

LEADER CONVERSATION GUIDE

Church Staffing Pain Points (Part 2)

Episode 82

5 Issues That Became Clear Over the Last 12 Months of Consulting

We looked at all of the staffing assessments we did with churches in 2018, and we saw some clear trends that point to where many churches are struggling on their staff teams—and some of the reasons why they feel stuck. So in this two-part series, we talked about those core pain points so many church teams seem to be experiencing.

Did you miss Part 1? Get it here >>

[Church Staffing Pain Points \(Part 1\) - Episode 81](#)

Core Staffing Issues (Continued)

3) Not Communicating Effectively

To be clear, this is about ineffective communication *within* the staff team.

Indicators This Is an Issue on Your Team

- Overuse of email for conversations that should be handled face-to-face.
- Staff frequently feel “surprised” or caught off guard by new information or decisions.
- Communication often feels like it’s rolled out in the wrong sequence.
- Decision-making is a challenge: People don’t have the information they need or all decisions go to the top because no one knows who makes which calls. (This is a particularly big issue in multisite churches.)

The principle to remember is that effective communication doesn’t *just happen*. Leadership must proactively create the systems and culture that evoke the right conversations and get the right information to people at the right times.

Next Steps

1. Have the *right* meetings. That doesn't mean adding *more* meetings. It means you create the right ones. The right intersections that bring the right people together.
2. Have the right *conclusion* to your meetings.
 - **Summarize what decisions were made at the meeting.** Make sure there's clarity around what was agreed upon and what action needs to be taken (and by when).
 - **Second design a communication plan that comes out of the meeting.**
See Patrick Lencioni's [*Cascading Communications*](#).

IT'S A TIE!

4a) Structure Not Aligned with the Ministry Strategy

4b) Leadership Roles Filled with Doers, Not Equippers

We didn't have time to discuss these last issues in this two-part podcast episode, but we cover all five in the [Leading an Unstuck Church](#) online course. If you are sensing your staff team is struggling in one of these five areas, consider taking the course.

Listen to the episode on iTunes or at theunstuckgroup.com/episode82.