

CONNECT TO BUILD TRUST

- How easy is it for a new person to build meaningful friendships here?
- What does a "safe" space look like in a congregational setting?
- Do you *know* most people here, or just know *about* them?
- Do the events that are offered include time for intentional relationship building?
- Do people introduce themselves to guests and to other people they don't know?
- Do members take personal responsibility for welcoming and befriending people?

HIGHLIGHT THE MOST PRESSING ISSUES

- How are we different today from the way we were when the pastor came?
- What accomplishments in ministry are we most grateful for?
- What challenges have we overcome, and what did we learn from those situations?
- Is this a faith community you would come to if you did not already belong here?
- What do we want to accomplish? When do we want it to happen? Why does it matter?
- What is our process for deciding to make a major change, empowering people to make it happen, and holding them accountable for the results?
- What outcomes are we seeking? What will we do to achieve these outcomes?
- How will we know if we achieve a sought outcome?
- What's keeping our church from growing?
- When we gather for worship, who is missing?
- If you could tell a new resident only one thing about your church, what would it be?
- If you had to describe our church in one word, what would it be?
- If a guest asked a member, "tell me about your church," what do you hope that he or she would say?
- Who is doing something really great in the church?
- What kind of people tend to come to our congregation and why? Who doesn't come and why?
- If someone asked you what kinds of people go to your church, what would you tell them?
- Who are the influential people in our community? In our faith community?
- How would you describe the spiritual temperature of our church?
- Who are we (mission and values)? Where are we (assessment)? Where are we going (vision and priorities)?
- Whom do you see as leaders in the church?
- What current strengths do we have that we could use to meet the opportunities and challenges we face?
- What new skills or competencies do we need to develop to meet the opportunities and challenges we face?
- What are the three greatest opportunities our church has in the next three to five years?
- Regarding our worship/ministry with children/hospitality, I wish . . .
- What makes you most proud about being part of this congregation?
- What do our members most value about our congregation?
- What do our members most need from our congregation? When did we last ask them this question?
- If you were the pastor/youth worker/Board member, what is the one thing you'd change about our church?
- Are there ways in which our congregation makes it difficult for you to fully participate?
- What happens the first five minutes of worship? Is it relevant for guests?
- What has changed? Why? What are we doing about it?
- Are there things we're trying to do better or improve that we shouldn't be doing at all?
- Have we calculated the time and money we've invested in this project against its outcomes?
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ALIGN ASSETS, ACTIONS, & CONVERSATIONS

- Do our intended outcomes for the event support the mission, vision, and values of the congregation?
- Can members recite the congregation's mission, vision, and values?
- Do leaders spend time talking about and doing what matters?
- Does the budget reflect and support the congregation's stated priorities?
- Does the budget reflect what people say is most important?
- Do meeting agendas address what really matters? Do discussions lead to action?

NAVIGATE BY SETTING SMART GOALS

- What's possible and who cares?
- What can we do in the short term? What can we do over the longer term?
- What parts of the problem are in our control and what parts are not?
- What are my options and the advantages/disadvantages of each option?
- If we had all the money in the world, how would we solve this problem?
- If we had all the time in the world, how would we solve this problem?
- How are we going to get there (planning and goals)?
- When will it be done (scheduling)? Who is responsible for what (delegating)?
- How much will it cost (budgeting)?
- With whom do we need to consult to make sure this change can work?
- Who else needs to be notified of this change or decision?
- What do we want to accomplish? What might happen if we take this course of action?
- What are the worst things that could happen?
- How bad would it be if our worst case scenarios materialize?
- What's the upside if events turn out well?
- What's the downside if events go very badly? Can we live with the downside?
- Is there a need? Is this the right time? Am I/are we the one(s) to do this?

GUIDE PEOPLE TOWARD TRANSFORMATION

- What are the obstacles or forces lying ahead that may hinder our progress?
- Do people know how they can contribute towards fulfilling God's preferred future for the congregation?
- Do people have a clear picture of what they need to do in the next 30 days?
- Do we know what each leader needs to be able to do their best work?
- Do we have the right people on the bus and in the right seats?
- Do we have systems in place that help us move forward consistently?
- Do we have a covenant that describes how we'll treat each other and work together?
- What capacities do we need to develop in order to realize our preferred future?

EVALUATE TO ENSURE EXCELLENCE & INNOVATION

- What was the purpose of this strategy?
- Is our evaluation plan logical, realistic, and practical?
- What questions are we seeking to answer?
- What information will we need and how will we get it?
- Why would people come to this event? What value will people receive by coming to it?
- What can staff do to help you perform your tasks?
- What do I/staff do that hinders your efforts?

