-success-and-achievement/>

[http://www.1000ventures.com/business\\_guide/crosscuttings/quotes\\_achievement.html](http://www.1000ventures.com/business_guide/crosscuttings/quotes_achievement.html)

<http://thequotesmaster.com/2015/12/25-achievement-quotes-to-motivate-employees/>

[Images for achievement quotes motivate employees](#)

<http://www.english-for-students.com/Achievement-Quotes.html>

<https://www.quotespeak.com/life-quotes/success-quotes/powerful-quotes-success-achievement-women/>

<https://quotefancy.com/achievement-quotes>

### 18 best Achievement Quotes images on Pinterest

<https://www.pinterest.com/darrenhardy/achievement-quotes/>

[Images for Achievement Quotes on Pinterest](#)

<https://www.pinterest.com/mindofwinner/achievement-quotes/>

<https://www.pinterest.com/dandlevy/achievement-quotes/>

<https://www.pinterest.com/BizSuccessTrain/achievement-quotes-images/>

<https://www.pinterest.com/tetoon/achievement-quotes/>

<https://www.pinterest.com/pattypajaro/achievement-quotes/>

<https://www.pinterest.com/najivalentine/achievement-quotes/>

### How to Implement Motivation for Achievement in the Workplace | Chron.com

Motivation directly relates to the achievement of employees in the workplace. Achievement in the workplace deals with the pride and sense of accomplishment employees feel about their jobs and employers. Managers who notice a decline in achievement must

take proactive steps to implement strategies to increase motivation and employee morale. Neglecting to motivate employees results in dissatisfied workers, which hurts productivity and causes employee turnover.

<http://smallbusiness.chron.com/implement-motivation-achievement-workplace-32964.html>

[Images for How to Implement Motivation for Achievement in the Workplace | Chron.com](#)

<https://smallbusiness.chron.com/achievement-needs-employees-10273.html>

<http://blog.tnemployeeinsights.com/need-for-achievement-and-motivation/>

<https://hiring.monster.com/hr/hr-best-practices/small-business/employee-motivation/motivation-in-the-workplace.aspx>

<http://www.personalityresearch.org/papers/rabideau.html> Effects of Achievement Motivation on Behavior

### 10 Reasons to Recognize Employees Achievements | Power2Motivate

Taking time to recognize employee achievements helps foster engagement, increases productivity, and reduces tension in the work environment. Leading a team can often be a challenging task let alone ensuring all staff are engaged.

<http://www.power2motivate.com/news-blog/blog/10-reasons-to-recognise-employee-achievements>

[Images for 10 Reasons to Recognize Employees Achievements | Power2Motivate](#)

<https://blog.impraise.com/360-feedback/recognize-your-employees-achievements-with-positive-feedback-performance-review>

<https://www.snacknation.com/blog/employee-recognition-ideas/>

<https://www.thebalancecareers.com/effective-employee-recognition-1919055>

<https://bonus.ly/employee-recognition-guide/employee-recognition-examples>

[Images for employee-recognition-examples](#)

### The New Psychology of Achievement [Brian Tracy]

Since the original publication of *The Psychology of Achievement*, Brian Tracy has become established as one of the world's leading experts in personal development and a mentor to countless other speakers and thought leaders in the personal development industry. Given the widespread economic, societal and cultural changes over the past quarter century, Brian felt it was time to update this incredible program. You'll learn how to:

- Develop a rock-solid self-concept based on the latest research in Positive Psychology.
- Get on the fast track to achieving your goals faster than you've ever dreamed possible
- Discover how to set "flex" goals which are adaptable to a fast-changing economy
- Eliminate the time and productivity wasters caused by e-mail, instant messaging, and other electronic communication devices
- Master a foolproof 12-point formula that quadruples productivity
- Learn how to nurture your most important relationships and leave a legacy
- And much more!

Featuring all-new studio recordings, Brian has preserved the great and timeless ideas from the original program and added newer research and innovative concepts relevant to the "wired" world and global marketplace in which you live and work. The result will electrify the imagination and ignite the ambition of anyone who is serious about achieving success today.



<http://www.amazon.com/The-Psychology-Achievement-Brian-Tracy/dp/0743583442>

<https://www.goodreads.com/book/show/6948624-the-new-psychology-of-achievement>

<http://www.simonandschuster.com/books/The-New-Psychology-of-Achievement/Brian-Tracy/9780743583442>

<https://www.briantracy.com/catalog/the-new-psychology-of-achievement-plus-bonuses>

<https://www.nightingale.com/new-psychology-achievement.html>

<https://www.pinterest.com/robinlynn0313/brian-tracy/>

[http://www.pryor.com/mkt\\_info/products/psych\\_achieve.asp](http://www.pryor.com/mkt_info/products/psych_achieve.asp)

<https://www.youtube.com/watch?v=HKLyai00tCM> The Psychology of Achievement – Brian Tracy – 09 10 11 (Audiobook) HD

<https://www.pinterest.com/robinlynn0313/brian-tracy/>

[https://en.wikipedia.org/wiki/Brian\\_Tracy](https://en.wikipedia.org/wiki/Brian_Tracy)

[https://en.wikiquote.org/wiki/Brian\\_Tracy](https://en.wikiquote.org/wiki/Brian_Tracy)

<http://www.briantracy.com/about/>

<https://www.amazon.com/Brian-Tracy/e/B001H6OMRI>

[http://www.goodreads.com/author/show/22033.Brian\\_Tracy](http://www.goodreads.com/author/show/22033.Brian_Tracy)

[Images for Brian Tracy, author](#)

[Images for New Psychology of Achievement \[Brian Tracy\]](#)

### What Does the Bible Say About Achievement? - OpenBible.info

<https://www.openbible.info/topics/achievement>

[Images for bible and achievement](#)

<https://www.christianforums.com/threads/what-does-the-bible-say-about-achievement.7506094/>

<https://bible.knowing-jesus.com/topics/Achievement>

<https://biblehub.com/topical/a/achievement.htm>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Achievement/>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Achievements/>

<https://www.guidепosts.org/faith-and-prayer/bible-resources/7-steps-to-achievement>



<https://www.biblegateway.com/resources/dictionary-of-bible-themes/5776-achievement>  
<http://henrycenter.tiu.edu/2015/01/joseph-a-case-study-in-achievement-part-2/>  
[Images for genesis joseph achievement](#)

#### 4) Adaptive

##### Adaptive Leadership in the Personnel Arena - Fire Fighter Nation

When members bring you problems, are you asking the right questions?

<http://www.firefighternation.com/article/command-and-leadership/adaptive-leadership-personnel-arena>  
[Images for Adaptive Leadership in the Personnel Arena](#)

##### Adaptive performance - Wikipedia

Pulakos et al.<sup>[1]</sup> proposed the following dimensions for adaptive performance:

- Handling emergencies and crisis situations: making quick decisions when faced with an [emergency](#).
- Handling stress in the workforce: keeping composed and focused on task at hand when dealing with high demand tasks
- Creative problem solving: thinking outside the boundary limits, and innovatively to solve a problem.
- Dealing with uncertain and unpredictable work situations: able to become productive despite the occurrence of unknown situations.
- Learning and manipulating new technology, task, and procedures: approach new methods and technological constructs in order to accomplish a work task.
- Demonstrating interpersonal adaptability: being considerate of other people's points of view when working in a team to accomplish a certain goal.
- Demonstrating cultural adaptability: being [respectful and considerate of different cultural backgrounds](#).
- Demonstrating physically oriented adaptability: physically adjusting one's self to better fit the surrounding environment.

[https://en.wikipedia.org/wiki/Adaptive\\_performance](https://en.wikipedia.org/wiki/Adaptive_performance)  
[Images for adaptive performance](#)

##### Adaptive Quotes - BrainyQuote

<https://www.brainyquote.com/topics/adaptive>  
<https://www.brainyquote.com/topics/adapt>  
[Images for adaptive quotes](#)  
<https://www.goodreads.com/quotes/tag/adaptation>  
<http://www.johnpaulcaponigro.com/blog/15610/18-quotes-on-adapting/>  
<https://awakenthegreatnesswithin.com/25-inspirational-quotes-on-adaptability/>

##### 23 best Adaptive Leadership images on Pinterest

<https://www.pinterest.com/opendeck/adaptive-leadership/>  
[Images for adaptive leadership pinterest](#)  
<https://www.pinterest.com/nicholasellem/adaptive-leadership/>  
<https://www.pinterest.com/keithgulliver/adaptive-organisation/>

Two Holy Experiments with our Church's Human Resources: Meetings that Transform & Growing an Adaptive Staff – Rev. Susan Murtha

A church's human resources – clergy, program directors, and volunteers – are among its most valuable assets, but with the changing landscape of churches today we need to re-envision the ways they work. This seminar outlines two “holy experiments” with these human resources that lead to individual transformation, congregational vitality, and mission renewal. *Meetings that Transform* offers a model and process for all church meetings that transforms committees into spiritual communities and developing principles by wholly re-envisioning how we structure and steward our meeting hours. *Growing an Adaptive Staff* offers a model and process for guiding the work of clergy and program staff that is church-based (not a secular import into the church), centered on the congregation's mission, and intentional in equipping staff to meet emerging needs. The seminar will also outline the steps for implementing this governance system, give participants concrete tools for each phase of implementation, and include exercise for your own setting. Interim ministry is an opportune time to engage both of these holy experiments!

##### Annual Conference | IMN

<https://imnedu.org/annual-conference/>  
<http://imnedu.org/wp-content/uploads/2012/05/2015-IMN-Conference-programpdf.pdf> Page 8  
[Images for Meetings that Transform & Growing an Adaptive Staff – Rev. Susan Murtha](#)  
<https://www.youtube.com/watch?v=KSYhFkmsD-U> Meetings that Transform by Rev Susan Murtha - YouTube  
<https://www.linkedin.com/pub/susan-j-murtha/15/b89/960>

##### What Does the Bible Say About Adaptability? - OpenBible.info

<https://www.openbible.info/topics/adaptability>  
[Images for Bible and Adaptability](#)  
<https://www.whatchristianswanttoknow.com/top-7-bible-verses-on-adapting-or-adaptability/>  
<http://deeptruths.com/bible-topics/adaptability.html>  
<https://bible.knowing-jesus.com/topics/Adaptability>

[https://biblehub.com/commentaries/hastings/1\\_corinthians/9-22.htm](https://biblehub.com/commentaries/hastings/1_corinthians/9-22.htm) 1 Corinthians 9:22 Adaptability - Bible Hub  
<https://www.kingjamesbibleonline.org/Bible-Verses-About-Adaptability/>  
<https://www.ministrymagazine.org/archive/1934/11/adaptability-essential-to-successful-ministry>  
Images for adaptability successful ministry  
<https://www.sermoncentral.com/sermons/keys-to-adaptability-paul-fritz-sermon-on-friendship-general-36841>

## 5) Administrator

### Church Business Administrator

Ezekiel Lutheran Church is seeking a full time Business Administrator for ministry areas including: financial, information technology, facilities management, and human resources. This position requires an individual possessing a four year college degree (preferred in Business Administration, Accounting, or Finance). Position Description is available on the church website: [www.ezekiellutheran.org](http://www.ezekiellutheran.org) Send resume by noon on August 5, or until filled: Att'n: Connie Smith, Personnel, Ezekiel Lutheran Church, 202 S. Second Street, River Falls, WI 54022, or e-mail: [cswsmith@pressenter.com](mailto:cswsmith@pressenter.com).

This week in the Northwest Synod of Wisconsin – ELCA Week of August 18, 2013

<http://archive.constantcontact.com/fs191/1101126434512/archive/1114596947073.html>

Images for Church Business Administrator

[http://pitts.emory.edu/nicfa/Dexter\\_Growing\\_A\\_Church\\_Business\\_Admin.pdf](http://pitts.emory.edu/nicfa/Dexter_Growing_A_Church_Business_Admin.pdf)

<http://exclusive.multibriefs.com/content/5-superpowers-of-church-business-administrators/religious-community>

### Church Business Administrator Salaries | PayScale

Church business administrators are responsible for overseeing the business affairs of a church; their general responsibilities include working with pastors and financial committees to develop budgets, handling church accounting and finances, presenting financial information to governing bodies, managing funds, and ...

[https://www.payscale.com/research/US/Job=Church\\_Business\\_Administrator/Salary](https://www.payscale.com/research/US/Job=Church_Business_Administrator/Salary)

Images for Church Business Administrator Salaries

<https://www.indeed.com/q-Church-Administrator-jobs.html>

<https://work.chron.com/much-church-administrator-make-10118.html>

<https://www.greatsampleresume.com/job-descriptions/church-administrator-job-description/>

<https://www.ziprecruiter.com/Jobs/Church-Administrator>

<https://www.greatplainsumc.org/files/gpconnect/2017/01.25.17/job+description+church+administrator+2017.pdf>

### Duties and Responsibilities of a Church Administrator - Pinterest

<https://www.pinterest.com/pin/452822937509203493/>

Images for Responsibilities of a Church Administrator - Pinterest

<https://www.pinterest.com/moneyminder/church-administration/>

<https://www.pinterest.com/johnniehunter03/church-administrator/>

<https://www.pinterest.com/onenightingale/church-admin-stuff/>

<https://www.pinterest.co.uk/free2bshaunika/church-admin/>

### The Church Administrator — Ministry Today

This person ensures that the direction set by the pastor is implemented, and that there is accountability. The pastor certainly cannot do it all. This is where the role of church administrator becomes so important. He or she is the valuable liaison between the pastor, the staff and the membership.

<https://ministrytodaymag.com/display.php?id=843>

Images for Church Administrator — Ministry Today

<https://www.amazon.com/Church-Strategies-21st-Century-Nathaniel/dp/1578559979>

Images for Church-Strategies-21st-Century-Nathaniel

<https://www.ministrymagazine.org/archive/2007/12/called-to-be-a-church-administrator.html>

<https://careertrend.com/list-6331158-duties-responsibilities-church-administrator.html>

<https://www.espace.cool/2016/07/09/the-role-of-a-typical-church-administrator/>

Images for role of church administrator

<https://www.worshipfacilities.com/operations/evolving-role-church-administrator>

[https://www.glassdoor.com/Job/church-administrator-jobs-SRCH\\_KO0,20.htm](https://www.glassdoor.com/Job/church-administrator-jobs-SRCH_KO0,20.htm)

## 6) Approachable

### Approachability - definition of approachability by The Free Dictionary

2. Easy to talk to or deal with; friendly.

<https://www.thefreedictionary.com/approachability>

Images for Approachability - definition

### Approachability: The Passport to Real Ministry and Leadership

The Characteristics of an Approachable Leader

One of the most effective ways to build passport with your people is to deliberately and persistently cultivate the image of being an "approachable leader." An approachable leader makes people feel safe; they know they are welcome to come to you with



questions, concerns, or even criticism. In order to gain this image and reputation, a leader needs to deliberately put off “passport killers” and cultivate attitudes and relational habits that encourage people to open up and draw near.

<http://www.peacemaker.net/site/apps/nlnet/content3.aspx?c=aqKFLTOBIPh&b=1084263&ct=6869375>

[Images for Characteristics of an Approachable Leader](#)

<http://sovereigngraceministries.org/blogs/cj-mahaney/post/2010/01/15/Approachability-and-Accountability.aspx>

[Images for Approachability and Accountability](#)

<https://klassenperformancegroup.com/increasing-your-approachability/>

[Images for Increasing Your Approachability](#)

**Approachable Quotes (5 quotes) - Goodreads**

<https://www.goodreads.com/quotes/tag/approachable>

<https://www.goodreads.com/quotes/tag/approachability-quotes>

[Images for approachable quotes](#)

<http://www.picturequotes.com/approachable-quotes>

<http://www.quotehd.com/quotes/words/approachable>

<https://approachableleadership.com/leadership-quotes/>

**What Does the Bible Say About Approachability? - OpenBible.info**

<https://www.openbible.info/topics/approachability>

[Images for Bible and Approachability](#)

<https://bible.knowing-jesus.com/topics/Approachability>

<https://www.crosswalk.com/devotionals/crosswalk-devo/crosswalk-the-devotional-apr-4-2013.html>

<https://titusoneone.com/2006/07/16/how-approachable-are-you/>

<https://www.reviveourhearts.com/radio/revive-our-hearts/are-you-approachable-2/>

<https://www.primobibleverses.com/topic/approachability>

**67 best How to Be Approachable images on Pinterest**

<https://www.pinterest.com/MasterOfflineDating/how-to-be-approachable/>

<https://www.pinterest.com/pin/363876844875455361/> William Almonte | Effective Leadership - How to Be Approachable on Pinterest

[Images for approachable pinterest](#)

## 7) Assertive

**Asserting Yourself-Updated Edition: A Practical Guide for Positive Change [Sharon Anthony Bower, Gordon H. Bower]**

Utilizing a number of techniques from behavior-change psychology, speech, communications, and acting, the authors Sharon and Gordon Bower outline an effective assertiveness program to help people improve their self-esteem, articulate their opinions, and develop meaningful relationships. Exercises and examples throughout-including the celebrated “DESC scripts” (describe, express, specify, consequences)-allow readers to practice the program, adapt it to their own lives, and evaluate their progress. For both personal and professional use, *Asserting Yourself* is the classic guide to building confidence and taking a stand.

<http://www.amazon.com/Asserting-Yourself-Updated-Edition-Practical-Positive/dp/0738209716>

[http://www.goodreads.com/book/show/662101.Asserting\\_Yourself\\_Updated\\_Edition](http://www.goodreads.com/book/show/662101.Asserting_Yourself_Updated_Edition)

[http://books.google.com/books/about/Asserting\\_Yourself.html?id=cH3IGa\\_FugkC](http://books.google.com/books/about/Asserting_Yourself.html?id=cH3IGa_FugkC)

[https://books.google.com/books/about/Asserting\\_Yourself.html?id=1zVWKq7fI0gC](https://books.google.com/books/about/Asserting_Yourself.html?id=1zVWKq7fI0gC)

<https://www.amazon.com/Sharon-Anthony-Bower/e/B001HQ3HIS>

[http://www.goodreads.com/author/show/355536.Sharon\\_Anthony\\_Bower](http://www.goodreads.com/author/show/355536.Sharon_Anthony_Bower)

[Images for Sharon Anthony Bower, author](#)

[https://en.wikipedia.org/wiki/Gordon\\_H.\\_Bower](https://en.wikipedia.org/wiki/Gordon_H._Bower)

<https://stanford.edu/~gbower/>

<https://profiles.stanford.edu/gordon-bower>

<https://www.amazon.com/Gordon-H.-Bower/e/B001HCUZQE>

[http://www.goodreads.com/author/show/355535.Gordon\\_H\\_Bower](http://www.goodreads.com/author/show/355535.Gordon_H_Bower)

[Images for Gordon H. Bower, author](#)

[Images for Asserting Yourself-Updated Edition: A Practical Guide for Positive Change \[Sharon Anthony Bower, Gordon H. Bower\]](#)

**Assertive Communication Skills for Professionals [Carol Price]**

*Combine strength with sensitivity to get more of what you want.*

Ever notice the way assertive people can be honest and forthright -- and still respect the feelings of others? Their skills and style earn them respect and cooperation at every level. This program will show you how to handle your communication challenges with confidence, openness, and competence.

Program Highlights:

- \* A self-test to determine how assertive you are now
- \* Roadblocks to assertiveness
- \* Picking and planning your battles
- \* The most effective way to ask for what you want - and get it
- \* Assertive confrontation: how to deal with issues instead of emotions



<http://www.amazon.com/Assertive-Communication-Skills-Professionals-Carol/dp/1933328037>  
[https://www.thriftbooks.com/w/assertive-communication-skills-for-professionals-how-to-communicate-powerfully-in-a-style-thats-comfortable-for-you\\_carol-price/1747340/#isbn=1933328037&idig=26025218](https://www.thriftbooks.com/w/assertive-communication-skills-for-professionals-how-to-communicate-powerfully-in-a-style-thats-comfortable-for-you_carol-price/1747340/#isbn=1933328037&idig=26025218)  
<http://www.managerialtraining.com/PDFs/Assertive-Communication-Skills-for-Professionals.pdf>  
<http://ebookbrowse.net/assertive-communication-skills-for-professionals-pdf-d153113226>  
<http://www.carolprice.com/>  
[https://www.goodreads.com/author/show/575834.Carol\\_Price](https://www.goodreads.com/author/show/575834.Carol_Price)  
 Images for Carol Price, author assertive communication  
[Images for Assertive Communication Skills for Professionals \[Carol Price\]](#)  
[Assertive Communication Skills for Professionals: Carol Price - Pinterest](#)

### Assertiveness - Wikipedia

Assertiveness is the quality of being self-assured and confident without being aggressive. In the field of [psychology](#) and [psychotherapy](#), it is a learnable skill and mode of communication.

<https://en.wikipedia.org/wiki/Assertiveness>  
[Images for assertiveness](#)

### Civilized Assertiveness for Women: Communication with Backbone...not Bite [Judith Selee McClure]

Excerpt - "You don't have to be pushy to get what you want! *Civilized Assertiveness* gives you the words to stand up for yourself while still being respectful of others."

<http://www.amazon.com/Civilized-Assertiveness-Women-Communication-Backbone/dp/0972966439>  
[https://www.goodreads.com/book/show/1113083.Civilized\\_Assertiveness\\_for\\_Women](https://www.goodreads.com/book/show/1113083.Civilized_Assertiveness_for_Women)  
<https://www.startribune.com/ladies-save-i-m-sorry-for-funerals/13506021/>  
<https://www.kirkusreviews.com/book-reviews/judith-selee-mcclure/civilized-assertiveness-for-women/>  
<https://books.google.com/books?id=R8YDAAAAMBAJ> Page 73  
<http://marie-julliard.com/content/judith-selee-mcclure-find-civilized-assertiveness-women-communication-backbone-not-bite>  
[Images for Civilized Assertiveness for Women: Communication with Backbone...not Bite \[Judith Selee McClure\]](#)

### Good advice! Assertiveness is GOOD! | Leadership | Pinterest

<https://www.pinterest.com/pin/257127459950354946/>  
[Images for Assertiveness on Pinterest](#)  
<https://www.pinterest.com/christinacouch3/assertiveness-skills/>  
<https://www.pinterest.com/newtherapies/assertiveness/>  
<https://www.pinterest.com/tellstoryheart/assertiveness/>  
<https://www.pinterest.com/explore/assertive-communication/>  
<https://www.pinterest.com/smeekster/assertiveness/>  
<https://www.pinterest.com/murrdog1951/assertiveness/>  
<https://www.pinterest.com/scaxid/assertiveness-training/>  
<https://www.pinterest.com/tamishaford/expressions-assertiveness/>  
<https://www.pinterest.com/lindseysmith444/being-more-assertive/>  
<https://www.pinterest.co.uk/amcg1950/assertiveness/>

### People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts by Robert Bolton (Author)

Improve your personal and professional relationships instantly with this timeless guide to communication, listening skills, body language, and conflict resolution.

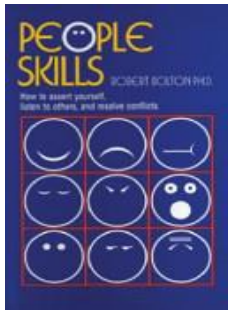
A wall of silent resentment shuts you off from someone you love... You listen to an argument in which neither party seems to hear the other... Your mind drifts to other matters when people talk to you....

*People Skills* is a communication-skills handbook that can help you eliminate these and other communication problems. Author Robert Bolton describes the twelve most common communication barriers, showing how these "roadblocks" damage relationships by increasing defensiveness, aggressiveness, or dependency. He explains how to acquire the ability to listen, assert yourself, resolve conflicts, and work out problems with others. These are skills that will help you communicate calmly, even in stressful emotionally charged situations.

*People Skills* will show you:

- How to get your needs met using simple assertion techniques
- How body language often speaks louder than words
- How to use silence as a valuable communication tool
- How to de-escalate family disputes, lovers' quarrels, and other heated arguments

Both thought-provoking and practical, *People Skills* is filled with workable ideas that you can use to improve your communication in meaningful ways, every day.



<http://www.amazon.com/People-Skills-Yourself-Resolve-Conflicts/dp/067162248X>

[http://www.goodreads.com/book/show/65327.People\\_Skills](http://www.goodreads.com/book/show/65327.People_Skills)

<https://www.simonandschuster.com/books/People-Skills/Robert-Bolton/9781508229285>

[http://books.google.com/books/about/People\\_Skills.html?id=MJPAoB22ugkC](http://books.google.com/books/about/People_Skills.html?id=MJPAoB22ugkC)

[https://books.google.com/books/about/People\\_Skills.html?id=NfyAOp1UP2AC](https://books.google.com/books/about/People_Skills.html?id=NfyAOp1UP2AC)

[https://books.google.com/books/about/People\\_Skills.html?id=01-7QgAACAAJ](https://books.google.com/books/about/People_Skills.html?id=01-7QgAACAAJ)

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<http://abcofsuccess.com/blog/2014/11/10/people-skills-robert-bolton/>

<http://www.simonandschuster.com/authors/Robert-Bolton/44>

<https://thesystemsthinker.com/author/robert-bolton/>

<http://www.buffalolib.org/vufind/Record/1226954/Reviews>

<https://www.amazon.com/Robert-Bolton/e/B000APO7JK>

[http://www.goodreads.com/author/show/36899.Robert\\_Bolton](http://www.goodreads.com/author/show/36899.Robert_Bolton)

Images for Robert Bolton (Author)

Images for People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts by Robert Bolton (Author)

### The Assertive Woman (Personal Growth) [Stanlee Phelps, Nancy Austin]

Do you want to restore balance in your life? Say no and draw the line with confidence? Make the right choices? Face up to challenges and changes with courage? With the new edition of THE ASSERTIVE WOMAN, now you can. This classic bestseller, revised and updated, is an original and lively self-help resource, packed with tested exercises, step-by-step guides, and solid advice on how to express yourself with co-workers, authority figures, lovers, family, and friends. THE ASSERTIVE WOMAN debunks the tired old myths and stereotypes of women bosses, stay-at-home moms, "bully broads," and superwomen, and presents a refreshing, positive alternative. From breaking out of the Compassion Trap and countering manipulation, to nurturing a hardy spirit and reaching out to friends and lovers, THE ASSERTIVE WOMAN delivers real answers and steadfast support to real women everywhere.

<http://www.amazon.com/The-Assertive-Woman-Personal-Growth/dp/1886230498>

[https://www.goodreads.com/book/show/1377229.The\\_Assertive\\_Woman](https://www.goodreads.com/book/show/1377229.The_Assertive_Woman)

<https://www.barnesandnoble.com/w/the-assertive-woman-standee-phelps/1005354995>

[http://books.google.com/books/about/The\\_Assertive\\_Woman.html?id=XA\\_m2xAocL4C](http://books.google.com/books/about/The_Assertive_Woman.html?id=XA_m2xAocL4C)

<http://www.vdebooks.com/the-assertive-woman-a-new-look-PDF-8025994/>

[http://en.wikipedia.org/wiki/Nancy\\_Austin](http://en.wikipedia.org/wiki/Nancy_Austin)

[http://www.goodreads.com/author/show/165614.Nancy\\_Austin](http://www.goodreads.com/author/show/165614.Nancy_Austin)

Images for Nancy Austin (author) Assertive Woman

<https://www.linkedin.com/in/stanleephelps>

<https://www.amazon.com/Stanlee-Phelps/e/B000AP6YKU>

Images for Stanlee Phelps, author

Images for The Assertive Woman (Personal Growth) [Stanlee Phelps, Nancy Austin]

Images for Personal Growth assertive woman

### The Assertiveness Workbook: How to Express Your Ideas and Stand Up for Yourself at Work and in Relationships - Randy Paterson

Published in 2000 by New Harbinger Publications, this large-format workbook considers two primary questions: "What holds us back from being assertive?" and "What are the specific skills required for effective assertive communication?" This section of the site provides an excerpt from the book, the text of a review, and downloadable versions of several of the forms and measures included in the book.



<http://www.randypaterson.com/Books/assertive/assertive-workbook.html>

<http://www.amazon.co.uk/The-Assertiveness-Workbook-Yourself-Relationships/dp/1572242094>

[https://www.goodreads.com/book/show/90686.The\\_Assertiveness\\_Workbook](https://www.goodreads.com/book/show/90686.The_Assertiveness_Workbook)

<https://www.barnesandnoble.com/w/assertiveness-workbook-randy-paterson/1101969064>

<https://www.scribd.com/doc/312690209/Randy-J-Paterson-The-Assertiveness-Workbook-How-to-Express-Your-Ideas-and-Stand-Up-for-Yourself-at-Work-and-in-Relationships-New-Harbinger-Publicati>  
[http://books.google.com/books/about/The\\_assertiveness\\_workbook.html?id=tyD4iZKksp0C](http://books.google.com/books/about/The_assertiveness_workbook.html?id=tyD4iZKksp0C)  
<http://www.lifeandleadership.com/book-summaries/paterson-the-assertiveness-workbook.html>  
<http://www.randypaterson.com/>  
<https://www.amazon.com/Randy-J.-Paterson/e/B001K8IQRU>  
[https://www.goodreads.com/author/show/52107.Randy\\_J\\_Paterson](https://www.goodreads.com/author/show/52107.Randy_J_Paterson)  
[Images for The Assertiveness Workbook: How to Express Your Ideas and Stand Up for Yourself at Work and in Relationships - Randy Paterson](#)

### The New Assertive Woman [Lynn Bloom, Karen Coburn, Joan Pearlman]

This guide provides information about assertive training and why it is so important for women, every woman's bill of rights, games women play to avoid asserting themselves, how to build assertive skills, and much more.

<http://www.amazon.com/New-Assertive-Woman-Lynn-Bloom/dp/1935235044>  
<https://www.barnesandnoble.com/w/the-new-assertive-woman-lynn-bloom/1016284269>  
<https://books.google.com/books?isbn=158741029X>  
[http://www.goodreads.com/author/show/3036.Lynn\\_Z\\_Bloom](http://www.goodreads.com/author/show/3036.Lynn_Z_Bloom)  
<https://www.amazon.com/Karen-Levin-Coburn/e/B001KMSG7G>  
<https://source.wustl.edu/experts/karen-coburn/>  
[http://www.goodreads.com/author/show/1188187.Joan\\_Pearlman](http://www.goodreads.com/author/show/1188187.Joan_Pearlman)  
[Images for Lynn Bloom, Karen Coburn, Joan Pearlman](#)  
[Images for The New Assertive Woman \[Lynn Bloom, Karen Coburn, Joan Pearlman\]](#)

### What Does the Bible Say About Being Assertive? - OpenBible.info

[https://www.openbible.info/topics/being\\_assertive](https://www.openbible.info/topics/being_assertive)  
<https://www.openbible.info/topics/assertiveness>  
[Images for Bible and Assertive](#)  
<https://www.gotquestions.org/Bible-assertiveness.html>  
<https://www.crosswalk.com/699090/Faith-and-Assertiveness-Crosswalk.com>  
<http://www.nehemiahministries.com/assert2.htm>  
<https://bible.knowing-jesus.com/topics/Being-Assertive>  
<https://www.ibelieve.com/relationships/gracefully-assertive.html>  
[Images for gracefully assertive](#)  
<https://www.faiththerapy.org/answers-by-topic/boundaries-assertiveness/>  
<https://www.kingjamesbibleonline.org/Bible-Verses-About-Being-Assertive/>  
<https://www.christianforums.com/threads/are-there-any-biblical-references-to-assertiveness.768957/>  
[http://www.chicagochristiancounseling.org/files/nl14\\_01assertiveness.pdf](http://www.chicagochristiancounseling.org/files/nl14_01assertiveness.pdf)  
<https://www.talkjesus.com/threads/jesus-and-being-assertive.16871/>

## 8) Background Check

### Background check - Wikipedia

A background check or background investigation is the process of looking up and compiling criminal records, commercial records, and financial records of an individual or an organization.

[https://en.wikipedia.org/wiki/Background\\_check](https://en.wikipedia.org/wiki/Background_check)  
[Images for background check](#)

### Background Checks - SafeChurch.com

GuideOne is pleased to offer policyholders affordable background checks through its Check & Protect program. Powered by SingleSource Services, the Check & Protect program gives you access to industry-leading background checks that will help you find employees and volunteers whose skills match their integrity and character.

<https://www.safechurch.com/Pages/bgchecks.aspx>  
[Images for Check & Protect](#)  
<https://protectmyministry.com/>  
<https://www.safechurch.com/Pages/bgchecks.aspx>

### Background checks - Synod Resource Center

[Policy to Prevent Abuse of Children and Youth](#)  
[Child Safety Governing Policy](#)

### Synod Resource Center

<https://synodresourcecenter.org/> [Administration](#) [Personnel](#) [Background checks](#)  
[http://synodresourcecenter.org/admin/personnel/background\\_checks/](http://synodresourcecenter.org/admin/personnel/background_checks/)  
[Images for Background checks - Synod Resource Center](#)  
<http://www.swpasynod.org/resources/background-check>

### Background Screening - Church Mutual Insurance Company Programs

First Advantage Background Screening offers premier-level, web-based screening tools that will help you easily and effectively screen both employees and volunteers, at a substantially reduced price. [More](#)

#### Articles

[Background checks are paying off](#)

[Background checks are paying off](#)

[Background screening cost reduced](#)

<https://www.churchmutual.com/167/Background-Screening>

[Images for Background Screening](#)

### Brotherhood Mutual - Church Insurance – Background Checks

Thorough background checks should be part of your ministry's programs.

<http://www.brotherhoodmutual.com/index.cfm/resources/background-screening/background-screening-why-screen/>

[Images for Church Insurance – Background Checks](#)

### Child and Youth Abuse Prevention Resources - Church Mutual Insurance

No cries of help are louder or more heart-wrenching than those of sexually abused children and youths.

To address this problem head-on, Church Mutual has developed an informative video and booklet and a sample Child and Youth Abuse Prevention Program for Religious Organizations. We've also negotiated favorable pricing on employee and volunteer

**background** screening services. To learn more, follow these links:

<https://www.churchmutual.com/246/Child-and-Youth-Abuse-Prevention-Resources>

[Images for background screening services](#)

<https://www.pinterest.com/wcstx/child-abuse-prevention-awareness/>

<https://www.pinterest.com/callmeluckie/child-abuse-prevention-month/>

<https://americanspcc.org/national-child-abuse-prevention-month/>

<https://www.shutterstock.com/search/child+abuse+prevention>

### Church Administration: Programs, Process, Purpose [Robert Bacher, Michael Cooper-White]

#### Appendices

A. Conflict of Interest Certification

B. Sample General Fund Revenue and Expense Statement

C. Sample Statement of Revenue and Expense

D. Sample Congregational Balance Sheet

E. Sample Statement of Cash Flows

F. Sample Position Description

G. Performance Evaluation and Development Report

H. Sample Timed Meeting Agenda

**I. Sample Background Check Chart for Lay Church Workers**

**J. Sample Screening Interview and Background Check Procedure**

K. Roles Identification Exercise

L. Competencies Survey Instrument

M. The IRS Model (Identity, Roles, and Skills)

<http://www.augsburgfortress.org/education/academic/churchadministration/thebook.jsp>

<http://store.fortresspress.com/store/product/2687/Church-Administration>

For discussion questions on this book go to [www.augsburgfortress.org/education/academic/churchadministration/](http://www.augsburgfortress.org/education/academic/churchadministration/)

<http://www.amazon.com/Church-Administration-Programs-Process-Purpose/dp/0800637429>

[Images for I. Sample Background Check Chart for Lay Church Workers J. Sample Screening Interview and Background Check Procedure](#)

### Church Background Checks - For your Ministry or Church - Protect My Ministry

Church background checks through Protect My Ministry are designed to help ministries implement and maintain a thorough background screening program for employees, staff and volunteers. Preventing sexual predators and violent offenders from working with children and youth is our primary concern.

<http://protectmyministry.com/background-checks/>

[Images for Church Background Checks for Staff and Volunteers](#)

<https://www.group.com/category/ministry-resources/church-safety/shepherds-watch-background-checks.do>

<http://www.lifeway.com/Article/composite-home-background-checks> Church Background Check Discounts | Screen Staff

<http://www.oxforddoc.com/protect.html> church background checks - protect your ministry

[www.churchstaffing.com/background-checks/](http://www.churchstaffing.com/background-checks/) Criminal Records Search, Church Background Checks

<http://www.churchlawandtax.com/web/2010/april/frequency-background-checks.html>

[http://s3.amazonaws.com/dfc\\_attachments/public/documents/850599/Background\\_check\\_form\\_UPDATE\\_022108.pdf](http://s3.amazonaws.com/dfc_attachments/public/documents/850599/Background_check_form_UPDATE_022108.pdf)

### 133 best Background Checks images on Pinterest

<https://www.pinterest.com/nutrinoche/background-checks/>

<https://www.pinterest.com/frbackgroundchck/free-background-check/>



[Images for background checks pinterest](#)

### Safe Churches Project - Northern Louisiana Synod

A variety of agencies can provide background information services for their subscribers. The NT-NL does not endorse any one provider but offers the following information on First Advantage as an example. All NT-NL congregations are urged to create safe environments, to exercise care and diligence, and to make use of Background Checks on all employees and key volunteers. The Safe Churches Project is a program of First Advantage, Inc. – an extension of the Texas Safe Schools Project, a popular and successful criminal background screening program for Texas schools. The Safe Churches Project is designed to help congregations in the selection of employees and volunteers who work within the congregation. The Project provides the means by which criminal **background checks** can be accomplished easily and effectively. The Safe Churches Project makes available a comprehensive set of criminal history background checks through services that are Web-based for easy access via the Internet.

<http://www.ntnl.org/index.php/congregations/safe-churches>

[Images for Safe Churches Project](#)

## 9) Boundaries

### Best 25+ Setting boundaries ideas on Pinterest

<https://www.pinterest.com/explore/setting-boundaries/>

[Images for Setting boundaries on Pinterest](#)

<https://www.pinterest.com/Hopeinyourself/healthy-boundaries/>

<https://www.pinterest.com/beaniekh/setting-healthy-boundaries/>

<https://www.pinterest.com/beaniekh/setting-healthy-boundaries/>

[Images for setting healthy boundaries](#)

<https://www.pinterest.com/explore/boundaries-quotes/>

<https://www.pinterest.com/dorcasted143/good-boundaries/>

<https://www.pinterest.com/mshellmft/healthy-boundaries/>

<https://www.pinterest.com/yourboundaries/boundaries-quotes/>

<https://www.pinterest.com/PrivacyFirst/healthy-boundaries/>

[Images for healthy boundaries pinterest](#)

<https://www.pinterest.com/grn74/boundaries/>

<https://www.pinterest.com/barbarazeidler/boundaries/>

<https://www.pinterest.com/KitchenRetreats/quote-healthy-boundaries/>

<https://narcissistabusesupport.com/boundaries-quotes/>

<https://www.pinterest.com/rossrosenberg/boundaries/>

### Boundaries Quotes - BrainyQuote

<https://www.brainyquote.com/topics/boundaries>

[Images for boundaries quotes](#)

<https://www.goodreads.com/quotes/tag/boundaries>

<https://blogs.psychcentral.com/imperfect/2016/06/quotes-healthy-boundaries/>

<http://www.wiseoldsayings.com/boundaries-quotes/>

<https://sepitajima.com/set-healthy-boundaries-quotes/>

<https://toolsformotivation.com/setting-boundaries-quotes/>

<http://virgilgrant.com/20-quotes-on-establishing-biblical-boundaries-from-the-book-boundaries/>

### Healthy Boundaries 101 & 201 — FaithTrust Institute

*Healthy Boundaries 101 & 201* is a two-part training program with two DVDs, a teacher's guide and two participant workbooks for levels 101 Fundamentals and 201 Beyond Basics. (see video clip below). The goals of the program are to:

- Increase awareness of the need for healthy boundaries in the clergy-congregant or teacher-student relationship
- Provide clergy, lay leaders and teachers with guidelines for appropriate boundaries and self-care
- Illustrate strategies to sustain a safe, healthy church
- Define boundaries and why they are important

The training topics address:

- Theology and the Nature of Boundaries
- Power and Vulnerability
- Dating, Friendships, Dual Relationships, Gifts
- The Pulpit, Transference, Hugging and Touch, Intimacy
- Emerging Issues in Maintaining Healthy Boundaries
- Living with Healthy Boundaries (modules include current issues and topics such as internet technology, social media, pornography, finance, sexual attraction)
- Personal Needs and Self-Care, Red Flags, Final Reflections

The accompanying teacher's guide includes background information, discussion questions, and interactive exercises in two sections that coincide with participant course workbooks.

<http://www.faithtrustinstitute.org/store/01tA0000000M7rcIAC>



<http://www.faithtrustinstitute.org/training-documents/THB10.26-27.15%20Announcement%20and%20Info.pdf>  
[Images for FaithTrust Institute](#)

### Healthy Boundaries 201 Workshop for Pastors and other church leaders | Wisconsin Council of Churches

Facilitator Rev. Scott Anderson will utilize case studies and small group interaction to develop healthy boundaries for clergy and other religious leaders in a congregational setting. Borrowed wisdom blended with humor are tools to help us build stronger ministries with appropriate boundaries. Topics include: The nature of power, building and maintaining healthy boundaries, self-care, social media, grace in separation and introduction, and mandatory reporting.

<http://www.wichurches.org/calendar/event-list/healthy-boundaries-201-workshop-for-pastors-and-other-religious-leaders/>

[Images for Healthy Boundaries 201 Workshop for Pastors and other church leaders | Wisconsin Council of Churches](#)

<https://www.secucc.org/2017/01/12/healthy-boundaries-clergy-church-leaders-2017/>

<https://www.northwestcoast.org/healthy-boundaries/>

<https://www.neumc.org/healthyboundaries>

### Professional boundaries - Wikipedia

There are multiple boundaries that could be crossed between a client and a counselor, including physical, psychological, emotional, and social boundaries. Some of these boundary lines may be blurry. For example, there are differing opinions on whether touch is ever appropriate between a counselor and their client. Sexual intercourse, however, is uniformly agreed upon as inappropriate. Dual relationships, where a counselor holds two or more different roles within a client's life at the same time, are also typically avoided, as well as the acceptance of gifts of significant monetary value.<sup>[4]</sup>

[https://en.wikipedia.org/wiki/Professional\\_boundaries](https://en.wikipedia.org/wiki/Professional_boundaries)

[Images for professional boundaries](#)

### What Does the Bible Say About Boundaries? - OpenBible.info

<https://www.openbible.info/topics/boundaries>

[Images for Bible and Boundaries](#)

<https://www.soulshpherd.org/jesus-set-boundaries/>

<https://www.gotquestions.org/boundaries-biblical.html>

<https://www.boundariesbooks.com/boundaries/god-and-boundaries/>

<http://applygodsword.com/what-does-the-bible-say-about-personal-boundaries/>

[Images for bible personal boundaries](#)

<https://bible.knowing-jesus.com/topics/Boundaries>

<https://bible.org/series/boundaries>

<https://thelife.com/boundaries>

<https://www.crosswalk.com/faith/women/women-how-to-set-boundaries-and-find-peace.html>

[Images for set boundaries](#)

## 10) Bully

### Best 10+ Bullying ideas on Pinterest

<https://www.pinterest.com/explore/bullying/>

[Images for Bullying Pinterest](#)

<https://www.pinterest.com/daniellelan/bullying/>

<https://www.pinterest.com/explore/anti-bullying/>

<https://www.pinterest.com/lannesimpson/bullying/>

<https://www.pinterest.com/ikl5502/bullying/>

<https://www.pinterest.com/ajhansen718/be-a-buddy-not-a-bully/>

<https://www.pinterest.com/explore/bullying-activities/>

### How to Deal with Bullies at Work – Harvard Business Review

A webinar on identifying and defusing difficult people.

<https://hbr.org/2014/09/how-to-deal-with-bullies-at-work>

[Images for Deal with Bullies at Work](#)

<https://hbr.org/2011/07/diagnose-and-eliminate-workplace>

<https://hbr.org/2016/06/why-some-bosses-bully-their-best-employees>

<https://www.lexology.com/library/detail.aspx?g=63081f22-7c9f-40ad-9ef5-fc2046c7878f> Why Do Bosses Become Bullies And Bully

Their Best Performers

<https://hbr.org/2010/04/are-bullies-in-your-workplace>

<https://hbr.org/2012/07/bullying-is-a-confidence-game>

<https://www.theguardian.com/money/us-money-blog/2014/jun/26/workplace-bullying-rise-research-shows>

<https://hbr.org/2010/03/create-a-bullyfree-workplace>

[Images for bullyfree workplace](#)

<https://www.wnyc.org/story/knocking-office-bully-out/>

<http://pmworldjournal.net/wp-content/uploads/2016/04/pmwj45-Apr2016-Pelletier-business-case-for-eliminating-workplace-bullying-featured-paper.pdf>

<http://www.myrhythm.me/ppc/wp-content/uploads/2016/04/CEOs-and-Workplace-Bullying.pdf>

[https://en.wikipedia.org/wiki/The\\_No\\_Asshole\\_Rule](https://en.wikipedia.org/wiki/The_No_Asshole_Rule)  
<https://www.reuters.com/article/us-management-tip/management-tip-of-the-day-stamp-out-workplace-bullying-idUSTRE76B28D20110824>  
<https://hbr.org/2014/10/how-to-deal-with-a-mean-colleague>  
<https://www.npr.org/2015/12/16/460024322/harvard-business-school-study-highlights-costs-of-toxic-workers>

### How to Deal with Workplace Bullying and Harassment (with Pictures)

Workplace bullying refers to any repeated, intentional behavior directed at an employee that is intended to degrade, humiliate, embarrass, or otherwise undermine their performance. It can come from colleagues, supervisors, or management, and is a real problem for workers at all levels. It's no joke. By learning to recognize and address workplace bullying behavior, you can help to create a healthier, more productive environment for yourself and your colleagues. Keep reading after the jump to learn more.

<https://www.wikihow.com/Deal-with-Workplace-Bullying-and-Harassment>  
<https://www.thebalance.com/how-to-deal-with-a-bully-at-work-1917901>  
<https://www.thebalance.com/dealing-with-difficult-people-at-work-1917903>  
<https://www.vitalsmarts.com/crucialskills/2014/06/how-to-confront-the-workplace-bully/>  
Images for Confront the Workplace Bully  
<https://www.fastcompany.com/3059874/5-common-workplace-bullies-and-how-to-deal-with-them>  
<http://thepositivetysolution.com/bullied-no-more/>  
Images for End of Workplace Bullying  
<https://money.usnews.com/money/careers/company-culture/articles/battling-bullying-in-the-workplace>  
<https://www.howdini.com/video/6640668/how-to-cope-with-a-female-bully-boss>  
[http://hd-videos-2018.download/download-how-to-deal-with-workplace-bullying-wellness-wednesday\\_iLtTgyqVeU0.html](http://hd-videos-2018.download/download-how-to-deal-with-workplace-bullying-wellness-wednesday_iLtTgyqVeU0.html)  
<https://toughnickel.com/business/When-You-Are-Bullied-At-Work>  
<https://fairygodboss.com/articles/tips-for-handling-bullies-at-work>  
[http://www.huffingtonpost.com/dr-michelle-callahan/work-bullies\\_b\\_833977.html](http://www.huffingtonpost.com/dr-michelle-callahan/work-bullies_b_833977.html)  
<http://www.latimes.com/business/la-fi-0403-career-coach-bullies-20160402-story.html>  
<http://time.com/17168/bullying-at-work-how-to-make-it-stop/>  
<https://www.telegraph.co.uk/women/womens-business/12000580/Workplace-bullying-How-to-deal-with-it.html>  
<https://www.crisisprevention.com/Blog/September-2011/Workplace-Bullying-Resources-and-References>  
[https://www.atl.org.uk/Images/ATL\\_Workplace\\_Bullying\\_Toolkit%20\(update\).pdf](https://www.atl.org.uk/Images/ATL_Workplace_Bullying_Toolkit%20(update).pdf)  
<https://www.youtube.com/watch?v=nHoJOHh4MBg> HOW DO YOU KNOW YOU'RE BEING BULLIED AT WORK? - YouTube  
<https://www.youtube.com/watch?v=PkkDlItKId4> END THE WORKPLACE BULLYING AND LOWER YOUR STRESS - YouTube

### How to Manage Workplace Violence & Bullying | Pryor Learning Solutions

- ☐ Define and distinguish between workplace aggression, bullying and actual violence
- ☐ List the policies and workplace violence laws every organization should have in order to combat workplace violence and bullying
- ☐ Consider various examples and scenarios of words and behaviors that could lead to acts of bullying or violence — and, what to do about them
- ☐ Use progressive discipline to effectively “nip workplace violence in the bud” before a real workplace tragedy occurs
- ☐ Implement a real-world “zero-tolerance” workplace violence policy
- ☐ Interact with an employee who is being impacted at work by domestic violence
- ☐ React during active shooter situations
- ☐ And more...

<https://www.pryor.com/training-webinars/how-to-manage-workplace-violence-bullying>  
<https://www.pryor.com/training-webinars/preventing-harassment-and-bullying-in-the-workplace/>  
<https://www.pryor.com/training-products/sexual-harassment-in-the-workplace/>  
Images for Pryor Learning Solutions

### How to Stop Workplace Bullies in Their Tracks - Forbes

The Three-Step Bully Rehab Plan

There are three steps to stop bullying:

<http://www.forbes.com/sites/christinecomaford/2014/03/12/bust-workplace-bullies-and-clear-conflict-in-3-essential-steps/>  
<https://www.forbes.com/sites/christinecomaford/2016/08/27/the-enormous-toll-workplace-bullying-takes-on-your-bottom-line/#1d02c0f55595>  
<https://www.forbes.com/sites/amymorin/2015/08/21/how-to-deal-with-a-workplace-bully-advice-for-victims-bosses-and-co-workers/#73131b9d5f0b>  
<https://www.forbes.com/sites/forbescoachescouncil/2017/08/18/seven-things-to-do-if-you-might-be-a-workplace-bully/#2ca368b238d7>  
<https://www.forbes.com/pictures/gigd45hfk/10-signs-youre-being-bu/#433adeb163a2>  
<https://www.forbes.com/sites/jacquelynsmith/2013/09/20/how-to-deal-with-a-bullying-boss/#43b40c4f3d37>  
<https://www.forbes.com/sites/forbescoachescouncil/2018/03/07/when-jokes-go-too-far-confronting-workplace-bullying/#314459801055>  
<https://www.forbes.com/sites/danpontefract/2016/01/05/is-your-workplace-full-of-corporate-bullies/#5ed49cb759bc>  
<http://www.workplacebullying.org/tag/forbes/>  
<http://www.workplacebullying.org/forbes-2/>  
<http://www.workplacebullying.org/forbes-5/>

<https://www.linkedin.com/pulse/forbes-workplace-harassmentbullying-defined-witness-mario-cavolo>  
<https://www.lifeadvancer.com/workplace-bullying>  
<http://stopbullyingcoalition.org/organization>  
<https://www.pinterest.com/dmcgurgan/workplace-bullying/>  
[www.fotosearch.com/photos-images/workplace-bullying.html](http://www.fotosearch.com/photos-images/workplace-bullying.html)  
<https://www.facebook.com/StopWorkplaceBullies/>  
<https://www.vitalsmarts.com/crucialskills/2014/06/how-to-confront-the-workplace-bully/>  
[Images for Confront the Workplace Bully](#)  
<https://www.youtube.com/watch?v=VrSvm28mPCY> How to deal with workplace bullying - YouTube  
<https://www.youtube.com/watch?v=YmRKIZEXVQM> How I survived workplace bullying| Sherry Benson-Podolchuk| TEDxWinnipeg  
<https://www.youtube.com/watch?v=1jO-To2K1AQ> Leadership in Eliminating Workplace Bullying | Joanne Simon-Walters | TEDxSaintThomas - YouTube  
<https://www.youtube.com/watch?v=2yok8sy6cec> How to Handle a Workplace Bully - YouTube  
<https://www.youtube.com/watch?v=tIB1pFwGhA4> Bullying and Corporate Psychopaths at Work: Clive Boddy at TEDxHanzelUniversity  
<https://www.youtube.com/watch?v=Vrt6rjM7dag> How HR Professionals Can Handle Workplace Bullying - YouTube  
<https://www.youtube.com/watch?v=X5RJTdwMfG0> Dealing with Difficult Co-Workers and Bullies in the Workplace  
<https://www.youtube.com/watch?v=ZtFuDiIQzpE> Managing the Workplace Bully - YouTube

#### What Does the Bible Say About Bullying? - OpenBible.info

<https://www.openbible.info/topics/bullying>  
[Images for Bible and Bullying](#)  
<https://www.biblestudytools.com/topical-verses/bible-verses-about-bullying/>  
<https://www.gotquestions.org/bullying.html>  
<http://www.patheos.com/blogs/christiancrier/2016/05/23/top-7-bible-verses-about-bullying-and-dealing-with-bullies/>  
<https://www.thoughtco.com/bible-verses-on-bullying-712099>  
<https://biblereasons.com/bullying/>  
<https://bible.knowing-jesus.com/topics/Bullying>  
<http://www.presbyterianrecord.ca/2011/06/03/bullies-in-the-bible-2/>  
<http://www.biblewise.com/living/parenting/the-bible-and-bullies.php>  
<https://erlc.com/resource-library/articles/what-does-the-bible-teach-us-about-bullying>  
<https://www.kingjamesbibleonline.org/Bible-Verses-About-Bullying/>  
<https://www.whatchristianswanttoknow.com/what-does-the-bible-say-about-bullying/>  
<http://blog.bible/bible-blog/entry/7-tips-to-help-you-take-the-sting-out-of-bullying>  
<https://www.christianquotes.info/top-quotes/16-bible-verses-to-consider-when-being-bullied/#axzz5UICjvLWH>  
<https://www.psychologytoday.com/us/blog/resilience-bullying/201212/jesus-taught-the-solution-bullying>  
<https://www.youtube.com/watch?v=J1sdS9evsTM> Two kids use Bible to silence bully – YouTube  
<http://www.nealhardin.com/bible-bullying/>

#### Workplace bullying - Wikipedia

Workplace bullying is a persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm.<sup>[1]</sup> It can include such tactics as [verbal](#), [nonverbal](#), [psychological](#), [physical](#) abuse and [humiliation](#). This type of [workplace aggression](#) is particularly difficult because, unlike the typical [school bully](#), workplace bullies often operate within the established rules and policies of their organization and their society. In the majority of cases, [bullying](#) in the workplace is reported as having been by someone who has authority over their victim. However, bullies can also be peers, and occasionally subordinates.<sup>[2]</sup> Research has also investigated the impact of the larger organizational context on bullying as well as the group-level processes that impact on the incidence and maintenance of bullying behavior.<sup>[3]</sup> Bullying can be covert or overt. It may be missed by superiors; it may be known by many throughout the organization. Negative effects are not limited to the targeted individuals, and may lead to a decline in [employee morale](#) and a change in [organizational culture](#).<sup>[4]</sup>

[https://en.wikipedia.org/wiki/Workplace\\_bullying](https://en.wikipedia.org/wiki/Workplace_bullying)  
[Images for workplace bullying](#)  
<http://www.wikihow.com/Deal-with-Workplace-Bullying-and-Harassment>  
<https://www.wikihow.com/Handle-a-Bullying-Boss>  
<https://www.wikihow.com/Get-a-Bully-to-Back-off-in-the-Work-Place>

## 11) Children's Ministry

### An Introduction to Children's Ministry | Grace Communion

Children are a blessing from the Lord. With these blessings also come responsibilities. As stewards of God's children, parents are responsible for helping children grow physically, intellectually, emotionally and spiritually. Churches have a responsibility toward children, too. We want to provide an environment in which children are safe, are taught at an age-appropriate level, and are encouraged to develop a relationship with Jesus Christ.

<https://www.gci.org/children/ministry>  
[Images for Introduction to Children's Ministry](#)

### Building an Effective Children's Ministry Team in the Smaller Church

Some pastors may depend on a paid staff to help fulfill their vision, but the pastor of a smaller church depends on his or her ability to implement the vision through volunteers.

[http://enrichmentjournal.ag.org/200103/036\\_eff\\_child\\_min\\_sm\\_ch.cfm](http://enrichmentjournal.ag.org/200103/036_eff_child_min_sm_ch.cfm)

Images for Children's Ministry Team in the Smaller Church

<https://www.sunday-school-center.com/support-files/tt101-starting-a-sunday-school-small-church.pdf>

### Children's Ministry Director Job Description | Growing Kids

Inspired by a posting over at [Ministry to Children](#), I thought I'd post my newly written job description for those who are still working on their own. It's a new thing we're doing at our church and a great idea for anyone who is structuring their ministry for growth!

<http://www.growingkidsministry.com/ages-and-stages/childrens-ministry-director-job-description/>

Images for Children's Ministry Director Job Description

### Director of Children's Ministries

Trinity Lutheran Church is seeking dynamic candidates with a sense of call and passion for fostering faith in children and families to join their staff as Director of Children's Ministries.

This is a full-time salaried position with primary responsibilities in Sunday School, Wednesday programming, and Day Camps year round with children birth to grade six. A vibrant and integral part of Trinity's mission of "Serving in Christ's Love and Sharing the Good News," we look forward to welcoming a new leader into this exciting ministry.

[http://www.trinity-ec.org/news/job\\_description\\_children.phtml](http://www.trinity-ec.org/news/job_description_children.phtml)

<http://www.trinity-ec.org/news/DCMSpring2015.pdf>

Images for Director of Children's Ministries

### Eleven Easy Steps to a Successful Children's Ministry

Life is full, and you're a busy person! You already know that leading children is a 24/7 endeavor. Here are a few tips and treasures for you to ponder as you go that will help you become more effective as you lead children to love Jesus.

<http://www.lifeway.com/Article/11-easy-steps-to-a-successful-childrens-ministry>

Images for Successful Children's Ministry

<http://childrensministryleader.com/6-secrets-for-successful-childrens-ministry/>

<http://www.discipleblog.com/2011/05/how-to-build-a-successful-childrens-ministry/>

### How to Begin a Children's Ministry: 7 Steps (with Pictures)

If you're keen to start a children's ministry or restart an old children's ministry, you'll need to have a mission statement that encompasses your ministry and some members to help you to carry out the project. This article suggests some ways to go about creating a children's ministry.

<https://www.wikihow.com/Begin-a-Children%27s-Ministry>

Images for Begin a Children's Ministry

<https://kidsministry.lifeway.com/2014/02/14/4-tips-for-starting-a-childrens-ministry-in-a-church-plant/>

<https://incm.org/3-things-you-didnt-know-about-the-start-of-childrens-ministry/>

<https://stadiachurchplanting.org/start-childrens-ministry/>

<https://livingchurch.org/covenant/2015/11/13/9-pieces-of-advice-for-starting-a-new-childrens-ministry/>

Images for Start a Children's Ministry

### What Every Children's Ministry Leader Needs to Know | CT Pastors

Describe what you and other senior pastors want to see in your children's ministry director.

I look at the "non-spectacular" side that many folks never see. Does he or she show up with work gloves and work boots on and work hard? You don't have to change your personality, IQ, or anything else to do that. Just show up with a monstrous work ethic to build a children's ministry. Secondly, I look for a flat out passion for kids. You don't get that from a college degree, and you don't have to become any smarter or funnier. You can just be you and be passionate about kids. When you love kids when no one is looking, God's going to use you. And that goes for volunteers, too.

<http://www.christianitytoday.com/le/2005/march-online-only/what-every-childrens-ministry-leader-needs-to-know.html?start=3>

Images for What Every Children's Ministry Leader Needs to Know | CT Pastors

<http://childrensministryleader.com/21-things-need-know-becoming-childrens-ministry-leader/>

<http://childrensministryleader.com/18-ways-to-be-a-better-childrens-ministry-leader-in-2018/>

<https://childrensministry.com/leadership/>

<http://www.ricardomiller.com/blog/HowToSucceedAsAChildrensMinistryLeader>

<https://www.amazon.com/Childrens-Ministry-21st-Century-Encyclopedia/dp/076443389X>

## 12) Choir Director

### Choir Director

Augustana Lutheran Church, Cumberland, WI is seeking a choir director to conduct rehearsals on Wednesday nights and direct choir performances at worship services on Sunday mornings. Interest in bell choir a plus. This is a paid part-time position. Salary negotiable based on qualifications and experience. Direct inquiries and send resume's to Augustana Lutheran Church, PO Box 5, Cumberland, WI. 54829.

## Choir Director

### CHRIST LUTHERAN CHURCH, MENOMONIE, WI

We are looking for an energetic leader for our adult choir of 15 members. You will be asked to select choral music, direct during rehearsals and at worship, and work with other members of the church community such as the pastor, organist, and youth directors in minimal service planning. \*Currently rehearsals are at 7:30 PM on Wednesdays. We have a designated choir room for rehearsals that contains our music library of sheet music and books. Our schedule coincides with the academic school year and breaks for the summer. \*Worship is at 9 AM on Sundays and 5 PM on Saturdays. The choir sings on select Sundays, Christmas Eve, Maundy Thursday, and Good Friday. We encourage you to visit on a Sunday when the choir is scheduled to sing in order to get acquainted with the choir, congregation, and a typical worship service. (The choir will be singing November 15 and 29, December 6, 13, and Christmas Eve) \*We are an ELCA church of approximately 750 members. We are located in north Menomonie, just minutes from the I-94 interchange, in a mostly residential neighborhood. Visit us at: 1306 Wilcox Street, Menomonie, WI 54751 or online at Welcome2CLC.com

[PDF] View December 17, 2015 issue. - Northwest Synod of Wisconsin  
[http://www.nwswi.org/webfiles/fnitools/documents/weekly\\_eclipse17th.pdf](http://www.nwswi.org/webfiles/fnitools/documents/weekly_eclipse17th.pdf)

## Choir Director

East Immanuel Lutheran Church in Amery, Wisconsin is seeking a Choir Director to serve during the school year. This is a part-time position requiring approximately 3 hours per week. We are looking for someone to provide musical leadership for our choir. Interested candidates should review the job description found on the congregation's website, [www.eastimmanuel-lutheran.org](http://www.eastimmanuel-lutheran.org), and submit a letter of interest with resume and professional references. Send application materials to Pastor Kathy Pennington via email to [penningtonkm@gmail.com](mailto:penningtonkm@gmail.com) or submit them to the church office at 207 120th Street, Amery, WI 54001.

[PDF] View February 24, 2016 issue. - Northwest Synod of Wisconsin  
[http://www.nwswi.org/webfiles/fnitools/documents/elclipse\\_2.24.16.pdf](http://www.nwswi.org/webfiles/fnitools/documents/elclipse_2.24.16.pdf)  
Images for Choir Director

## Choir Quotes - BrainyQuote

<https://www.brainyquote.com/topics/choir>  
Images for church choir director quotes  
<https://www.goodreads.com/quotes/tag/choir>  
<https://www.azquotes.com/quotes/topics/church-choir.html>  
<https://www.enkiquotes.com/quotes-about-singing-in-a-choir.html>  
<http://www.pacificboychoir.org/choir/quotes>  
<https://www.slccsing.org/highlights/quotes/>  
<http://blogs.jwpepper.com/index.php/john-rutter-the-importance-of-choir/>  
<https://www.cmuse.org/funny-music-quotes-of-all-time/>  
<http://laffgaff.com/funny-choir-jokes/>

## Choir - Wikipedia

Jump to [Role of conductor](#) - Conducting is the art of directing a musical performance, such as a choral concert, by way of visible gestures with the hands, arms, face and head. The primary duties of the conductor or choirmaster are to unify performers, set the tempo, execute clear preparations and beats (meter), and to listen critically and shape the sound of the ensemble.<sup>[2]</sup>



[Evensong](#) rehearsal in the [quire](#) of [York Minster](#), showing carved choir stalls

<https://en.wikipedia.org/wiki/Choir>  
Images for Choir

## How to Be a More Effective Church Choir Director | Chron.com

Talented, dedicated and experienced singers are important to a good church choir. But without strong leadership, a choir is just a group of individuals doing their own thing instead of a cohesive assembly of well-blended voices who can lead a congregation in worship. If you're ready to move your choir to a higher standard of performance, focus on your own skills, preparation and attitude.

<https://work.chron.com/effective-church-choir-director-5370.html>  
Images for How to Be a More Effective Church Choir Director | Chron.com  
<https://www.wikihow.com/Direct-a-Choir>  
<http://ministry127.com/music-ministry/6-tips-for-having-effective-choir-practices>  
<https://www.reformedworship.org/article/september-1989/7-tips-choir-directors>  
Images for tips choir directors  
<https://spinditty.com/learning/hand-signals-for-choir-directing>



<https://www.churchleadership.com/leading-ideas/a-choir-director-shares-recruiting-tips-that-any-ministry-group-can-use/>  
<https://www.ashleydanyew.com/posts/2016/10-secrets-for-running-a-successful-choir-rehearsal>  
Images for successful choir rehearsal  
<https://www.totalchoirresources.com/3-quick-tips-for-better-choir-discipline/>  
Images for better choir discipline

### 9 Reasons to Keep the Church Choir Alive | Jonathan Aigner - Patheos

In closing, we need to stop and think about all we are giving up when we lose a choral presence in corporate worship. I think decreased emphasis on choral music in church is costing us dearly in our ability to follow the New Testament admonishment to sing and make melody in our hearts to the Lord.

<http://www.patheos.com/blogs/ponderanew/2014/09/23/9-reasons-to-keep-the-church-choir-alive/>  
Images for 9 Reasons to Keep the Church Choir Alive | Jonathan Aigner - Patheos  
<https://worshipsounds.wordpress.com/2014/02/13/how-to-help-keep-church-choirs-from-becoming-extinct/>  
<http://blog.brentwoodbenson.com/traditional-worship-in-the-contemporary-church-why-the-choir-is-still-important/>

### Paul J. Christiansen - Wikipedia

Paul Joseph Christiansen (July 31, 1914 – December 5, 1997) was an American choral conductor and composer. As the youngest son of F. Melius Christiansen, he was brought up into the Lutheran Choral Tradition and quickly developed his own style of conducting and composing that furthered the tradition started by his father. He spent the bulk of his career developing The Concordia Choir and conducted the choir from 1937-1986. He is also credited with establishing the Concordia Christmas Concert which is seen yearly by more than 30,000 people.

[https://en.wikipedia.org/wiki/Paul\\_J.\\_Christiansen](https://en.wikipedia.org/wiki/Paul_J._Christiansen)  
Images for paul j. christiansen, conductor

### 17 best choir director images on Pinterest

<https://www.pinterest.com/4cgarrison/choir-director/>  
<https://www.pinterest.com/mandskoret/the-choir-conductor/>  
<https://www.pinterest.com/conni57/choir-director/>  
<https://www.pinterest.com/Cass175S/choir-quotes/>  
<https://www.pinterest.ch/kraftybuglove/choir-music/>  
<https://www.pinterest.com.au/momofcrazyhouse/church-choir-tidbits/>  
<https://www.ashleydanyew.com/posts/2016/my-favorite-pinterest-boards-for-childrens-choir>  
Images for church choir director pinterest

### What Does the Bible Say About Choir Directors? - OpenBible.info

[https://www.openbible.info/topics/choir\\_directors](https://www.openbible.info/topics/choir_directors)  
<https://www.openbible.info/topics/choirs>  
Images for bible and choir directors  
<http://dennyprutow.com/why-are-psalms-written-for-the-choir-director/>  
<https://bible.knowing-jesus.com/topics/Choirs>

## 13) Communication

### Communication Skills Training | Fred Pryor Seminars

How to Communicate with Tact and Professionalism

Avoid misleading verbal and visual cues that interfere with clear, concise communication

Effective communication is not just about the words you use — it's about reading the other person and knowing the right way to deliver your pitch.

The ability to link body language with the message is the hallmark of an effective communicator

This two-day communication seminar will teach you how to use nonverbal communication to reinforce your message, put others at ease, avoid mixed messages and achieve a positive outcome — even in conversations with bullheaded or reluctant people.

You'll gain essential communication skills and learn to:

- Tailor your message to achieve complete buy-in on your ideas and proposals

- Disarm others' "hot buttons" to put people at ease — even in the heat of an argument

- Win arguments without losing friends

- Maintain your composure and control — even when someone is right in your face

- Decode body language to understand what people are really saying

- Improve your verbal and nonverbal skills for added emphasis

- Deliver razor-sharp instructions that get things done — without coming off like an annoying perfectionist

[http://www.pryor.com/mkt\\_info/seminars/desc/CB.asp?utm\\_source=house&utm\\_medium=email&utm\\_campaign=694158](http://www.pryor.com/mkt_info/seminars/desc/CB.asp?utm_source=house&utm_medium=email&utm_campaign=694158)

Images for Communication Skills Training | Fred Pryor Seminars

<https://www.pryor.com/training-categories/communication-skills/>

<https://www.pryor.com/training-seminars/communication-skills-for-women/>

<https://www.pryor.com/training-seminars/communicate-with-tact-professionalism/>

<https://www.pryor.com/training-products/interpersonal-communication-skills>

<https://www.pryor.com/training-seminars/become-great-communicator/>



<https://www.pryor.com/training-seminars/exceptional-business-writing-goof-proof-grammar/>  
[www.pryor.com/training-seminars/master-art-working-with-people/](https://www.pryor.com/training-seminars/master-art-working-with-people/)

### 15 best Workplace Communication images on Pinterest

<https://www.pinterest.com/APAexcellence/workplace-communication/>  
Images for Workplace Communication Pinterest  
<https://www.pinterest.com/boumanrl/workplace-communication/>  
<https://www.pinterest.com/sthompson2229/workplace-communication/>  
<https://www.pinterest.com/staffd/workplace-communication/>  
<https://www.pinterest.com/cshadle/workplace-communication/>  
<https://www.pinterest.com/jhoady/workplace-communication/>  
<https://www.pinterest.com/FinkOrganisatio/communication-in-the-workplace/>  
<https://www.pinterest.com/ncapillawarra/communication-in-the-workplace/>  
Images for communication in the workplace

### Harvard Business Review on Effective Communication by Fernando Bartolome

With topics that include how to run a successful meeting, change frontline employees' behavior, and build effective management teams, this indispensable volume offers useful tips for all businesspeople. The Harvard Business Review Paperback Series is designed to bring today's managers and professionals the fundamental information they need to stay competitive in a fast-moving world. Here are the landmark ideas that have established the Harvard Business Review as required reading for ambitious businesspeople in organizations around the globe. Articles include: Listening to People by Ralph G. Nichols and Leonard A. Stevens; How to Run a Meeting by Anthony Jay; Creative Meetings Through Power Sharing by George M. Prince; Nobody Trusts the Boss Completely--Now What? by Fernando Bartolome; Skilled Incompetence by Chris Argyris; The Hidden Messages Managers Send by Michael B. McCaskey; Reaching and Changing Frontline Employees by T.J. Larkin and Sandar Larkin; and How Management Teams Can Have a Good Fight by Kathleen M. Eisenhardt, Jean L. Kahwajy, and L.J. Bourgeois, III.

<https://www.amazon.ca/Harvard-Business-Review-Effective-Communication/dp/1578511437>  
[https://www.goodreads.com/book/show/421150.Harvard\\_Business\\_Review\\_on\\_Effective\\_Communication](https://www.goodreads.com/book/show/421150.Harvard_Business_Review_on_Effective_Communication)  
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<https://searchworks.stanford.edu/view/10000017> Harvard business review on effective communication in SearchWorks  
<https://hbr.org/search?term=Fernando+Bartolome>  
[https://www.goodreads.com/author/show/2245.Fernando\\_Bartolome](https://www.goodreads.com/author/show/2245.Fernando_Bartolome)  
Images for Fernando Bartolome, author  
Images for Harvard Business Review on Effective Communication by Fernando Bartolome  
<https://hbr.org/topic/communication>  
<https://hbr.org/2009/04/five-things-leaders-can-do-to>  
<https://hbr.org/2017/02/poor-communication-is-often-a-symptom-of-a-different-problem>  
<https://hbr.org/2016/03/two-thirds-of-managers-are-uncomfortable-communicating-with-employees>  
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<https://hbr.org/2009/11/new-study-how-communication-dr>  
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<https://hbr.org/2010/05/good-communication-goes-beyond>  
<https://hbr.org/1974/09/up-and-down-the-communications-ladder>  
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<https://hbr.org/2015/04/what-great-managers-do-to-engage-employees>  
<https://hbr.org/2014/10/how-to-get-your-employees-to-speak-up>  
<https://hbr.org/ideacast/2018/01/women-at-work-make-yourself-heard>  
<https://hbr.org/1995/09/the-power-of-talk-who-gets-heard-and-why>  
<http://www.harvardbusiness.org/blog/what-motivates-best-workplace-it%E2%80%99s-complicated>  
Images for Harvard Business Review on Effective Communication by Fernando Bartolome

### How To Communicate Effectively At Work - Forbes

The title of Karen Friedman's latest book isn't exactly subtle. *Shut Up And Say Something: Business Communication Strategies to Overcome Challenges and Influence Listeners* lays out her no-nonsense philosophy about how to best get your point across, drawn from her 36 years of experience as a professional communicator.

<https://www.forbes.com/sites/susanadams/2011/11/21/how-to-communicate-effectively-at-work/#5ee8c3171d7b>  
Images for Communicate Effectively At Work - Forbes  
<https://www.forbes.com/2010/11/19/communicate-better-work-workplace-leadership-careers-job.html#2e7b38ad3539>  
<https://www.forbes.com/sites/mnewlands/2016/01/26/5-proven-ways-to-improve-your-companys-communication/#6b2991c73118>  
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<https://www.forbes.com/sites/amitchowdhry/2017/12/27/how-workplace-by-facebook-is-helping-organizations-improve-and-enhance-communication/#57ad33191fed>  
Images for organizations improve communications

### Improve Workplace Communication with These 30 Smart Tips

Fortunately, there are plenty of ways you can improve workplace communication in your business.

<https://axerosolutions.com/blogs/timeisenhauer/pulse/210/30-smart-tips-to-improve-workplace-communication>  
Images for Improve Workplace Communication  
[https://cdn2.hubspot.net/hubfs/214969/00\\_OCN\\_Content/OCN\\_BIZ\\_Article\\_Six-Ways-to-Improve-Employee-Communication.pdf](https://cdn2.hubspot.net/hubfs/214969/00_OCN_Content/OCN_BIZ_Article_Six-Ways-to-Improve-Employee-Communication.pdf)  
Images for Improve Employee Communication  
<http://smallbusiness.chron.com/techniques-improving-communication-organization-161.html>  
Images for Improving Communication in an Organization  
<https://www.sandler.com/blog/5-strategies-improve-communication-workplace>  
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<https://justworks.com/blog/19-easy-ways-improve-communication-workplace>  
<https://www.chanty.com/blog/ways-to-improve-team-communication-at-work-in-2017/>  
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<https://www.tinypulse.com/blog/sk-improve-communication-in-the-workplace>  
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<https://smallbiztrends.com/2013/11/ways-to-communicate-effectively-in-the-workplace.html>  
<https://www.business2community.com/communications/7-tips-improving-communication-workplace-02004464>  
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<http://ibr.tcu.edu/wp-content/uploads/2013/09/module5communication.pdf>  
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<https://www.youtube.com/watch?v=pcWjpfu7G6E> How To Improve Communication Skills In The Workplace - YouTube  
<http://www.saxonsgroup.com.au/blog/human-resources/5-ways-improve-communication-in-the-workplace/>  
<https://prosky.co/talkingtalent/articles/improving-communication-in-the-workplace>  
<http://paladininc.com/improving-your-communication-in-the-workplace/>  
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<https://blog.jostle.me/blog/7-ways-to-improve-internal-communication-at-your-business-2-2/>  
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<https://www.roberthalf.com/blog/management-tips/even-small-businesses-need-an-internal-communication-strategy>  
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<http://www.intranetconnections.com/blog/improving-communication-workplace/>  
<https://money.howstuffworks.com/business/starting-a-job/10-tips-for-effective-workplace-communication.htm>  
<https://cultureiq.com/promote-effective-communication-workplace-4-simple-steps/>  
Images for promote effective communication workplace  
<https://wavelength.asana.com/develop-effective-communication/>  
<https://www.workzone.com/blog/team-communication/>  
<https://blog.azendoo.com/8-ways-to-improve-team-communication/>

## 14) Compensation

### [PDF]Central Atlantic Conference Compensation Guidelines

These guidelines for **minimum ministerial compensation** have been proposed for all ordained persons serving as pastors in the Central Atlantic Conference, as well as Licensed and Commissioned *Ministers*.

[www.cacucc.org/files/filesare/2016-17+ministers+comp+guidelines.pdf](http://www.cacucc.org/files/filesare/2016-17+ministers+comp+guidelines.pdf)  
Images for minimum ministerial compensation

### [PDF]Compensation Policies and Guidelines for Pastors - Denver Presbytery

These policies have been developed as a means of providing a uniform set of compensation policies to guide the sessions of Denver Presbytery in their relationships with their pastors. The term "pastor" as used in this document refers to the office of pastor, co-pastor, associate pastor, designated pastor, interim pastor, and other temporary pastoral positions serving Denver Presbytery congregations. This does not apply to members of the Presbytery whose compensation is not subject to COM oversight.

<https://static1.squarespace.com/static/53f41edbe4b04c1007b7cdf/t/54320374e4b021e3058897c0/1412563828492/compensation+guidelines+final+august+2012.pdf>  
Images for Compensation Guidelines for Pastors  
<http://www.michucc.org/images/clergy-compensation-guidelines-updated-11.2015-final.pdf>

[http://nelutherans.org/images/2017Assembly/2018\\_proposed\\_Compensation\\_Guidelines\\_to\\_assembly.pdf](http://nelutherans.org/images/2017Assembly/2018_proposed_Compensation_Guidelines_to_assembly.pdf)  
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<http://www.semisynod.com/images/docs/SEMISynod/CompGuideClergy2018v3.pdf>  
<http://images.acswebnetworks.com/1/2067/COMPBOOK2018.pdf> [PDF]GUIDELINES for FAIR COMPENSATION for INSTALLED PASTORS  
<http://mennoniteusa.org/resource/pastor-salary-guidelines/>

### Fascinating Facts Regarding Pastor and Church Staff Compensation – Rainer on Leadership #200 – ThomRainer.com

We discuss a recent post on pastor and church staff compensation based on data from the *2016-2017 Compensation Handbook for Church Staff*. This resource is valuable to any church, and I encourage you to get a copy.

<http://thomrainer.com/2016/02/10-fascinating-facts-regarding-pastor-and-church-staff-compensation-rainer-on-leadership-200/>  
<http://thomrainer.com/2016/02/ten-fascinating-facts-about-pastor-and-church-staff-compensation/>  
<http://thomrainer.com/2016/10/rainer-leadership-272/> Church Compensation Trends Featuring William Vanderbloemen  
<http://thomrainer.com/2016/03/7-concerns-about-benefits-of-pastors-and-church-staff-rainer-on-leadership-206/>  
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<http://thomrainer.com/2014/12/five-common-ways-churches-determine-pastors-salaries/>  
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<http://www.churchlawandtax.com/blog/2014/december/9-trends-in-pastor-and-church-staff-compensation.html>  
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<https://www.baptiststandard.com/news/faith-culture/how-much-should-we-pay-the-pastor/>  
<https://www.amazon.com/Thom-S.-Rainer/e/B0011GLMVG>  
[https://www.goodreads.com/author/show/27470.Thom\\_S\\_Rainer](https://www.goodreads.com/author/show/27470.Thom_S_Rainer)  
[Images for thom rainer \(author\)](#)

### Financial compensation - Wikipedia

Financial compensation refers to the act of providing a person with money or other things of economic value in exchange for their goods, labor, or to provide for the costs of injuries that they have incurred.

[https://en.wikipedia.org/wiki/Financial\\_compensation](https://en.wikipedia.org/wiki/Financial_compensation)  
[Images for financial compensation](#)

### Mission of the Seventy

Remain in the same house, eating and drinking whatever they provide, for the **laborer deserves to be paid**. Do not move about from house to house.

oremus Bible Browser: Luke 10:7

<http://bible.oremus.org/?passage=Luke+10:7>

[Images for Mission of the Seventy](#)

[Images for laborer deserves to be paid](#)

### Northwest Synod of Wisconsin | Salary Standards

Compensation and Benefits for Rostered Leaders

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#### Rostered Leaders - Northwest Synod of Wisconsin

<http://nswsi.org/leadership/rostered-leaders> 2020 Compensation Standards  
[https://s3.amazonaws.com/media.cloversites.com/0a/0a854394-3a19-4d9f-b1ae-f93021508921/documents/2020\\_Salary\\_Standards.pdf](https://s3.amazonaws.com/media.cloversites.com/0a/0a854394-3a19-4d9f-b1ae-f93021508921/documents/2020_Salary_Standards.pdf)

#### The Average Salary of a Presbyterian Minister | eHow

Presbyterian ministers believe that they've been called to invest their lives in the church. Part of that call involves investing for eternity in the kingdom of God, and also in helping others invest their lives in growing closer to Jesus. Presbyterian ministers don't seek wealth of the material kind, but they must be justly compensated for their work, usually calculated according to the size of their parish or by their years of theological training.

[http://www.ehow.com/info\\_8606648\\_average-salary-presbyterian-minister.html](http://www.ehow.com/info_8606648_average-salary-presbyterian-minister.html)

Images for Average Salary of a Presbyterian Minister

[https://www.payscale.com/research/US/Employer=Presbyterian\\_Church/Salary](https://www.payscale.com/research/US/Employer=Presbyterian_Church/Salary)

<https://www.pensions.org/AvailableResources/FeaturedArticles/Pages/2016-Clergy-Effective-Salaries-Reports-Available.aspx>

<http://oga.pcusa.org/section/mid-council-ministries/ministers/just-compensation/>

Images for [pcusa/ministers/just-compensation](http://oga.pcusa.org/section/mid-council-ministries/ministers/just-compensation/)

#### 2018 Compensation Handbook for Church Staff | Salary, Pay

Get the confidence you need to know your compensation plan is reasonable and fair. The *2018 Compensation Handbook for Church Staff* clearly presents comparisons on key compensation components for the following positions:

- [Solo Pastor](#)
- [Senior Pastor](#)
- [Associate Pastor](#)
- [Executive/Administrative Pastor](#)
- [Youth Pastor](#)
- [Adult Ministry/Christian Education Pastor/Director](#)
- [Children's/Preschool Director](#)
- [Music/Choir Director](#)
- [Administrator](#)
- [Bookkeeper/Accountant](#)
- [Administrative Assistant](#)
- [Custodian](#)
- [Media/Communications Director](#)
- [Part-time Musician/Vocalist](#)
- [Part-time Child-Care Providers](#)

Based on national survey results, the compensation profiles are classified by part-time, full-time, church size, income budget, and geographical setting. Each position's compensation levels are presented based on personnel characteristics including: years employed, denomination, region, gender, and educational training.

In addition, compensation profiles are broken down by categories, so you can easily determine:

- Base salary
- Retirement
- Health insurance
- Housing allowance & parsonage
- Life insurance
- Continuing education

With the easy-to-use *Compensation Handbook for Church Staff* you can compare your plan to other churches that have similar positions and demographics and create compensation packages that are both impartial and reasonable.

<http://store.churchlawtodaystore.com/20cohaforchs1.html>

Images for compensation handbook for church staff

#### What Does the Bible Say About Compensation? - OpenBible.info

<https://www.openbible.info/topics/compensation>

<https://www.openbible.info/topics/salary>

Images for Bible and Compensation

[http://www.openbible.info/topics/paying\\_the\\_pastor](http://www.openbible.info/topics/paying_the_pastor)

Images for bible and paying the pastor

<https://www.christianitytoday.com/pastors/1981/spring/8112066.html>

<https://www.gotquestions.org/pastors-paid-salary.html>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Paying-The-Pastor/>

Images for paying the pastor

<https://bible.org/seriespage/lesson-17-paying-your-pastors-1-timothy-517-18>  
<https://www.thoughtco.com/why-do-churches-pay-pastors-a-salary-701977>  
<https://www.whatchristianswanttoknow.com/should-pastors-be-paid-a-bible-study/>  
<https://www.ligonier.org/blog/how-well-should-pastors-be-paid/>  
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<http://christianmediamagazine.com/5-things-bible-says-paying-pastors-church-leaders/>  
<https://www.desiringgod.org/interviews/paying-pastors-church-buildings-and-weekly-sermons>  
<http://www.revelation.co/2015/07/21/should-pastors-be-paid-a-salary-income/>  
<https://ichthys.com/mail-pay%20the%20pastor.htm>

## 15) Confidentiality

### Ask Alban: Talking about Staff Firings | Susan Beaumont and Associates, LLC

The key to achieving this balance is understanding the difference between maintaining **confidentiality** and keeping a secret. We are keeping secrets when we fail to tell people crucial information that they have a right to know. Secret-keeping builds mistrust and creates barriers within a faith community.

<http://www.susanbeaumont.com/ask-alban-talking-about-staff-firings/>  
[Images for maintaining confidentiality](#)

### Boundaries and Confidentiality | UUA.org

And that is why we need to talk about how we talk. For it is through congregational conversation, which honors our commitments to one another, that we will best find the ways to live creatively with the tension between openness and privacy, truth telling and confidence keeping.

<http://www.uua.org/safe/handbook/leadership/165736.shtml>  
[Images for Boundaries and Confidentiality | UUA.org](#)  
<https://www.sifafireside.co.uk/pages/24-safeguarding-boundaries-and-confidentiality>  
<https://sarrah.org.au/book/export/html/441> Confidentiality and Professional Boundaries  
<http://oxfordgatehouse.org/wp-content/uploads/2016/07/Boundaries-and-Confidentiality-Guidelines.pdf>  
[http://alaskafood.org/wp-content/uploads/materials/Volunteers\\_Boundaries\\_and\\_Confidentiality.pdf](http://alaskafood.org/wp-content/uploads/materials/Volunteers_Boundaries_and_Confidentiality.pdf)

### Church Secretary Resume Samples | JobHero

The attributes of a good Church Secretary are organizational skills, computer literacy, paying attention to details, strong communication skills and maintaining **confidentiality**.

<http://www.jobhero.com/resume-samples/church-secretary>  
[Images for church secretary maintaining confidentiality](#)  
[#1](http://ministry127.com/secretarial-support/10-attributes-of-the-pastor-s-secretary)  
<http://christianmediamagazine.com/7-traits-great-church-secretary/> Confidentiality  
<https://www.npcdb.com/church-secretary-job-description.html>  
<http://www.churchsecretaryessentials.com/main/church-secretary-job-description/>

### Confidentiality Agreement & Policy - Free Church Forms

Confidentiality Agreement (3) forms and policy are available free to download, customize and print for your church or organization.

<https://www.freechurchforms.com/confidentiality-agreement.html>  
[Images for Confidentiality Agreement](#)

### Confidentiality - Wikipedia

Confidentiality involves a set of rules or a promise that limits access or places restrictions on certain types of information.

<https://en.wikipedia.org/wiki/Confidentiality>  
[Images for confidentiality](#)  
[https://en.wikipedia.org/wiki/Information\\_security#Confidentiality](https://en.wikipedia.org/wiki/Information_security#Confidentiality)  
[Images for Information Security#Confidentiality](#)

### 5 Tips for Ensuring Confidentiality in Church Offices

Focus on maintaining confidentiality to ensure that sensitive information is not inadvertently shared.

<https://smartchurchmanagement.com/confidentiality-in-church-offices/>  
[Images for Ensuring Confidentiality in Church Offices](#)

### [PDF] GUIDELINES FOR CONFIDENTIAL COMMUNICATION

When you come to this congregation to receive pastoral care, participate in small groups, or have prayer, it is understood that you may share personal stories with the pastoral staff. These disclosures will be handled with the utmost care and with consideration for your right to control their dissemination.

[http://www.iaumc.org/files/fileslibrary/GUIDELINES\\_FOR\\_CONFIDENTIAL\\_COMMUNICATION.pdf](http://www.iaumc.org/files/fileslibrary/GUIDELINES_FOR_CONFIDENTIAL_COMMUNICATION.pdf)  
[Images for GUIDELINES FOR CONFIDENTIAL COMMUNICATION](#)



### Pastoral Confidentiality: An Ethical and Legal Responsibility

Confidentiality places a duty on clergy not to disclose information shared with them in private. Confidentiality is also the ethical and often legal responsibility to safeguard congregation members from unauthorized disclosures of information given in the context of a confidential pastor-parishioner relationship. Historically, pastors have had only a moral obligation to maintain the confidentiality of information given to them by congregation members. In recent years, however, people have brought an increased number of lawsuits against pastors for invasion of privacy and other tort claims arising out of the disclosure of confidential information by a pastor or other church official. The result of these suits has brought recognition that the obligation to maintain confidentiality is not only a moral obligation, but also often a legal one. This article will focus on pastoral confidentiality as it applies in a variety of church settings.

[http://enrichmentjournal.ag.org/201002/ejonline\\_201002\\_pastor\\_confid\\_.cfm](http://enrichmentjournal.ag.org/201002/ejonline_201002_pastor_confid_.cfm)

[Images for Pastoral Confidentiality: An Ethical and Legal Responsibility](#)

### Privacy, Confidentiality, Safety, Security & Protection of Identity on the Internet - Pinterest

<https://www.pinterest.com/wallstb/privacy-confidentiality-safety-security-protection/>

[Images for confidentiality pinterest](#)

### The Power of Confidentiality - Leader to Leader

There's so much talk about Matthew 18. There's so much talk for those of us formed by the words of Luther's Small Catechism about "Put the best construction on everything." All this talk points to the need for Godly accountability to one another, but also to the need for confidentiality and discretion in our dealings with others as leaders in the church. There is power in confidentiality, but that power can be utilized in more than one way.

<http://blog.lcef.org/2015/02/23/the-power-of-confidentiality/>

[Images for Power of Confidentiality](#)

### What Does the Bible Say About Confidentiality? - OpenBible.info

<https://www.openbible.info/topics/confidentiality>

[Images for bible and confidentiality](#)

<https://www.gotquestions.org/Bible-confidentiality.html>

<https://bible.knowing-jesus.com/topics/Confidentiality>

<https://www.kingjamesbibleonline.org/Bible-Verses-About-Confidentiality/>

[http://www.bibleinsong.com/Promises/Quotes\\_A-C/Confidentiality/Confidentiality.htm](http://www.bibleinsong.com/Promises/Quotes_A-C/Confidentiality/Confidentiality.htm)

## 16) Conflict

### Conflict - HBR

<https://hbr.org/topic/conflict>

<https://hbr.org/2017/07/how-people-with-different-conflict-styles-can-work-together>

<https://hbr.org/ideacast/2015/11/4-types-of-conflict-and-how-to-manage-them.html>

<https://hbr.org/2014/05/win-at-workplace-conflict>

<https://hbr.org/2014/05/most-work-conflicts-arent-due-to-personality>

<https://hbr.org/2007/11/how-to-manage-conflict>

<https://hbr.org/2014/06/to-resolve-a-conflict-first-decide-is-it-hot-or-cold>

<https://hbr.org/video/5542728022001/whiteboard-session-clashing-with-a-coworker-heres-what-to-do>

<https://www.pon.harvard.edu/daily/conflict-resolution/how-to-manage-conflict-at-work/>

[Images for Workplace Conflict | Harvard Extension School](#)

### Conflict Resolution at Work for Dummies: Vivian Scott

A practical workplace guide to handling conflict effectively

Managing employees and encouraging them to work together toward a common goal is an essential skill that all leaders should possess. *Conflict Resolution at Work for Dummies* provides the tools and advice you need to restore peace, train your colleagues to get along better with others, prevent conflicts from ever starting, and maintain better productivity while boosting morale.

One of the only trade publications that takes the manager's perspective on how to address conflicts, resolve disputes, and restore peace and productivity to the workplace

Examines more positive means for resolving conflicts (other than arguing, surrendering, running away, filing a lawsuit, etc.)

Helps managers and employees sort through problems and make the workplace a more rewarding place

No manager should be without *Conflict Resolution at Work for Dummies*!



<http://www.amazon.com/Conflict-Resolution-Work-For-Dummies/dp/0470536438>

<https://www.barnesandnoble.com/w/conflict-resolution-at-work-for-dummies-vivian-scott/1100298456>

<http://www.wiley.com/WileyCDA/WileyTitle/productCd-0470536438.html>

<https://www.waterstones.com/book/workplace-conflict-resolution-essentials-for-dummies/vivian-scott/9780730319450>

[http://books.google.com/books/about/Conflict\\_Resolution\\_at\\_Work\\_For\\_Dummies.html?id=aWHkBREvW5sC](http://books.google.com/books/about/Conflict_Resolution_at_Work_For_Dummies.html?id=aWHkBREvW5sC)



[https://books.google.com/books/about/Workplace\\_Conflict\\_Resolution\\_Essentials.html?id=7vTWBQAAQBAJ](https://books.google.com/books/about/Workplace_Conflict_Resolution_Essentials.html?id=7vTWBQAAQBAJ)

Conflict Resolution at Work For Dummies

<https://www.facebook.com/ConflictResolutionforDummies>

<http://www.dummies.com/how-to/content/conflict-resolution-at-work-for-dummies-cheat-shee.html>

<http://www.vivianscottmediation.com/>

<https://www.amazon.com/Vivian-Scott/e/B0033T0244>

[http://www.goodreads.com/author/show/3204293.Vivian\\_Scott](http://www.goodreads.com/author/show/3204293.Vivian_Scott)

Images for vivian scott, author conflict resolution

Images for Conflict Resolution at Work for Dummies: Vivian Scott

Conflict Resolution at Work for Dummies - (For Dummies) by Vivian Scott - Pinterest

### Divide or Conquer: How Great Teams Turn Conflict into Strength [Diana McLain Smith]

How relationships among leaders determine the success or failure of any organization

No one would dispute the idea that relationships matter in business. Yet despite their obvious importance, they remain largely a mystery. Why do some conflicts get resolved quickly while others lead to permanent animosity? Why do some relationships grow stronger over time, others more fragile?

Diana McLain Smith argues that most of us never even think about our relationships, at least not until they get into trouble—and by then it may be too late. Convinced that others have attitude problems we focus on getting them to change. But that never works; it just convinces our colleagues that we're the source of the problem. What we need to change, Smith argues, are the patterns of interaction between us.

Smith shows us how to build work relationships that are flexible and strong enough to survive the toughest challenges. She draws on fascinating case studies, especially the Steve Jobs/John Sculley meltdown, which nearly destroyed Apple in the 1980s.

This book will break the myth that relationships are too mysterious to decode and too difficult to change. It offers powerful tools that can help anyone, from new recruits to CEOs.



<http://www.amazon.com/Divide-Conquer-Great-Conflict-Strength/dp/1591842042>

<https://www.goodreads.com/book/show/3016385-divide-or-conquer>

<https://www.barnesandnoble.com/noresults/divide-or-conquer-diana-mclain-smith/1114939366>

[http://books.google.com/books/about/Divide\\_Or\\_Conquer.html?id=IYbXBx3T9hsC](http://books.google.com/books/about/Divide_Or_Conquer.html?id=IYbXBx3T9hsC)

<http://actiondesign.com/resources/readings/divide-or-conquer/video/>

<http://www.actiondesign.com/about/people/smith>

<https://www.youtube.com/watch?v=Sy1hrRizgRM> Divide or Conquer by Diana McLain Smith | Book Brief - YouTube

<http://www.pon.harvard.edu/shop/divide-or-conquer-how-great-teams-turn-conflict-into-strength/>

<http://www.duffbert.com/duffbert/blog.nsf/d6plinks/TDUF-7GBVLL>

<https://www.amazon.com/Diana-McLain-Smith/e/B004ULSWNW>

[http://www.goodreads.com/author/show/215914.Diana\\_McLain\\_Smith](http://www.goodreads.com/author/show/215914.Diana_McLain_Smith)

Images for Diana McLain Smith, author

Images for Divide or Conquer: How Great Teams Turn Conflict into Strength [Diana McLain Smith]

### 5 Keys of Dealing with Workplace Conflict - Forbes

From my perspective, the issues surrounding conflict resolution can be best summed-up by adhering to the following ethos; "Don't fear conflict; embrace it - it's your job."

<https://www.forbes.com/sites/mikemyatt/2012/02/22/5-keys-to-dealing-with-workplace-conflict/#1f9dbaf21e95>

Images for Dealing with Workplace Conflict - Forbes

<https://www.forbes.com/sites/glennllopis/2014/11/28/4-ways-leaders-effectively-manage-employee-conflict/#618bfb995e15>

<https://www.forbes.com/sites/forbescoachescouncil/2017/06/07/five-conflict-management-strategies/#32c370c3521d>

<https://www.forbes.com/sites/forbesnonprofitcouncil/2017/08/14/how-to-prevent-workplace-conflict-from-escalating/#732b759f7b8c>

<https://www.forbes.com/sites/davidsturt/2017/01/23/how-to-use-conflict-to-your-advantage-at-work/#73cbd3952e1e>

<http://www.forbes.com/sites/victorlipman/2013/04/03/how-to-manage-conflict-at-work/>

Images for Manage Conflict at Work

<https://www.forbes.com/sites/forbescoachescouncil/2017/07/17/14-ways-to-approach-conflict-and-difficult-conversations-at-work/#54fc36eb3cfd>

<https://www.forbes.com/sites/forbescoachescouncil/2017/10/10/the-contagion-of-conflict-and-how-leaders-can-diffuse-it-in-the-workplace/#557ca6ae11bf>

<https://www.forbes.com/sites/forbescoachescouncil/2016/09/02/how-to-address-workplace-conflicts-without-losing-talent-or-trust/#5e5cf56260fe>

Images for address workplace conflicts

<https://www.forbes.com/sites/cywakeman/2015/06/22/the-1-source-of-workplace-conflict-and-how-to-avoid-it/#18fd797f3b86>

### Four Ways to Deal with Workplace Conflict - YouTube

Describes ways to handle workplace conflict, both from perspective of the manager and the employee.

<https://www.youtube.com/watch?v=d-bH-h6WJAY>

[Images for Deal with Workplace Conflict - YouTube](#)

<https://www.youtube.com/watch?v=qDfSYz0PX9g> How to deal with workplace conflicts - Develop your personality and business skills

<https://www.youtube.com/watch?v=ow4BCduauII> How to Deal with Workplace Conflict - YouTube

<https://www.youtube.com/watch?v=GyzApgtgjnM> How to Handle Workplace Conflict - YouTube

[Images for Handle Workplace Conflict - YouTube](#)

[https://www.youtube.com/watch?v=OfBtt3Pk\\_dM](https://www.youtube.com/watch?v=OfBtt3Pk_dM) Workplace Conflict - YouTube

<https://www.youtube.com/watch?v=5I7Igvz9Oqg> A Workplace Conflict - YouTube

<https://www.youtube.com/watch?v=V79uO74vWfc> HR Basics: Workplace Conflict - YouTube

[Images for Workplace Conflict - YouTube](#)

<https://www.youtube.com/watch?v=g3XUsBO53M4> What to Do When Conflict Happens, Workplace Conflict Resolution Training

<https://www.youtube.com/watch?v=fpUu9f-OKsQ> How to resolve workplace conflict - In a nutshell - YouTube

<https://www.youtube.com/watch?v=nVupFiks9Y0> Workplace Conflict : How To Resolve Conflict in Workplace - YouTube

[https://www.youtube.com/watch?v=gqkP\\_OefA-I](https://www.youtube.com/watch?v=gqkP_OefA-I) Resolving Workplace Conflicts - YouTube

<https://www.youtube.com/watch?v=nkAEtaESPlo> Resolving Conflict at Work - YouTube

[Images for Resolve Workplace Conflict - YouTube](#)

<https://www.youtube.com/watch?v=iRg-HbqgBxl> Conflict Management: Conflict in the workplace - YouTube

<https://www.youtube.com/watch?v=BweNXKahb8I> Managing Conflict in the Workplace Video Training, Supervisor Training - YouTube

<https://www.youtube.com/watch?v=fG2WZF3t2Tc> Managing Conflict in the Workplace - YouTube

[Images for Manage Workplace Conflict - YouTube](#)

<https://www.youtube.com/watch?v=QJiJ95mHfIE> Four Tips for Managing Conflict - YouTube

[Images for Managing Conflict - YouTube](#)

[Images for Thomas-Kilmann Conflict Mode Instrument](#)

### How to Manage Conflict & Confrontation - Conflict Resolution Training | Fred Pryor Seminars

Meet confrontation head on, repair damaged relationships, and transform competitiveness into cooperation

[Follow-up e-mail to seminar] As discussed in the seminar, the learning process continues well beyond the seminar day. Our goal is to help you achieve career success and identify training resources that will help you expand your skills and techniques. To keep you moving along in this process, here is a quick review and some "next step" ideas from "How to Manage Conflict and Confrontation."

#### KEY POINTS

1. Reactive behavior indicates behavior out of control. Responsive behavior reflects behavior in balance. Behavior is determined by needs of the moment, history, frames of references, and values. Behavior is always a product of the individual's choices and values.
2. Assertive behavior respects the needs of both the individual and the other person. Aggressive behavior centers only on the individual's needs, and passive behavior centers only on the needs of others. When you care enough to have the courage to be connected, creative resolution results.
3. Your behavior is your choice. How you choose to label an event and to respond to it are your decisions. Anger and aggressive behavior can have a devastating impact on your immune system and long-term health. You are the only one who can control your behavior. How you label certain situations dictates how you will operate in response to them!
4. Emotional control means accepting your emotions and demonstrating them through effective interpersonal and intrapersonal means, allowing you to release the energy constructively. This allows you to remain detached from the personality of the other person and focus on the behavior to find resolution.
5. The art of creative resolution of conflict means you must maintain an awareness of creativity, create a positive environment/atmosphere, focus on interests rather than positions, and draw solutions from deeply reflective listening.

[http://www.pryor.com/mkt\\_info/seminars/desc/EC.asp](http://www.pryor.com/mkt_info/seminars/desc/EC.asp)

<http://www.amazon.com/CONFLICT-CONFIDENCE-COMPOSURE-HIGHLY-CHARGED-SITUATIONS/dp/B00654ZE1K>

[Images for How to Manage Conflict & Confrontation - Conflict Resolution Training | Fred Pryor Seminars](#)

### How to Prevent and Resolve Congregational Conflict – The Parish Paper

#### Multiple-Staff Conflict

Page 28

[PDF] Ch. Effectiveness Nuggets--Volume 3--How to Prevent and Resolve Congregational Conflict - The Parish Paper

<http://www.theparishpaper.com/files/resources/Church%20Effectiveness%20Nuggets-%20Volume%203.pdf>

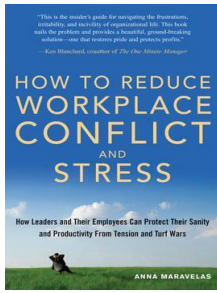
<https://www.theparishpaper.com/free-resources> Church Effective Nugget, Volume 3: How to Prevent and Resolve Congregational Conflict

[Images for How to Prevent and Resolve Congregational Conflict – The Parish Paper Multiple-Staff Conflict](#)

<https://www.theparishpaper.com/back-issue-index> Back Issue Index | The Parish Paper

### How to Reduce Workplace Conflict and Stress: How Leaders and Their Employees Can Protect Their Sanity and Productivity from Tension and Turf Wars by Anna Maravelas (Author)

An alarming 88% of Americans cite hostility, desk-rage, and workplace incivility as top concerns. How to Reduce Workplace Conflict and Stress will help executives, supervisors, and managers-and the people that work for them-protect pride, profit and productivity from these disabling emotions.



<http://www.amazon.com/How-Reduce-Workplace-Conflict-Stress/dp/1564148181>  
[http://www.goodreads.com/book/show/885776.How\\_to\\_Reduce\\_Workplace\\_Conflict\\_and\\_Stress](http://www.goodreads.com/book/show/885776.How_to_Reduce_Workplace_Conflict_and_Stress)  
<http://www.barnesandnoble.com/w/how-to-reduce-workplace-conflict-and-stress-anna-maravelas/1122992921>  
<https://www.bookdepository.com/How-Reduce-Workplace-Conflict-Stress-Anna-Maravelas/9781564148186>  
[https://books.google.com/books/about/How\\_to\\_Reduce\\_Workplace\\_Conflict\\_and\\_Str.html?id=i8Bq2La10zYC](https://books.google.com/books/about/How_to_Reduce_Workplace_Conflict_and_Str.html?id=i8Bq2La10zYC)  
<https://www.youtube.com/watch?v=KmEuN7AGrDY> Anna Maravelas: Seven Stages of Conflict – YouTube  
<http://hrprofessionalsmagazine.com/12-tips-to-minimize-workplace-conflict/>  
[https://www.presspubs.com/quad/news/circle-pines-author-creates-drama-free-workplace/article\\_5a36b020-479d-11ea-ab8c-230f7cf9eb7f.html](https://www.presspubs.com/quad/news/circle-pines-author-creates-drama-free-workplace/article_5a36b020-479d-11ea-ab8c-230f7cf9eb7f.html)  
<https://www.pinterest.com/reneelynnnd/job-stress/>  
[http://keynotespeakers.com/speaker\\_detail.php?speakerid=4764](http://keynotespeakers.com/speaker_detail.php?speakerid=4764)  
<http://thera-rising.com/about-us/our-team/anna-maravelas>  
<https://www.amazon.com/Anna-Maravelas/e/B001K8UW1S>  
[Images for Anna Maravelas \(Author\)](#)  
[Images for How to Reduce Workplace Conflict and Stress: How Leaders and Their Employees Can Protect Their Sanity and Productivity from Tension and Turf Wars by Anna Maravelas \(Author\)](#)

### Organizational conflict - Wikipedia

Organizational conflict, or workplace conflict, is a state of discord caused by the actual or perceived opposition of needs, values and interests between people working together.

[https://en.wikipedia.org/wiki/Organizational\\_conflict](https://en.wikipedia.org/wiki/Organizational_conflict)  
[Images for organizational conflict](#)  
[https://en.wikipedia.org/wiki/Role\\_conflict#Within\\_a\\_workplace](https://en.wikipedia.org/wiki/Role_conflict#Within_a_workplace)  
[https://en.wikipedia.org/wiki/Personality\\_clash#In\\_the\\_workplace](https://en.wikipedia.org/wiki/Personality_clash#In_the_workplace)  
[https://en.wikipedia.org/wiki/Conflict\\_management](https://en.wikipedia.org/wiki/Conflict_management)  
[https://en.wikipedia.org/wiki/Team\\_conflict](https://en.wikipedia.org/wiki/Team_conflict)  
[https://en.wikipedia.org/wiki/Workplace\\_relationships](https://en.wikipedia.org/wiki/Workplace_relationships)  
<http://www.wikihow.com/Resolve-a-Conflict-at-Work>  
<https://www.wikihow.com/Avoid-Conflict>  
[Images for Resolve a Conflict at Work](#)  
[https://oshwiki.eu/wiki/Understanding\\_and\\_managing\\_conflicts\\_at\\_work](https://oshwiki.eu/wiki/Understanding_and_managing_conflicts_at_work)

### Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment (Perfect Phrases Series) [Lawrence Polsky, Antoine Gerschel]

Conflict in the workplace is inevitable. When you have the right words and phrases at your command, you can quickly resolve any disagreement—and prevent it from spreading into an uncontrollable fire.

*Perfect Phrases for Conflict Resolution* has hundreds of ready-to-use phrases, dialogs, and practice scripts to help you rise above the conflict and focus on solving the problem, whether it's with an employee, boss, customer, supplier, or coworker. This handy, quick-reference guide provides effective language for dealing with: A micromanaging supervisor; An underperforming employee; A peer's disruptive work habits; Unreasonable or unethical customer requests; Abrupt, rude, and unprofessional coworker.

<http://www.amazon.com/Perfect-Phrases-Conflict-Resolution-Ready/dp/0071756167>  
<http://www.goodreads.com/book/show/9033607-perfect-phrases-for-conflict-resolution>  
<https://www.barnesandnoble.com/w/perfect-phrases-for-conflict-resolution-lawrence-polsky/1100641399#/>  
<https://www.mhprofessional.com/9780071756167-usa-perfect-phrases-for-conflict-resolution-hundreds-of-ready-to-use-phrases-for-encouraging-a-more-productive-and-efficient-work-environment-group>  
<http://scarartotee.e-monsite.com/pages/download-book-perfect-phrases-for-conflict-resolution.html>  
<https://www.amazon.com/Lawrence-Polsky/e/B0037E6DIE>  
[http://www.goodreads.com/author/show/3517354.Lawrence\\_Polsky](http://www.goodreads.com/author/show/3517354.Lawrence_Polsky)  
[Images for Lawrence Polsky, author](#)  
<https://www.amazon.com/Antoine-Gerschel/e/B00DB7HNOK>  
[http://www.goodreads.com/author/show/4257968.Antoine\\_Gerschel](http://www.goodreads.com/author/show/4257968.Antoine_Gerschel)  
[Images for Antoine Gerschel, author](#)  
[Images for Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment \(Perfect Phrases Series\) \[Lawrence Polsky, Antoine Gerschel\]](#)  
<https://www.librarything.com/series/Perfect+Phrases+Series>  
<https://www.thriftbooks.com/series/perfect-phrases/40347/>

<https://www.goodreads.com/series/118106-perfect-phrases>  
[Images for Perfect Phrases Series](#)

### Resolving Conflicts at Work: Ten Strategies for Everyone on the Job [Kenneth Cloke, Joan Goldsmith]

*Resolving Conflicts at Work* is a guide for preventing and resolving conflicts, miscommunications, and misunderstandings at work, including dozens of techniques for revealing how the inevitable disputes and divisions in the workplace are actually opportunities for greater creativity, productivity, enhanced morale, and personal growth. In the third edition of this text, all chapters are completely infused with additional content, updated examples, and new case studies. Like its predecessors, it identifies core strategies for preventing and resolving both intermittent and chronic conflicts in the workplace. In addition, the book

Includes a new foreword by Warren Bennis, which represents his most recent thinking about judgment calls and candid communications in the workplace

Presents new chapters on leadership and transformational conflict coaching, and organizational systems design

This definitive and comprehensive work provides a handy guide for managers, employees, union representatives, human resource experts, and consultants seeking to maintain stable and productive workplaces.

<http://www.amazon.com/Resolving-Conflicts-Work-Strategies-Everyone/dp/0787980242>

<http://www.goodreads.com/book/show/11409261-resolving-conflicts-at-work>

<https://www.barnesandnoble.com/w/resolving-conflicts-at-work-kenneth-cloke/1100320163>

<https://books.google.com/books?id=D9itF0aQvcYC>

[https://books.google.com/books/about/Resolving\\_Conflicts\\_at\\_Work.html?id=1CdIvUGbBL0C](https://books.google.com/books/about/Resolving_Conflicts_at_Work.html?id=1CdIvUGbBL0C)

<http://www.wiley.com/WileyCDA/WileyTitle/productCd-0470922249.html>

<https://www.beyondintractability.org/bksum/cloke-resolving>

<https://www.amazon.com/Kenneth-Cloke/e/B004EHJGZU>

[http://www.goodreads.com/author/show/184922.Kenneth\\_Cloke](http://www.goodreads.com/author/show/184922.Kenneth_Cloke)

[Images for Kenneth Cloke, author resolving conflicts](#)

[https://www.amazon.com/s?ie=UTF8&page=1&rh=n%3A283155%2Cp\\_27%3AJoan%20Goldsmith](https://www.amazon.com/s?ie=UTF8&page=1&rh=n%3A283155%2Cp_27%3AJoan%20Goldsmith)

[http://www.goodreads.com/author/show/100304.Joan\\_Goldsmith](http://www.goodreads.com/author/show/100304.Joan_Goldsmith)

[Images for Joan Goldsmith, author resolving conflicts](#)

[Images for Resolving Conflicts at Work: Ten Strategies for Everyone on the Job \[Kenneth Cloke, Joan Goldsmith\]](#)

[In Resolving Conflicts at Work, Kenneth Cloke and Joan Goldsmith - Pinterest](#)

<http://www.mediate.com/people/personprofile.cfm?aid=597>

[Images for Foundations for Christian Living Navigators](#)

### Steps in Mediating Workplace Conflict Resolution - The Balance

Employers are responsible for an employee supportive workplace. If lack of effective conflict resolution interferes with performance, here's how.

<https://www.thebalance.com/workplace-conflict-resolution-1918675>

[Images for Steps in Mediating Workplace Conflict Resolution - The Balance](#)

<https://training.businessmanagementdaily.com/2818/workplace-conflict-resolution-2/>

<https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingworkplaceconflict.aspx>

<https://hr.berkeley.edu/hr-network/central-guide-managing-hr/managing-hr/interaction/conflict/resolvi>

<https://money.howstuffworks.com/business/starting-a-job/10-tips-for-managing-conflict-in-the-workplace.htm>

[Images for managing conflict in the workplace](#)

<https://money.usnews.com/money/careers/articles/2012/07/18/10-tips-for-tackling-the-toughest-workplace-conflicts>

[https://www.mindtools.com/pages/article/newTMM\\_79.htm](https://www.mindtools.com/pages/article/newTMM_79.htm) Resolving Team Conflict - Team Management Training from MindTools

<https://the-collaborative.com/feuding-employees-5-practical-tips-for-managing-employee-conflict/>

[Images for managing employee conflict](#)

<http://www.cnn.com/2007/LIVING/worklife/12/31/cb.work.conflict/>

[https://pridestaff.com/sites/default/files/resources/PS-WorkplaceConflict\\_082013\\_EBk\\_FINAL.pdf](https://pridestaff.com/sites/default/files/resources/PS-WorkplaceConflict_082013_EBk_FINAL.pdf)

<http://www.edcc.edu/counseling/documents/Conflict.pdf>

<http://instituteofleadership.com.au/2015/08/how-to-deal-with-conflict-in-the-workplace/>

<http://archive.boston.com/bostonworks/galleries/workplaceconflict?pg=5>

[Images for Conflict Resolution](#)

<http://www.amazon.co.uk/Conflict-Resolution-Mediation-Everyday-Briefcase/dp/0071364315> Conflict Resolution: Mediation Tools for

Everyday Worklife

<http://weraby.org/files/conflict%20resolution%20briefcase%20books%20series.pdf>

<http://02e1cd2.netsolhost.com/wordpressDE/2010/12/03/conflict-resolution-or-conflict-transformation/>

<http://www.edcc.edu/counseling/documents/conflict.pdf>

[Images for Conflict Resolution Skills](#)

### 25 best Conflict Resolution images on Pinterest

<https://www.pinterest.com/miamacmeekin/conflict-resolution/>

[Images for conflict resolution pinterest](#)

<https://www.pinterest.com/kpfriend/conflict-resolution/>

<https://www.pinterest.com/explore/conflict-resolution/>

<https://www.pinterest.com/juanae/conflict-resolution/>

<https://www.pinterest.com/jkl5502/conflict-resolutions/>  
<https://www.pinterest.com/apricotrosebud/conflict-resolution/>  
<https://www.pinterest.com/bportthespace/conflict-resolution/>  
<https://www.pinterest.com/counselor85/conflict-resolution/>  
<https://www.pinterest.com/CounselorChels/conflict-resolution/>  
<https://www.pinterest.com/endayoung/conflict-resolution/>  
<https://www.pinterest.com/kcjoyner/conflict-resolution/>

#### Workplace Conflict: How to Resolve Conflict in Workplace - YouTube

Conflict in the workplace can have a negative effect on teams and, if not managed, can lead to team failure or employment disputes. Chief Ninja Padraig Hyland explains how leaders can minimize conflict and find a resolution quickly, without causing disruption to the workplace.

<https://www.youtube.com/watch?v=nVupFiks9Y0>

Images for Resolve Conflict in Workplace - YouTube

<https://www.youtube.com/watch?v=ILUkGb4sZ0s> Managing Conflict in Your Workplace - YouTube

<https://www.youtube.com/watch?v=qDfSYz0PX9g> How to deal with workplace conflicts - Develop your personality and business skills

<https://www.youtube.com/watch?v=GyzApqtqjInM> How to Handle Workplace Conflict - YouTube

<https://www.youtube.com/watch?v=KY5TWVz5ZDU> Conflict Resolution - YouTube

Images for Conflict Resolution - YouTube

## 17) Confront

#### confront - Wiktionary

confront (third-person singular simple present confronts, present participle confronting, simple past and past participle confronted). (transitive) To stand or meet facing, especially in competition, hostility or defiance; to come face to face with; to oppose; to challenge.

<https://en.wiktionary.org/wiki/confront>

Images for confront

#### Confronting Negative Employee Behavior - YouTube

Two scenarios of a new supervisor interacting with a staff member who was formerly a peer worker. A positive interaction follows a negative experience, followed by discussion questions.

<https://www.youtube.com/watch?v=17sycXjckVA>

Images for Confronting Negative Employee Behavior

<https://smallbusiness.chron.com/confront-argumentative-employees-17906.html>

<https://smallbusiness.chron.com/confront-employee-doesnt-respect-manager-16105.html>

<https://smallbusiness.chron.com/confront-employee-not-putting-full-work-day-10908.html>

<https://www.higheredjobs.com/articles/articleDisplay.cfm?ID=1200> "Confronting Employee Performance and Misconduct Issues"

<https://cmoe.com/blog/coaching-confront-employee-excuses/>

<https://www.hcamag.com/hr-news/how-to-confront-an-employee-with-poor-hygiene-254098.aspx>

#### How to Confront Behavior in the Workplace | Chron.com

For a workplace to function as a welcoming, safe and productive environment, employees must act professionally and courteously toward each other, toward customers and to anyone else they come in contact with as a representative of the firm. This is not always the case, though, and small business owners may find themselves faced with the task of confronting employees about negative behavior in the workplace. Having a plan in place to proactively and professionally deal with unproductive behavior can guide you through this tricky necessity.

<http://smallbusiness.chron.com/confront-behavior-workplace-10857.html>

Images for How to Confront Behavior in the Workplace | Chron.com

<https://www.universalclass.com/articles/business/how-to-effectively-confronting-difficult-employee-behavior-as-a-manager.htm>

#### How to Handle Confrontation at Work - Entrepreneur

Before confronting someone, have a plan. Resolve to point out the offending behavior, why it's offensive and how you think things will change for the better for *both of you* if the offender *and you* change your behavior.

<http://www.entrepreneur.com/article/244492>

Images for How to Handle Confrontation at Work - Entrepreneur

<https://www.rochemartin.com/blog/handle-confrontation-workplace/>

Images for confrontation workplace

<https://blink.ucsd.edu/HR/supervising/conflict/handle.html>

#### Survive the 10 Toughest Conversations Every Supervisor Dreads | Fred Pryor Seminars

In today's workplace, many employees seem to be guided only by their own personal standards. With the variety of personalities and philosophies that are brought together in any organization, supervisors and managers have a tough job on their hands. It can be very challenging — even uncomfortable — to **confront employees** about certain issues.

<http://www.pryor.com/site/webinar-audio/survive-the-10-toughest-conversations-every-supervisor-dreads>

Images for Survive the 10 Toughest Conversations Every Supervisor Dreads | Fred Pryor Seminars confront employees



<https://www.themuse.com/advice/confronting-an-employee-3-communication-mistakes-managers-make>  
<https://www.themuse.com/advice/4-ways-to-get-over-your-fear-of-confronting-employees>  
<https://www.ccl.org/articles/leading-effectively-articles/confront-problem-employees/>  
<https://www.ncbi.nlm.nih.gov/pubmed/3421695> Confronting employees. A positive management tool. – NCBI  
[Images for Confronting employees. A positive management tool. - NCBI](#)

### The Power of Positive Confrontation: The Skills You Need to Know to Handle Conflicts at Work, at Home, and in Life [Susan Magee with Barbara Pachter]

*The Power of Positive Confrontation* is for everyone who was never taught, or never realized, that between “bully” and “wimp” is a range of behavior that is positive, dignified, and effective for dealing with life's bothersome situations. The skills it teaches will not only improve your ability to confront others but will also help you to live a more conflict-free life. Filled with hundreds of often entertaining real-life examples drawn from Barbara Pachter's many years of teaching assertiveness and business etiquette, *The Power of Positive Confrontation* is as perceptive about people and their behavior as it is clear-headed about the strategies you need to handle yourself confidently and effectively in all confrontational situations.



<http://www.amazon.com/The-Power-Positive-Confrontation-Conflicts/dp/1569246084>  
[https://www.goodreads.com/book/show/900446.The\\_Power\\_of\\_Positive\\_Confrontation](https://www.goodreads.com/book/show/900446.The_Power_of_Positive_Confrontation)  
<https://www.barnesandnoble.com/w/power-of-positive-confrontation-barbara-pachter/1102178577>  
<https://www.youtube.com/watch?v=Z7ooD5bUOCU> The Power of Positive Confrontation - YouTube  
<http://www.audiobooks.com/audiobook/the-power-of-positive-confrontation-the-skills-you-need-to-know-to-handle-conflicts-at-work-at-home-and-in-life/124519>  
<http://psychcentral.com/lib/the-power-of-positive-confrontation/>  
<http://www.bizjournals.com/bizwomen/news/out-of-the-office/2014/07/lessons-from-the-one-time-queen-of-wimps-on-how.html?page=all>  
<https://www.amazon.com/Susan-Magee/e/B001JRZHFG>  
[http://www.goodreads.com/author/list/5409.Susan\\_Magee](http://www.goodreads.com/author/list/5409.Susan_Magee)  
[Images for Susan Magee, author](#)  
<http://www.pachter.com/>  
<https://www.facebook.com/barbara.pachter>  
<https://twitter.com/barbarapachter>  
<https://www.amazon.com/Barbara-Pachter/e/B001IOH758>  
[https://www.goodreads.com/author/show/27390.Barbara\\_Pachter](https://www.goodreads.com/author/show/27390.Barbara_Pachter)  
[Images for Barbara Pachter, author](#)  
[Images for The Power of Positive Confrontation: The Skills You Need to Know to Handle Conflicts at Work, at Home, and in Life \[Susan Magee with Barbara Pachter\]](#)

### What Does the Bible Say About Confrontation? - OpenBible.info

<https://www.openbible.info/topics/confrontation>  
[https://www.openbible.info/topics/confronting\\_others](https://www.openbible.info/topics/confronting_others)  
[Images for Bible and Confrontation](#)  
<https://bible.knowing-jesus.com/topics/Confrontation>  
<https://www.kingjamesbibleonline.org/Bible-Verses-About-Biblical-Confrontation/>  
<https://www.kingjamesbibleonline.org/Bible-Verses-About-Confrontation/>  
<https://discovertheword.org/2011/03/15/how-to-handle-confrontation-in-a-biblical-manner/>  
[Images for handle confrontation biblical manner](#)  
<https://unlockingthebible.org/2016/11/four-steps-to-consider-in-confrontation/>  
<https://www.christianitytoday.com/women-leaders/2008/november/confrontation-fight-or-flight.html>  
<https://www.bibleinoneyear.org/bioy/commentary/2159> How to Handle Confrontation | bibleinoneyear.org  
<https://www.joycemeyer.org/everydayanswers/ea-teachings/do-not-hide-from-confrontation>  
<https://biblicalcounselingcoalition.org/2017/10/18/the-beauty-of-confrontation/>  
<http://thecripplegate.com/4-requirements-for-biblical-confrontation/>  
[Images for biblical confrontation](#)  
<http://www.hopefortheheart.org/confrontation/>  
<https://www.desiringgod.org/interviews/when-should-you-confront-someone-about-their-sin>  
<https://www.baptiststandard.com/departments/bible-study/explore-the-bible-confrontation/>

## 18) Custodian

### Church Custodian Job Description – Great Sample Resume

The church custodian is responsible for keeping the church clean and tidy between events, services, and various church activities. The job description of a church custodian describes the many duties needed to keep the church looking pristine and orderly at all times.



<http://www.greatsampleresume.com/Job-Description/Church-Custodian-Job-Description.html>  
[Images for Church Custodian Job Description - Great Sample Resume](#)  
<http://work.chron.com/job-description-church-custodian-13424.html>  
<http://immanuelalmelund.org/Custodial.pdf>  
<http://www.eldoraucc.com/wp-content/uploads/2012/11/Custodian-Job-Description.pdf>  
<https://www.betterteam.com/church-custodian-job-description>  
[https://www.marionmethodist.org/sites/default/files/sites/all/files/pdf/id\\_part\\_time\\_custodian.pdf](https://www.marionmethodist.org/sites/default/files/sites/all/files/pdf/id_part_time_custodian.pdf)  
<https://images.template.net/wp-content/uploads/2015/11/25150556/Church-Custodian-Job-Description-Free-PDF-Download.pdf>  
<http://paumcs.org/wp-content/uploads/2014/08/Samples-Custodian-Sexton-Job-Description.pdf>  
[Images for Church Custodian](#)

## Custodian

Our Saviour's Lutheran Church in Chippewa Falls, Wisconsin Pay Range: \$10.00 - \$12.00 per hour Job Description: 25 hours per week. Job duties include but are not limited to the following: Cleaning and custodial tasks (i.e., sweeping, mopping, washing, scrubbing, vacuuming, stripping, waxing; emptying and disposing of trash; shoveling snow); operating a variety of custodial equipment; maintaining inventories; inspecting building/areas; set-up and tear-down of tables, chairs as required; directing volunteers on occasion, locking and unlocking the facility for Sunday morning worship. Will work with the members of the Board of Building and Grounds. Job Qualifications: High School diploma or GED and some work experience in the field. Ability to communicate both verbally and in writing; add and subtract. Ability to carry out instructions and to work alone on most tasks. Knowledge of the materials, equipment and methods commonly used in custodial work; safety practices and procedures. Familiarity with the culture of a relatively progressive Christian faith community. Must be able to operate a variety of hand and power tools/equipment and be able to work in all weather conditions, and weekends and evenings as needed. How to Apply: Send or email a cover letter and resume before November 20 to: Our Saviour's Lutheran Church, 1300 Mansfield Street, Chippewa Falls, WI 54729 Or [office@oslccf.net](mailto:office@oslccf.net)

[PDF] View December 17, 2015 issue. - Northwest Synod of Wisconsin  
[http://www.nwswi.org/webfiles/fnitools/documents/weekly\\_eclipse17th.pdf](http://www.nwswi.org/webfiles/fnitools/documents/weekly_eclipse17th.pdf)  
[Images for church custodial work](#)

## 19) Delegate

### delegate verb - Oxford Learner's Dictionaries

[intransitive, transitive] to give part of your work, power or authority to somebody in a lower position than you  
*Some managers find it difficult to delegate.*

delegate (something) (to somebody) *The job had to be delegated to an assistant.*

[https://www.oxfordlearnersdictionaries.com/us/definition/english/delegate\\_2](https://www.oxfordlearnersdictionaries.com/us/definition/english/delegate_2)  
[Images for delegate \(verb\)](#)

### Delegation - Businessballs

This delegation skills guide deals with general delegation principles and process, which is applicable to individuals and teams, or to specially formed groups of people for individual projects (including 'virtual teams').

<http://www.businessballs.com/delegation.htm>  
[Images for delegation principles and process](#)

### Delegation - Wikipedia

Delegation is the assignment of any responsibility or authority to another person to carry out specific activities. It is one of the core concepts of management leadership.

<https://en.wikipedia.org/wiki/Delegation>  
[Images for Delegation](#)  
<https://simple.wiktionary.org/wiki/delegate>  
<http://www.wikihow.com/Delegate>

### How to Delegate Effectively | The Fast Track - Intuit QuickBase

While it is a tough skill to master, effective delegation can greatly improve you as a leader. Here is our guide to effective delegation.

<http://quickbase.intuit.com/blog/2013/03/28/how-to-delegate-work-effectively/>  
[Images for How to Delegate Effectively | The Fast Track - Intuit QuickBase](#)  
<http://www.shrm.org/hrdisciplines/orgempdev/articles/pages/delegateeffectively.aspx>  
<https://www.brighthubpm.com/resource-management/85926-examples-of-effective-delegation/>  
<https://www.managersorbit.com/2017/02/09/effective-delegation/>  
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<https://www.bizjournals.com/bizjournals/how-to/growth-strategies/2017/08/the-secret-sauce-of-effective-delegation.html>  
<https://www.thebalance.com/top-tips-for-effective-delegation-2951528>  
<https://www.entrepreneur.com/article/294559> Follow-up Is the Secret to Effective Delegation - Entrepreneur  
[Images for effective delegation](#)  
<https://www.inc.com/peter-economy/5-levels-of-remarkably-effective-delegation.html>  
<https://www.inc.com/harvey-mackay/6-keys-effective-delegation.html>

<https://managementisajourney.com/five-common-human-barriers-to-effective-delegation/>  
<http://www.techrepublic.com/blog/career-management/learning-to-let-go-how-to-delegate-effectively/>  
<https://www.bridgespan.org/insights/library/organizational-effectiveness/effective-delegation-in-three-simple-steps>  
<https://www.firmofthefuture.com/content/5-steps-to-effective-delegation/>  
[http://projectmanager.org/images/downloads/PDC\\_2014\\_Presentations/pdc2014\\_seven\\_steps\\_to\\_effective\\_delegation.pdf](http://projectmanager.org/images/downloads/PDC_2014_Presentations/pdc2014_seven_steps_to_effective_delegation.pdf)  
<https://us.experteer.com/magazine/effective-delegation/>  
<https://catalystleader.com/read/the-five-components-of-effective-delegation>  
<https://www.thebalance.com/delegation-as-a-leadership-style-1916731>  
[Images for delegation leadership style](#)

#### How to Delegate the Right Tasks to the Right People – Brian Tracy

Learning how to delegate effectively is the key to leveraging yourself and multiplying your value to your company. Delegation allows you to move from what you can do personally to what you can manage. Delegation is one of the most important and effective management skills. Without the ability to delegate effectively, it is impossible for you to advance in management to higher positions of responsibility.

<http://www.briantracy.com/blog/leadership-success/how-to-delegate-the-right-tasks-to-the-right-people-effective-management-skills-for-leadership-success/>  
<https://www.linkedin.com/in/briantracyint>  
[https://www.brainyquote.com/authors/brian\\_tracy](https://www.brainyquote.com/authors/brian_tracy)  
<https://www.entrepreneur.com/author/brian-tracy>  
[https://en.wikipedia.org/wiki/Brian\\_Tracy](https://en.wikipedia.org/wiki/Brian_Tracy)  
<https://www.amazon.com/Brian-Tracy/e/B001H6OMRI>  
[https://www.goodreads.com/author/show/22033.Brian\\_Tracy](https://www.goodreads.com/author/show/22033.Brian_Tracy)  
[Images for Brian Tracy](#)  
[Images for How to Delegate the Right Tasks to the Right People – Brian Tracy](#)

#### How to Delegate Work and Ensure It's Done Right [Dick Lohr]

Master the one skill that's key to your career growth! Delegation is the key to developing your people and yourself. In this program, you'll learn which projects you should delegate...which you should keep for yourself...and how to know the difference.

##### *Program Benefits*

You'll have more time to think, plan, and take initiative at a higher level.

Your people will feel challenged (and exceed your expectations).

You'll boost productivity.

You'll be more promotable (Face it: You won't be going anywhere unless there's someone to fill your shoes).

Here's an opportunity to learn the skills of delegation and how to use them to develop your people and yourself.

<http://www.amazon.com/Delegate-Work-Ensure-Done-Right/dp/1933328002>  
<https://www.pryor.com/training-products/how-to-delegate-work-ensure-done-right/>  
[https://www.amazon.com/s?ie=UTF8&page=1&rh=n%3A283155%2Cp\\_27%3ADick%20Lohr](https://www.amazon.com/s?ie=UTF8&page=1&rh=n%3A283155%2Cp_27%3ADick%20Lohr)  
[http://www.goodreads.com/author/show/316089.Dick\\_Lohr](http://www.goodreads.com/author/show/316089.Dick_Lohr)  
[Images for Dick Lohr, author](#)  
[Images for How to Delegate Work and Ensure It's Done Right \[Dick Lohr\]](#)

#### Learn How to Delegate Responsibility to Your Employees

Whatever your feelings, as a manager you need to realize that you are not a regular employee, you are a coach. Coaches must understand the importance of teaching, motivating, and taking pride in the performance of their charges. To do this, you must learn how to delegate efficiently and responsibly.

<http://businessmajors.about.com/od/employmentaftergraduation/a/delegate.htm>  
[Images for Delegate Responsibility to Employees](#)  
<http://humanresources.about.com/cs/manageperformance/a/delegation.htm>  
<http://sbinfoCanada.about.com/od/worklifebalance/a/delegate.htm>  
<https://smallbiztrends.com/2010/08/how-to-delegate-task.html>  
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#### Master The Art Of Effective Delegation And Gain 5 To 10 Hours Per Week - Forbes

##### Five-Step Effective Delegation Process

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#### 90 best Delegating images on Pinterest

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Images for delegate to staff pinterest

#### Successful Delegation - Team Management Training from Mind Tools

This article and free worksheet explain how to delegate effectively.

[https://www.mindtools.com/pages/article/newLDR\\_98.htm](https://www.mindtools.com/pages/article/newLDR_98.htm)

Images for Successful Delegation - Team Management Training from Mind Tools

#### 12 Reasons Why Church Leaders Don't Delegate – ThomRainer.com

Based on my own experiences and these informal interviews, here are twelve reasons for church leaders *not* delegating.

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Images for thom rainer (author)

#### What buck stops where? Delegation and church leadership – The Presbyterian Outlook

So, let's take a closer look at what delegation is and how it can be done well.

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<http://www.congregationalconsulting.org/how-to-give-away-your-power/>  
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<https://www.christianitytoday.com/pastors/2008/spring/pastoral-delegation.html>

#### What the Bible Says About Leadership and Delegation - Michael Hyatt

His father-in-law, Jethro, a priest of Midian (see Exodus 18:1), saw that Moses' workload was not sustainable and he was headed for trouble. He wisely pulled Moses aside, celebrated what God had done through him (see Exodus 18:9–12), then gave him some invaluable counsel regarding the concept of delegation. He articulated five principles that are as relevant today as they were then.

<https://michaelhyatt.com/what-the-bible-says-about-leadership-and-delegation.html>  
[https://twitter.com/MichaelHyatt?ref\\_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor](https://twitter.com/MichaelHyatt?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor)  
<https://www.facebook.com/michaelhyatt/>  
[https://en.wikipedia.org/wiki/Michael\\_S.\\_Hyatt](https://en.wikipedia.org/wiki/Michael_S._Hyatt)  
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Images for What the Bible Says About Leadership and Delegation - Michael Hyatt images

## 20) Difficult Behavior

### Best 10+ Difficult people ideas on Pinterest

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<https://www.pinterest.com/jajhabc114/dealing-with-difficult-people/>  
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<https://www.pinterest.com/brigitteRwalker/difficult-people/>  
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<https://www.pinterest.com/explore/difficult-people-quotes/>  
<https://www.pinterest.com/strbkr/difficult-people/>

### Dealing with Difficult Employees - About Management

All managers will have to deal with difficult employees during their careers. First, there will always be difficult employees. Second, it's your job as the manager to deal with them. If you don't deal the problem, it will only get worse.

<http://management.about.com/od/employeeemotion/a/DifficultEE0605.htm>  
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<https://www.thebalancecareers.com/dealing-with-difficult-employees-2275785>  
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<https://www.shrm.org/hr-today/news/hr-magazine/0217/pages/how-do-you-deal-with-difficult-people.aspx>

### Dealing with Difficult People: Overview - YouTube

Anyone who can effectively deal with difficult people and situations enjoys a real advantage in the workplace. Next time, be prepared. In this program, you'll look at what bugs you, who you are and why you respond the way you do, how to make new changes stick and where to stand your ground along with when to walk away. You'll know exactly what to say and do to defuse volatile situations and bring out the best in people—no matter how difficult they are. Buy the video at <http://www.skillpath.com>

[https://www.youtube.com/watch?v=3e\\_rdSvwh\\_E](https://www.youtube.com/watch?v=3e_rdSvwh_E)  
Images for Dealing with Difficult People - YouTube  
<https://www.youtube.com/watch?v=pmVF23QXY10&t=68s> Dealing with Difficult & Annoying People - YouTube  
Images for Dealing with Difficult & Annoying People  
<https://www.youtube.com/watch?v=ll2DXQrVMp4> How To Deal With Difficult & Toxic People - YouTube  
Images for Deal With Difficult & Toxic People  
<https://www.youtube.com/watch?v=yTm-rRPaCU0> How to deal with difficult people at work | RealizedQNA - YouTube  
[https://www.youtube.com/watch?v=W\\_Oj6CwTGpc](https://www.youtube.com/watch?v=W_Oj6CwTGpc) How to deal with difficult people - YouTube  
<https://www.youtube.com/watch?v=bTLpMrdkHuQ> Difficult People - How To Deal With Difficult People At Work – YouTube  
<https://www.youtube.com/watch?v=Cq2u2ieORhw> Secrets for Dealing with Difficult People – YouTube  
<https://www.youtube.com/watch?v=0ReJaMZFOls> Meditation tip - coping with difficult people – YouTube  
<https://www.youtube.com/watch?v=cDlrVgUtyo> Utopia: Series 2 How to handle difficult co-workers – YouTube

### Difficult People at Work: How to Cope, How to Win [Arthur H. Bell and Dayle M. Smith]

Whether you work for them, or with them, difficult people can make life at work, well, difficult. These S.O.P.s-sources of pain-are only a small number of the people we deal with every day, but the major source of our frustration, anger, and dissatisfaction. This book identifies twelve basic types of difficult people you are likely to encounter at the office. Each can be described in terms of two general coordinates: how involved they are with others, and how outspoken they are. At one end of the spectrum is the "bitter recluse," who prefers isolation to interaction with co-workers, and remains silent at meetings; at the other end is the "politician," who strives to develop a "power base" among other workers, and constantly lets the world know his or her opinions. The best way to deal with difficult people-to render them harmless, even helpful, is to focus not on what they do, but on what we do in response to what we regard as their mean, selfish, destructive words and actions. Often our anger, however natural and justified, leads us to inadvertently make things worse. We overemphasize the negative and ignore any positive attributes difficult people may have, any constructive contribution they may make, and any turnaround they may attempt. Instead of giving in to our own frustrations, we should practice the technique of "active listening." First, turn off all prejudgments and assumptions about the person talking to you and the direction the conversation might take. Next, listen intently. Focus your attention on asking emotionally neutral questions designed to get information-not nasty comments or hostile accusations. You might say something like "Tell me more about that" or "Can you give me an example?" Repeat some of the person's key phrases and ideas, using a tone of interest, not judgment. This technique can actually help difficult people express themselves more clearly. Finally, after the conversation, jot down what you remember. This will get you into the habit of concentrating on information rather than personality traits.

*Difficult People at Work* offers many other strategies for disarming S.O.P.s. Each is illustrated by real-life business examples, drawn from more than five hundred interviews with business executives, managers, and workers, and from the latest research on conflict resolution, interpersonal dynamics, and effective business communication.

*Difficult People at Work* will give you a set of easy-to-use tools for overhauling damaged business relationships and turning them to everyone's advantage. After all, peace is much more pleasant-and productive than war-in the office as well as everywhere else.

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[http://www.goodreads.com/book/show/499922.Difficult\\_People\\_at\\_Work](http://www.goodreads.com/book/show/499922.Difficult_People_at_Work)  
[https://www.goodreads.com/book/show/935677.Winning\\_With\\_Difficult\\_People](https://www.goodreads.com/book/show/935677.Winning_With_Difficult_People)  
[http://books.google.com/books/about/Difficult\\_people\\_at\\_work.html?id=-OWzxEn7c1YC](http://books.google.com/books/about/Difficult_people_at_work.html?id=-OWzxEn7c1YC)  
<https://www.amazon.com/Arthur-H.-Bell/e/B001IGOHEK>  
[http://www.goodreads.com/author/list/460012.Arthur\\_H\\_Bell](http://www.goodreads.com/author/list/460012.Arthur_H_Bell)  
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<http://www.ncywli.org/dayle-smith>  
<https://www.clarkson.edu/node/11151> Dayle Smith, Dean of the School of Business  
<https://www.thriftbooks.com/a/dayle-m-smith/213928/>  
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Images for Dayle M. Smith  
Images for *Difficult People at Work: How to Cope, How to Win* [Arthur H. Bell and Dayle M. Smith]

#### **Winning with Difficult People (Barron's Business Success Series) by Arthur H. Bell (Author), Dayle M. Smith (Author)**

The authors point out twelve difficult personality types that can be found in business environments, then offer tips to help readers understand what makes them tick and how the rest of us can best cope with them. Advice includes methods for transforming potential problems into "getting-ahead" advantages.

<http://www.amazon.com/Winning-Difficult-People-Business-Success/dp/0764124528>  
[https://www.goodreads.com/book/show/935677.Winning\\_with\\_Difficult\\_People](https://www.goodreads.com/book/show/935677.Winning_with_Difficult_People)  
<http://pelicanpub.com/products.php?cat=130> Pelican Products:A - B, Arthur H. Bell  
Images for *Winning with Difficult People* (Barron's Business Success Series) by Arthur H. Bell (Author), Dayle M. Smith (Author)  
Images for Barron's Business Success Series

#### **How to Deal with Difficult People at Work - Human Resources**

Why You Must Deal with Difficult People

Difficult people do exist at work. They come in every variety and no workplace is without them. How difficult a person is for you to deal with depends on your self-esteem, your self-confidence and your professional courage.

Dealing with difficult people is easier when the person is just generally obnoxious or when the behavior affects more than one person. Dealing with them is much tougher when they are attacking you or undermining your professional contribution.

<http://humanresources.about.com/od/workrelationships/a/difficultpeople.htm>  
[http://humanresources.about.com/od/workrelationships/a/difficultpeople\\_2.htm](http://humanresources.about.com/od/workrelationships/a/difficultpeople_2.htm)  
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<https://www.quickbase.com/blog/5-difficult-people-and-how-to-work-with-them>  
<https://www.youtube.com/watch?v=Fr3AwT-2z7k> How to Deal With the 7 Most Difficult People in the Workplace – YouTube  
<https://www.youtube.com/watch?v=pm7jJ8ssGIU> Top 5 Difficult people in the workplace - YouTube

#### **How to Deal with Unacceptable Employee Behavior | Pryor Learning**

Problem employees are lurking in every workplace ...

And wherever they are, you can be sure they're costing the organization plenty — in lowered morale, lost opportunities, and decreased productivity. In fact, the price can be so high that it's foolish to try to overlook or brush aside the problem. If you supervise an employee who has behavior or attitude problems, you need to take action — now!

*Gain the tools you need to deal with problem employees ... and turn them around with this informative training workshop!*

This dynamic seminar gives you answers to your toughest questions, quickly and clearly. With this program, you'll learn the smart methods that help you get control over the problem people who plague your workplace ... without the resentment and anger that some outdated approaches can generate. Best of all, you'll discover how to tailor an individual approach for each employee's unique situation — a custom strategy that greatly increases your chances of success!

<https://www.pryor.com/training-seminars/how-to-deal-unacceptable-employee-behavior/>  
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<http://www.pryor.com/site/webinar-audio/how-to-deal-with-negativity-in-the-workplace>  
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<https://www.pryor.com/training-seminars/dealing-with-difficult-people/>  
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## How to Manage Problem Employees: A Step-by-Step Guide for Turning Difficult Employees into High Performers [Glenn Shepard]

There was a time when people were committed to working hard and being productive in the work force. Today, however, some workers have an entitlement mentality and the labor pool includes some people who don't want a job - just a paycheck. In response to this trend, Glenn Shepard has written *How to Manage Problem Employees*. This comprehensive book will tell you how to set new hires up for success, structure compensation packages to maximize their involvement and work ethic, deal with problem areas before they become bad behavior, and motivate slow and often unmotivated employees. You'll learn the different personality types and how to handle specific manifestations of each, including gossiping, back stabbing, direct confrontation, hypochondriacs, breaking the chain of command, and sarcasm, as well as how to terminate employees while staying on solid legal ground.

<http://www.amazon.com/Manage-Problem-Employees-Step-Step/dp/0471730432>

[http://www.goodreads.com/book/show/662802.How\\_to\\_Manage\\_Problem\\_Employees](http://www.goodreads.com/book/show/662802.How_to_Manage_Problem_Employees)

<https://books.google.com/books?isbn=1118040481>

<https://www.amazon.com/Glenn-Shepard/e/B001H6UYQG>

[http://www.goodreads.com/author/show/240618.Glenn\\_Shepard](http://www.goodreads.com/author/show/240618.Glenn_Shepard)

Images for Glenn Shepard, author

Images for *How to Manage Problem Employees: A Step-by-Step Guide for Turning Difficult Employees into High Performers* [Glenn Shepard]

## 9 Ways To Deal With Difficult Employees - Forbes

Here, then, are nine things that excellent managers do when confronted with a difficult employee – things that keep them from getting sucked into an endless vortex of ineffectiveness and frustration:

<https://www.forbes.com/sites/erikaandersen/2013/11/21/9-ways-to-deal-with-difficult-employees/#44cddb9740c4>

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<https://www.forbes.com/sites/forbescoachescouncil/2018/09/28/13-ways-managers-can-initiate-tough-conversations-with-employees/#71a0d2452d9e>

<https://www.forbes.com/sites/jacquelynsmith/2013/09/09/8-tips-for-dealing-with-a-know-it-all-coworker/#40d17c4d3853>

<https://www.forbes.com/sites/victorlipman/2014/06/09/6-tips-for-managing-people-who-are-hard-to-manage/#713315d0345f>

## 10 More Tips for Dealing With Difficult People at Work

In every workplace, you will have difficult coworkers. Dealing with difficult coworkers, bosses, customers, clients, and friends is an art worth perfecting. Dealing with difficult situations at work is challenging, yet rewarding.

<https://www.thebalancecareers.com/dealing-with-difficult-people-at-work-1917903>

Images for Dealing with Difficult People at Work

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<http://www.businessinsider.com/9-useful-strategies-to-dealing-with-difficult-people-at-work-2011-6>

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<http://madamemoire.com/61198/7-types-of-difficult-people-you-will-meet-at-work/>

Images for Difficult People at Work

<http://www.oprah.com/money/How-to-Survive-Dysfunctional-and-Difficult-Co-workers>

Images for Survive Difficult Co-workers

## Tips on Managing Difficult People - Harvard Business Review

Three Ways to Deal with a Passive-Aggressive Colleague

Keep Your Composure, or Walk Away

Three Tips for Resolving a Conflict with Your Coworker

Turn Your Competitors into Allies

Stop Being So Nice

<http://hbr.org/web/management-tip/tips-on-managing-difficult-people>

Images for Tips on Managing Difficult People - Harvard Business Review

<https://hbr.org/podcast/2018/02/difficult-people>

<https://hbr.org/video/2226821005001/defuse-difficult-people> Defuse Difficult People - HBR Video

<https://hbr.org/product/dealing-with-difficult-people-hbr-emotional-intelligence-series/10204-PBK-ENG>  
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<https://store.hbr.org/product/dealing-with-difficult-people-hbr-emotional-intelligence-series/10204>  
<https://www.amazon.com/Managing-Difficult-Harvard-Business-Studies/dp/1422199916>  
[Images for Managing-Difficult-Harvard-Business-Studies](#)  
<https://www.barnesandnoble.com/w/dealing-with-difficult-people-harvard-business-review/1127700512>  
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### Types of Difficult People in the Workplace | Chron.com

Difficult people are everywhere and with some luck, are easily avoided. However, difficult personalities are unavoidable when they are your co-workers and when you have to partner with them on sensitive projects. To make your time at work easier, it is important to recognize such people to understand how to navigate what can be tumultuous experiences with them.

<http://smallbusiness.chron.com/types-difficult-people-workplace-17470.html>  
[Images for Types of Difficult People in the Workplace | Chron.com](#)  
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[Images for Difficult Workplace Personalities](#)

### What Does the Bible Say About Dealing With Difficult People?

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<https://www.youtube.com/watch?v=E9pge0IGrY> How do I deal with difficult people according to the Bible? – YouTube  
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## 21) Difficult Conversations

### Difficult Conversations - Forbes

Among the most difficult conversations are those in which sensitive matters are being addressed ... for example: advising an employee you like that he or she will have to relinquish a leadership position in the company that has been held for a long time; arbitrating a discussion between two employees who have just had a nasty argument that threatens their smooth collaboration, and thereby critical operations of the firm; telling an employee that a client has just asked for his or her removal from the account team when the employee disagrees with the client's reasoning and feels his position in the company is threatened. These are just a few examples, but the list goes on and on.

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Images for tough conversations - forbes

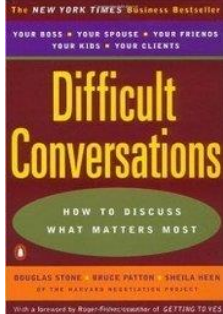
<https://www.forbes.com/sites/victorlipman/2017/09/01/4-tips-to-help-make-hard-conversations-successful/#7f0d39a77aca>

Images for hard conversations - forbes

### Difficult Conversations: How to Discuss What Matters Most by Douglas Stone (Author), Bruce Patton (Author), Sheila Heen (Author), Roger Fisher (Foreword)

We attempt or avoid difficult conversations every day—whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you *Getting to Yes*, *Difficult Conversations* provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to:

- Decipher the underlying structure of every difficult conversation
- Start a conversation without defensiveness
- Listen for the meaning of what is not said
- Stay balanced in the face of attacks and accusations
- Move from emotion to productive problem solving



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<https://www.amazon.com/Roger-Fisher/e/B000AQ1SR1>

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Images for Roger Fisher (Author)

[Images for Difficult Conversations: How to Discuss What Matters Most by Douglas Stone \(Author\), Bruce Patton \(Author\), Sheila Heen \(Author\), Roger Fisher \(Foreword\)](#)

### Fierce Conversations: Achieving Success at Work and in Life One Conversation at a Time by Susan Scott (Author)

The master teacher of positive change through powerful communication, Susan Scott wants you to succeed. To do that, she explains, you must transform everyday conversations at work and at home with effective ways to get your message across—and get what you want. In this guide, which includes a workbook and *The Seven Principles of Fierce Conversations*, Scott teaches you how to: Overcome barriers to meaningful communication; Expand and enrich relationships with colleagues, friends, and family; Increase clarity and improve understanding; Handle strong emotions—on both sides of the table; Connect with colleagues, customers and family at a deep level.

<https://www.amazon.com/Fierce-Conversations-Achieving-Success-Conversation/dp/0425193373>

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<https://www.youtube.com/watch?v=wQPCM40fb-s> Susan Scott - What to be Mindful of and How "Fierce Conversations" Helps your Business - YouTube

<https://www.publishersweekly.com/978-0-670-03124-5> Nonfiction Book Review

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Images for Susan Scott (Author)

Images for Fierce Conversations: Achieving Success at Work and in Life One Conversation at a Time by Susan Scott (Author)

### Having difficult conversations - YouTube

As a manager or supervisor, being able to talk about sensitive and emotive issues is an important part of the job but it's also one of the toughest. If handled badly, these conversations - about performance, conduct or personal matters - can damage team dynamics, lower morale and badly effect levels of attendance and performance.

<https://www.youtube.com/watch?v=KpS8P4Trdqc>

Images for difficult conversations - YouTube

<https://www.youtube.com/watch?v=ued-eoHGKqg> Handling Difficult Conversations - YouTube

<https://www.youtube.com/watch?v=fE3ZHWaGhEE> How to handle difficult conversations - YouTube

<https://www.youtube.com/watch?v=WGcl6RWCohk> Tips on how to handle a difficult conversation - YouTube

<http://www.youtube.com/watch?v=HKYEiCKVTag> 10 Tips for Handling Difficult Conversations - YouTube

Images for Handling Difficult Conversations

<https://www.youtube.com/watch?v=XkXiye1dJ9s> Having Difficult Conversations - YouTube

<https://www.youtube.com/watch?v=feAxzd9yZ3s> Having Difficult Conversations | Acas Most Asked - YouTube

<https://www.youtube.com/watch?v=mueGH8-BSNU> Tips for Having Difficult Conversations with Employees - YouTube

<https://www.youtube.com/watch?v=9-xmbBSeu-s> How to Have Difficult Conversations - YouTube

<https://www.youtube.com/watch?v=2cc5ODAVuSQ> The secret to having difficult conversations at work | Mark Leruste - YouTube

<https://www.youtube.com/watch?v=TQ48GVMfvMg> Mel Robbins: How to have difficult conversations - YouTube

<https://www.youtube.com/watch?v=4avNfxXQyHY> How to have difficult conversations with your employees about unprofessional appearance or behavior - YouTube

<https://www.youtube.com/watch?v=bpPBYjv8Ofs> Tips for Having Difficult Conversations - Introduction - YouTube

Images for Having Difficult Conversations

<https://www.youtube.com/watch?v=exFpUunPoCY> Are you avoiding the difficult conversation? | Kathy Kiernan - YouTube

<https://www.youtube.com/watch?v=Pep6zRc1RSw> Video Demonstrations of Difficult Conversations: Supportive - YouTube

<https://www.youtube.com/watch?v=VWTB0SFL1Kc> Video Demonstrations of Difficult Conversations: Addressing Tension - YouTube

<https://www.youtube.com/watch?v=3gitAc0ahaY> Video Demonstrations of Difficult Conversations: Disruptive Faculty Member

<https://www.youtube.com/watch?v=Wr8yT8Cprqs> Top 5 - Difficult Conversation Mistakes – YouTube

<https://www.youtube.com/watch?v=xG2ktJ8E1mo> The Good Manager - Difficult Conversations - YouTube

<https://www.youtube.com/watch?v=wjY56aFwQus> The power of difficult conversations | Tara Marcink | TEDxCoMo - YouTube

Images for power of difficult conversations

<https://www.youtube.com/watch?v=sSJxGldRBQg> Mary Byers, Tough Talking: Initiating and Managing Difficult Conversations

<https://www.youtube.com/watch?v=fE3ZHWaGhEE> Lauren Mackler at Harvard - Difficult Conversations - YouTube

<https://vimeo.com/75893191> "Difficult Conversations" with Fred Kofman on Vimeo

Images for difficult conversations

### How to Handle Difficult Conversations at Work – Harvard Business Review

Difficult conversations — whether you're telling a client the project is delayed or presiding over an unenthusiastic performance review — are an inevitable part of management. How should you prepare for this kind of discussion? How do you [find the right words](#) in the moment? And, how can you manage the exchange so that it goes as smoothly as possible?

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Images for How to Handle Difficult Conversations at Work – Harvard Business Review

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<http://www.hrmonline.com.au/topics/management-of-workplace-issues/tough-conversations-work/>

### How to Have Difficult Conversations | Psychology Today

Follow these guidelines for challenging encounters and fighting "fair."

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<https://www.psychologytoday.com/us/blog/wander-woman/201902/the-most-revealing-clue-in-difficult-conversations>



<https://www.psychologytoday.com/us/collections/201709/hard-conversations>  
[Images for Hard Conversations | Psychology Today](#)

### Managing Difficult Conversations with Fred Kofman | Lean In Network

It is precisely at those times when communication is most vital to achieving your goals that it breaks down most dramatically. Difficult conversations are scary because the stakes are high and there is a real cost of failure, raising everyone's defenses. In this video, Fred Kofman explains how to remain true to yourself and, at the same time, open to your counterpart.

<https://lean-in.mn.co/posts/managing-difficult-conversations-with-fred-kofman>  
[Images for Managing Difficult Conversations with Fred Kofman | Lean In Network](#)  
<https://lean-in.mn.co/posts/managing-difficult-conversations-with-fred-kofman-673490>  
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### 66 best Difficult Conversations images on Pinterest

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<https://www.pinterest.com/matthewhawkins3/difficult-conversations/>  
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<https://www.pinterest.com/cardonbcom/feedback-and-difficult-conversations/>  
<https://www.pinterest.com/soundoptions/difficult-conversations/>  
<https://www.pinterest.com/artsyfartsy24/resources-for-having-difficult-conversations-with/>  
<https://www.pinterest.com/dcWithEase/tips-difficult-conversations/>

### Survive the 10 Toughest Conversations Every Supervisor Dreads – Pryor Learning Solutions

In today's workplace, many employees seem to be guided only by their own personal standards. With the variety of personalities and philosophies that are brought together in any organization, supervisors and managers have a tough job on their hands. It can be very challenging — even uncomfortable — to confront employees about certain issues.

What You'll Learn

- Identify the underlying causes of a difficult situation
- Develop an approach to address difficult conversations that results in a more consistent, positive outcome
- Keep the conversation moving forward in a positive direction, even when the subject matter is sensitive
- Plan for possible objection and prepare to handle it like an expert
- Handle emotions, anger and tears associated with difficult conversations
- And more!

<http://www.pryor.com/site/webinar-audio/survive-the-10-toughest-conversations-every-supervisor-dreads>  
[Images for Survive the 10 Toughest Conversations Every Supervisor Dreads – Pryor Learning Solutions](#)

### Surviving Dreaded Conversations: Talk Through Any Difficult Situation at Work. by Donna Flagg (Author)

*Surviving Dreaded Conversations* gives managers all they need to get through those difficult, face-to-face conversations we all encounter in our office. Whether it's firing an employee, asking for a raise or delivering bad financial news to a client or staff, expert author Donna Flagg shows readers how to stop putting off these uncomfortable conversations and start successfully facing them head-on. Filled with tips, strategies, exercises, and easy-to-memorize scripts for effective preparation, *Surviving Dreaded Conversations* is packed with practical advice to help professionals get through the rough spots in the workplace.

<https://www.amazon.com/Surviving-Dreaded-Conversations-Difficult-Situation/dp/0071630252>  
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[https://play.google.com/store/books/details/Donna\\_Flagg\\_Surviving\\_Dreaded\\_Conversations\\_How\\_to?id=-T-4305GBv0C](https://play.google.com/store/books/details/Donna_Flagg_Surviving_Dreaded_Conversations_How_to?id=-T-4305GBv0C)  
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<http://www.careerjoy.com/podcasts/donna-flagg-surviving-dreaded-conversations-how-to-talk-through-any-difficult-situation-at-work/>  
<http://www.huffingtonpost.com/author/donna-flagg>  
<https://www.amazon.com/Donna-Flagg/e/B002G1NU6M>  
[http://www.goodreads.com/author/show/2905268.Donna\\_Flagg](http://www.goodreads.com/author/show/2905268.Donna_Flagg)



[Images for Donna Flagg \(Author\)](#)

[Images for Surviving Dreaded Conversations: Talk Through Any Difficult Situation at Work. by Donna Flagg \(Author\)](#)

### **Ten Commandments for Difficult Conversations | Christianity 9 to 5**

I can say that with some confidence, not because of who's writing this but because each of these "ten commandments for difficult conversations" comes directly from scripture.

<http://www.christianity9to5.org/ten-commandments-for-difficult-conversations/>

[Images for Ten Commandments for Difficult Conversations | Christianity 9 to 5](#)

<https://www.youtube.com/watch?v=glkizcx0fHI&feature=youtu.be> 10 Commandments for Difficult Conversations - YouTube

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<http://www.insperity.com/blog/9-crucial-rules-to-remember-when-having-difficult-conversations-with-employees/>

### **The Top 6 Mistakes Managers Make When Having Difficult Conversations | Fast Company**

These mistakes are common, but they can turn a difficult conversation from uncomfortable to disastrous.

<http://www.fastcompany.com/3038997/difficult-conversations/the-top-6-mistakes-managers-make-when-having-difficult-conversations>

[Images for The Top 6 Mistakes Managers Make When Having Difficult Conversations | Fast Company](#)

<https://makingpeoplematter.blogspot.com/2016/02/mistakes-to-avoid-having-difficult.html>

<https://hbr.org/2010/10/difficult-conversations-9-common-mistakes>

<https://www.linkedin.com/pulse/20140710032505-55905022-difficult-conversations-9-common-mistakes>

<https://www.inc.com/john-hall/the-no-1-mistake-people-make-when-handling-tough-conversations.html>

### **TOP 9 DIFFICULT CONVERSATIONS QUOTES | A-Z Quotes**

<https://www.azquotes.com/quotes/topics/difficult-conversations.html>

[Images for difficult conversation quotes](#)

<https://www.goodreads.com/work/quotes/760137-difficult-conversations-how-to-discuss-what-matters-most>

<http://www.quotemaster.org/Difficult+Conversations>

### **We Have to Talk: A Step-By-Step Checklist for Difficult Conversations**

[\[Watch a short video about difficult conversations\]](#)

Think of a conversation you've been putting off. Got it? Great. Then let's go.

<http://www.judyringer.com/resources/articles/we-have-to-talk-a-stepbystep-checklist-for-difficult-conversations.php>

[Images for We Have to Talk: A Step-By-Step Checklist for Difficult Conversations](#)

<https://www.judyringer.com/workshops/we-have-to-talk-holding-difficult-conversations.php>

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[https://www.iasourcelink.com/docs/default-source/default-document-library/tough-moments-checklist.pdf?sfvrsn=b2138ce8\\_0](https://www.iasourcelink.com/docs/default-source/default-document-library/tough-moments-checklist.pdf?sfvrsn=b2138ce8_0)

<https://www.linkedin.com/pulse/checklist-how-manage-difficult-conversations-work-jodie-thompson>

## **22) Emotions**

### **Emotions in the workplace - Wikipedia**

Emotions in the workplace play a large role in how an entire organization communicates within itself and to the outside world.

[https://en.wikipedia.org/wiki/Emotions\\_in\\_the\\_workplace](https://en.wikipedia.org/wiki/Emotions_in_the_workplace)

[Images for emotions in the workplace](#)

<https://en.wikipedia.org/wiki/Emotion>

### **Emotions in the Workplace - YouTube**

A workplace can produce many emotions and quite often they're negative. So, what's the biggest emotion felt in the office and how do you address it? Watch this video to find out how.

[https://www.youtube.com/watch?v=G\\_5Q2uhyOtI](https://www.youtube.com/watch?v=G_5Q2uhyOtI)

[Images for Emotions in the Workplace - YouTube](#)

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### How to Manage Your Emotions in the Workplace (HRDQ Skills Development) by Kate Ward

Have you ever been emotional at work? Just about everyone has at some point. And in a world full of budget cuts, layoffs, and stress, it's no surprise that controlling one's emotions is becoming more and more difficult. We're only human, after all. The problem is, how you manage your emotions says a lot about you. It can undermine what people think of you, limit opportunities for advancement, and maybe even cause you to lose your job. While you can't always check your emotions at the door, you can identify what triggers them and then learn how to respond appropriately.

And that's why you need *How to Manage Your Emotions*. This comprehensive e-book will show you in simple terms how to keep your emotions in check, reframe your thinking, and prevent accidental outbursts so that you can become an expert at channeling your emotions and regaining control—or better yet, never losing it in the first place.

Here's What You'll Find: Interactive tools that provide valuable skill practice, Case studies illustrating real-world scenarios, Practical applications to demonstrate key concepts, Action planning and strategies you can put to immediate use.

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Images for Kate Ward, author

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### How to Manage Emotions in the Workplace - Monster Hiring

Emotions are part of being human and, as a result, part of how we work.

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Images for managing emotions under pressure

### Managing Emotions Under Pressure | Pryor Learning Solutions

Here's an opportunity for you — and every member of your team — to develop the steady self-control that people respond to and respect. The stress-management system taught in this seminar is simple — and proven. It can help you live a happier and less stressful life starting the very next day.

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Images for Managing Emotions Under Pressure | Pryor Learning Solutions

Images for develop the steady self-control that people respond to and respect

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Images for employee policy handbook

**Employee - Simple English Wikipedia**

An employee is a term for workers and managers working for a company, organization or community. These people are the staff of the organization. Generally speaking, any person hired by an employer to do a particular job is an employee.

<https://simple.wikipedia.org/wiki/Employee>

Images for employee

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Employment

Hiring

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## 24) Engage

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### Employee engagement - Wikipedia

Employee engagement is a property of the relationship between an organization and its employees. An "engaged employee" is defined as one who is fully absorbed by and enthusiastic about their work and so takes positive action to further the organization's reputation and interests.

An organization with "high" employee engagement might therefore be expected to outperform those with "low" employee engagement, all else being equal.

Employee engagement first appeared as a concept in management theory in the 1990s,<sup>[1]</sup> becoming widespread in management practice in the 2000s, but it remains contested. It stands in an unspecified relationship to earlier constructs such as morale and job satisfaction. Despite academic critiques, employee-engagement practices are well established in the management of human resources and of internal communications.



Many books on management cite the apocryphal story about an engaged janitor at NASA who when asked by Kennedy what he was doing, replied "I'm helping to put a man on the Moon".

[https://en.wikipedia.org/wiki/Employee\\_engagement](https://en.wikipedia.org/wiki/Employee_engagement)

Images for employee engagement

### Engage Employees - ARGO Data Resource Corporation

Build employees' confidence. Set clear employee expectations. Determine the right number of staff to meet customer service goals.

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Images for Engage Employees

Images for build employees' confidence

Images for set clear employee expectations

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### 5 Reasons Engagement Will Drive Almost All Future Church Growth - Carey Nieuwhof

If you want to see your church grow, stop trying to *attract* people and start trying to *engage* people.

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### How to Engage Staff: 13 Steps (with Pictures) - wikiHow

Actively engaging your employees is a matter of making sure each member of your team feels as though they have a voice. By making communication a two-way street, you can create a culture that values communication throughout the chain of command. A

large part of engaging your employees is making them feel as though they have a stake in the success of your department or the business as a whole. Using strong management techniques, you can ensure your employees stay engaged and willing to go the extra mile for the business.

<http://www.wikihow.com/Engage-Staff>  
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### How To Establish A Culture Of Employee Engagement - Forbes

Because having a successful business is every employer's dream, companies emphasize employee engagement. With an engaged staff of employees, you lower your risk of turnover, boost customer satisfaction, and increase your company's overall chance of success. Not to mention, there is a slew of [accounting benefits of employee engagement](#).

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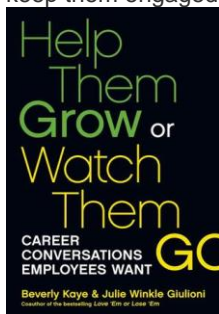
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### Love 'Em or Lose 'Em: Getting Good People to Stay by Beverly Kaye (Author), Sharon Jordan-Evans (Author)

Since employees who walk out the door cost their companies up to 200 percent of their annual salaries to replace, retention is one of the most important issues facing businesses today. And with so many surveys reporting that employees are unhappy and not working up to their full potential, [engagement](#) is a second serious and costly issue. The latest edition of this Wall Street Journal bestseller offers twenty-six simple strategies—from A to Z—that managers can use to address their employees' real concerns and keep them engaged.



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[Images for Sharon Jordan-Evans \(Author\)](#)  
[Images for Love 'Em or Lose 'Em: Getting Good People to Stay by Beverly Kaye \(Author\), Sharon Jordan-Evans \(Author\)](#)

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#### 10 Proven Principles of Church Engagement - Pushpay

The key to creating meaningful change is increasing church engagement, and there are real, tangible things you can do to help your congregation break the mould.

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[Images for 10 Proven Principles of Church Engagement - Pushpay](#)  
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#### What Great Managers Do to Engage Employees - Harvard Business Review

Gallup defines engaged employees as those who are involved in and enthusiastic about their work and workplace.

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