

1. **According to the Developing Leaders and Building Teams Gathering Followers PowerPoint Presentation, when building teams, what is your task to have team members commit to?** The outcome-based goals of the mission, vision and values of your ministry.

What does a “win” look like for your team? Producing results

2. **According to the TED Conflict Negotiation, what is the eighteenth camel?** The camel the wise old woman gave them. Step back from the situation, look at the problem with fresh eyes, and come up with a solution.

What is the secret problem in conflict? Reacting in anger

What is the third side? Those outside of the conflicting parties - us.

What can the stakeholders remind those in conflict? What’s really at stake.

What do we lose during conflict? Perspective

When you are angry, what speech will you make? The best speech you will ever regret.

What is the balcony? A place of perspective where we can keep our eyes on the prize.

3. **List the seven things to do to recruit volunteer leaders given by Karin Hurt.**

- Create Bite-Size Roles
- Inventory Talents & Skills
- Limit Terms
- Include Young People & Give Them Power
- Empower Possibility
- Communicate Opportunities
- Allow Failure

4. **According to the book, “Transformational Leadership,” what seven actions do leaders think in terms of?**

- Examine the internal and external forces that require change.
- Diagnose the reasons for change.
- Determine an appropriate intervention to introduce change.
- Examine the constraints and limitations that may inhibit change.
- Identify the performance objectives and outcomes.
- Apply methods to implement change.
- Provide means for evaluating the effectiveness of implementation and feedback mechanisms to correct the implementation if required.

What do ministry groups of a congregation need to carry out their programs? Policies and resources.

Briefly list the communication goals.

1. To gain the receiver’s attention.
2. To achieve understanding.
3. To gain acceptance of ideas.
4. To gain productive action.
5. To strive to maintain good relationships with others.

Briefly describe four common communication problems.

- Allness: A tendency people have to believe that whatever they say about a subject is all they need to say about it.
- Bypassing: The tendency not to recognize that one word can have different meanings, and different words can have the same meaning. Can result in people projecting their meanings into someone else’s words.

- **Ambiguity:** Words mean different things in different contexts. Be as precise as possible and use specific examples to avoid conflict and confusion.
- **Status:** Results from an involvement of different people's egos, status relationships, or positions.

What is feedback and why is it important? Feedback is the responses a person makes to others. It helps leaders know if people on their teams and in the congregation understand the program and support it, and if there are any problems the leaders did not anticipate, so they can be addressed and solved. It also helps them to communicate to the people more effectively. Leaders need to give feedback to their people as well, so they realize that their work has results.