

## Strategic Planning Retreat Day 1

"Where there is no vision, the people will perish"

Proverbs 29:18



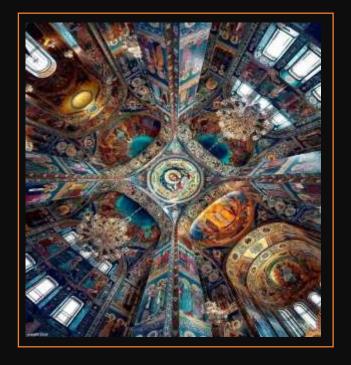
Bill Marianes



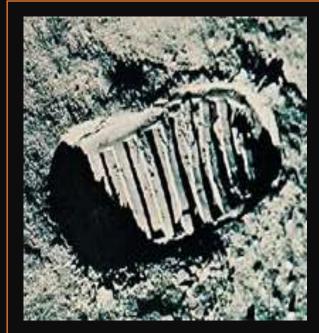
# TODAY is the day we...

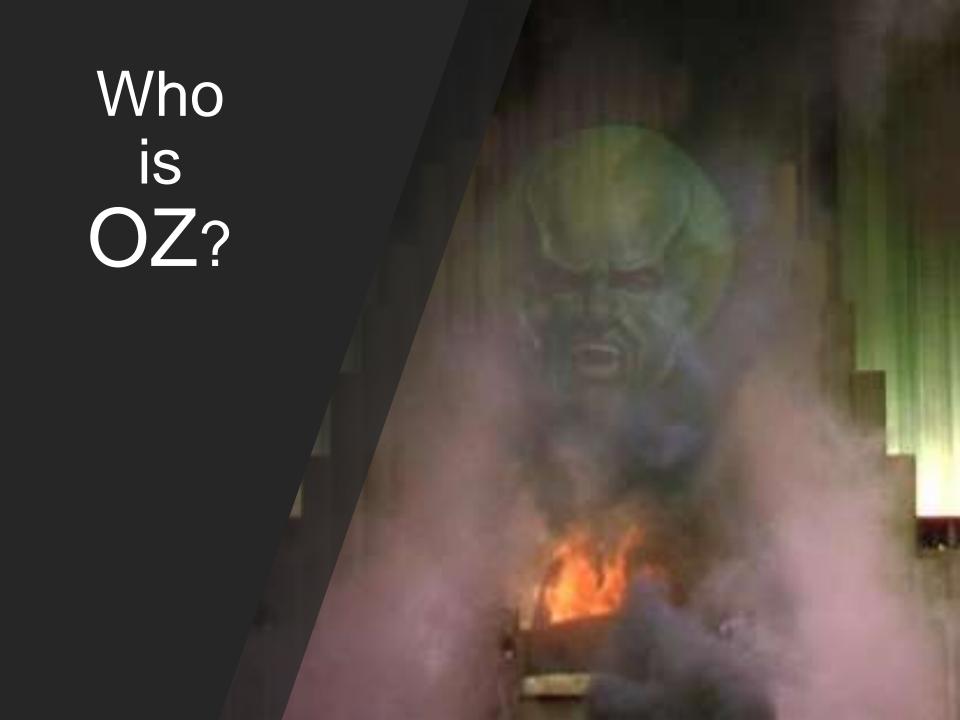


## The sky is not the limit...



are footprints on the moon







So, who's "helping" you today?

## A journey ...

... 375,000+ airlines miles over 20 years

...presentations to over 600 Parishes of all Orthodox jurisdictions

...a financial stewardship analysis for over 275+ Parishes



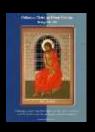
#### The Stewardship Calling Process has been used to complete Strategic Plans covering over 26% of Orthodox Christians

















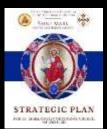
GOA Metropolis of San Francisco

GOA Metropolis of Atlanta

Ukrainian Orthodox Church of the USA

GOA Metropolis of Chicago

Orthodox Christian Prison Ministry







#### **Additional Recently Completed Strategic Plans:**

OCA Diocese of New England OCA Diocese of Midwest St. Demetrios (Saginaw, MI) Holy Trinity (Indianapolis, IN)

St. John The Divine (Jacksonville FL)

St. Mary (Wichita, KS)

St. John The Baptist (Beaverton, OR)

St. Nicholas (Ann Arbor, MI)

Sts. Mark, Mary, Philopater (Troy, MI)

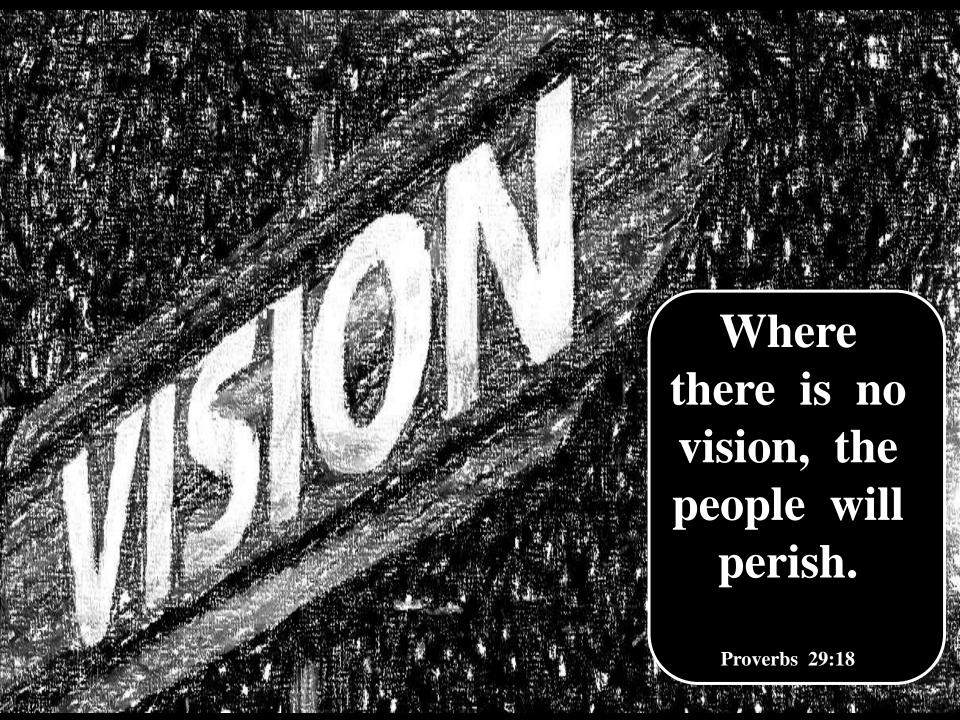
**Annunciation Cathedral** (Atlanta, GA)

St. Nicholas (Grand Rapids, MI)

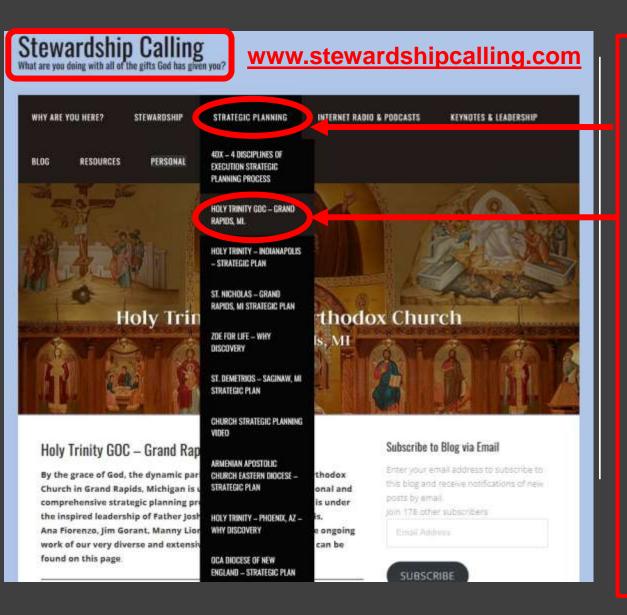
#### **Additional Strategic Plans In Progress:**

ZOE for Life (Cleveland, OH) Christ The Savior (Harrisburg, PA) St. Raphael (Iowa City, IA) St. Sophia (Miami, FL)
Holy Trinity (Grand Rapids, MI)
St. Sophia (San Antonio, TX)





#### Your Strategic Planning Page



This presentation and all your ongoing work product can be found under the Strategic Planning tab at the page for: Holy Trinity GOC - Grand Rapids

https://stewardshipcal ling.com/holy-trinitygoc-grand-rapids-mi/



#### Find Your



"I beg you to walk worthy of the calling to which you have been called."

Ephesians 4:1

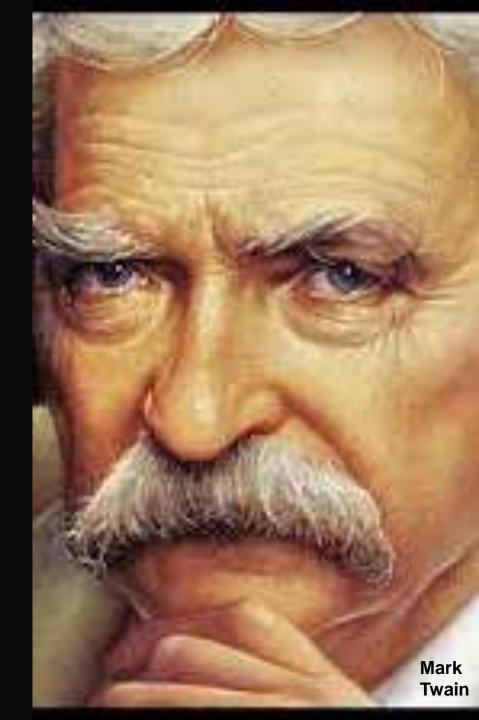
"... to each one of us grace was given according to the measure of Christ's gift... some to be apostles, some prophets, some evangelists, and some pastors and teachers for the equipping of the saints for the work of ministry..."

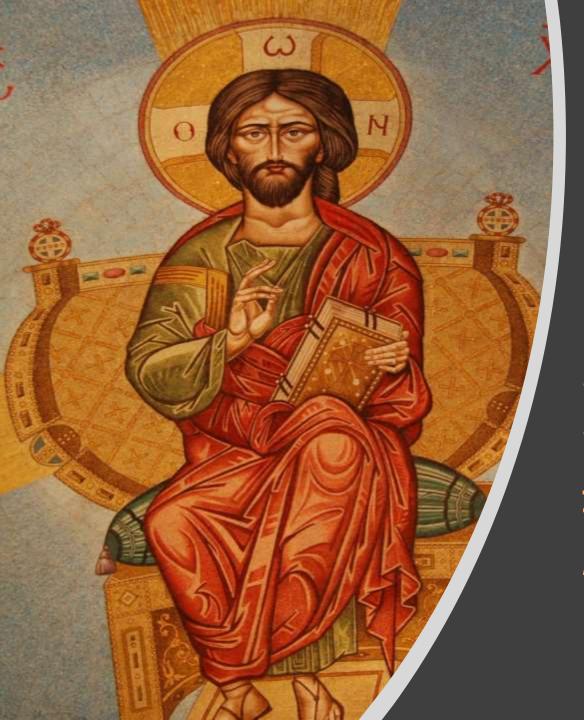
Ephesians 4:7-13

"Two of the most important days of your life are:

First, the day you were born; and

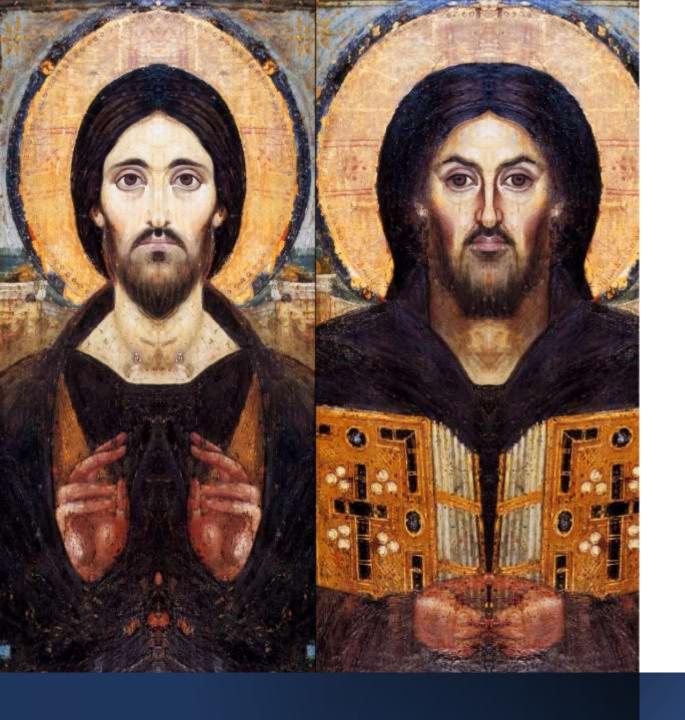
Second, the day you figure out why."





## Why Are We Doing This?

"That the end of our lives may be Christian, without pain, blameless and peaceful, and for a good account at the awesome judgment seat of Christ."



Christ's possible very difficult question



What did you do,
for My church and My people,
under your watch,
given all of the gifts I gave you?



Old Chinese Proverb

"The best time to plant a tree was 20 years ago.

The second best time is today."

### 1. Fr. Joshua

#### 2. Core Team

Chris Afendoulis
Ana Fiorenzo
Jim Gorant
Manny Lionikis
Sam Nicholas
Fr. Joshua Pappas
Chris Upson

3. Retreat Manny

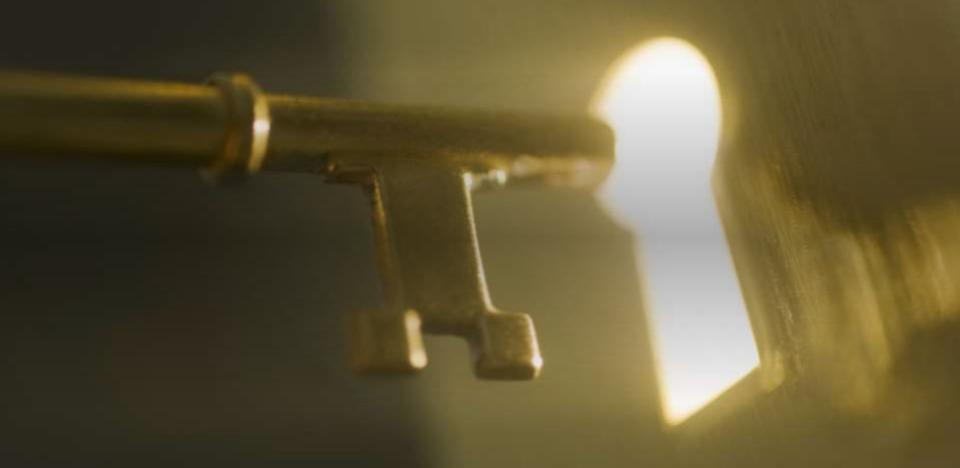
4. All of you...



## Retreat Agenda



#### Two Process Keys



Rules of Engagement & Consensus



ROEs

P.S. They are on page 2 of your handbook.

- 1. We stay on schedule
- 2. Everyone is equal
- 3. We interact confidentially.
- 4. Ask questions
- 5. We'll park tangential issues.
- 6. No distractions.
- 7. All decisions made by consensus.
- 8. Focus only on things we control or influence
- 9. Everyone MUST participate.
- 10. Be honest and "no spin."



- 11. No defensiveness.
- 12. NO "Discussion Killers."
- 13. Think strategically and outside the box.
- 14. Speak precisely and succinctly.
- 15. We are members of the Body of Christ treating everyone with love and respect and allowing the Holy Spirit to participate freely.



## Consensus

- ~ Seek the "common mind" through respectful dialogue
- ~ An agreement everyone can "live with" (even if it is not their first choice)
- Consensus is achieved once:
  - (a) the discussion has been full and fair
  - (b) everyone can live with the modified proposal





#### **Effective Parish Framework**



#### THE ORTHODOX PARISH - A LIVING HOUSE OF FAITH



**Personal Faith Formation** 



#### How Fast Is Our World Changing?



#### We are living in exponential times...

... the speed of change is unimaginable and accelerating

'The following is based on the pioneering YouTube video "Did You Know?" (with certain updated statistics).

Did You Know? is licensed by Karl Fisch, Scott McLeod, and XPLANE under a Creative Commons Attribution Non-Commercial Share-Alike license. You are free to copy, distribute, remix and transmit the presentation as long as you give proper attribution to the original creators and share the resulting work under the same license. You may not use Did You Know? for commercial purposes without permission from the creators. (Selected statistics have been updated, as much as reasonably possible, from available sources.)

#### Years it took to reach 50 million users:

Telephone - 75 years



Radio - 38 years



TV - 13 years



Internet - 4 years



Google Plus - 88 days



Angry Birds - 35 days



Pokémon GO - 19 days





~ 2.3 BILLION worldwide users

~ 8.3 hours of video is uploaded every second

~ Viewers watch <u>1 BILLION</u> hours of video every day

We are living in exponential times...

facebook started about 19 years ago in October 2003.

~ It now has over <u>2.89 Billion</u> active monthly users.

~ It is has over <u>1.91 Billion</u> active <u>daily</u> users.

#### If Facebook were a country...



. . . it would be the largest country in the world

... Almost twice the size of China and India, and 8.7 times bigger than the U.S.

We are living in exponential times...

~ 97% of American adults text.



~ Text messages have a 98% open rate versus only 20% for email.

~ 95% of all text messages are read in under 3 minutes.



~ 13% of couples married in the U.S. in 2005...

...met online

By 2017, 39% of couples in the U.S. met online

We are living in exponential times...

So what does this mean for Holy Trinity Grand Rapids?



### Jack Welch

Chairman & CEO - General Electric



"If the rate of change on the outside exceeds the rate of change on the inside, the end is near."

"Change before you have to."



So how are we doing at creating:

"a good account before the awesome judgment seat of Christ"?

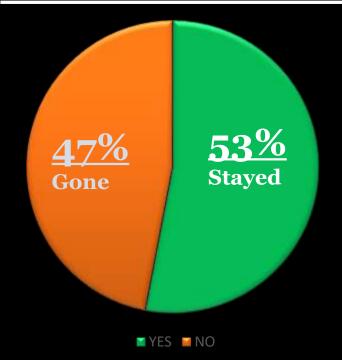
### How Are We Doing Spiritually?



### We Lost Our Adults

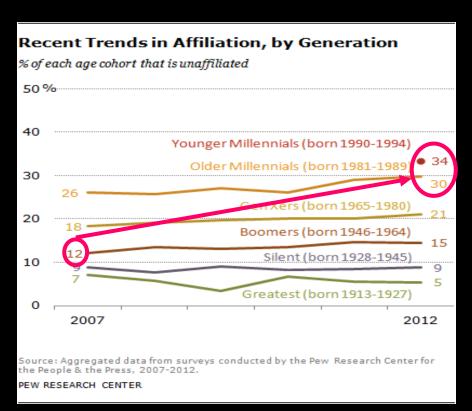
47% of adults who were raised in the Orthodox Church have left the Church<sup>1</sup>

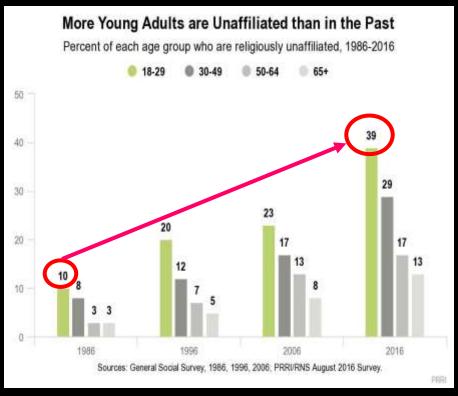
## Cradle Orthodox Adults Who Are Still in the Church



## PRE-COVID We Can "Kiss Our Youth Goodbye"

# 34% to 39% of Millennials (1981-1996) are "NONES" and claim NO religion



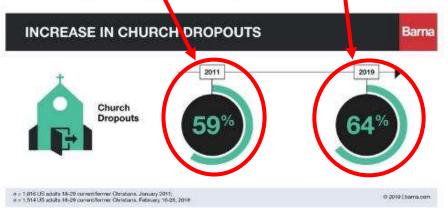


# PRE-COVID We Can "Kiss Our Youth Goodbye"

# Youth church drop out rate has grown from 59% (2011) to 64% (2019)

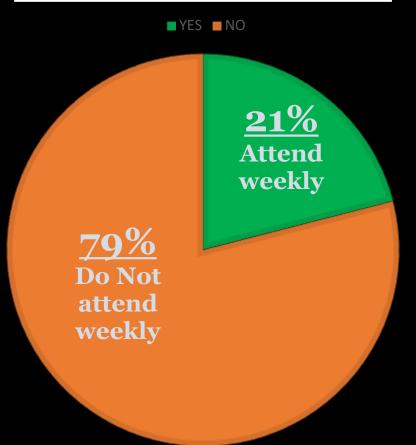
hen Barna president David Kinnaman published his 2011 book You List Me, we heard from many people (especially church leaders) who were shocked to learn that 59 percent of young adults with a Christian background has dropped out of church at some point during their 20s—many for just a time, but some for good.

Eight years later, research for Kinnaman's new book Faith for Elies: 5 Ways for a New Generation to Follow Jesus in Digital Babylon reveals that the church dropout problem is still a problem in fact, the percentage of young-adult dropouts has increased from 59 to 64 percent. Nearly two-thirds of U.S. 18–29-year-olds who grew up in church tell Barna they have withdrawn from church involvement as an adult after having been active as a child or teen.



### PRE-COVID Church Attendance Data

### ATTEND CHURCH WEEKLY



Only 21% of all GOA adherents regularly attend church services on a weekly basis.1

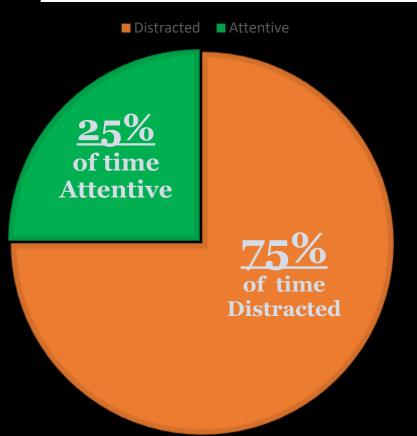
#### P.S. It averages:

21 % in GOA parishes
22 % in Serbian parishes
26% across all Orthodox parishes
37% in Antiochian parishes
40% in OCA parishes
48% in Carpatho Russian parishes

<sup>&</sup>lt;sup>1</sup> <u>Eight Facts about Church Attendance in US Orthodox Christian Churches (2010)</u> Assembly of Canonical Orthodox Bishops of North and Central America.

### **Church Attentiveness Data**

### % OF TIME DISTRACTED

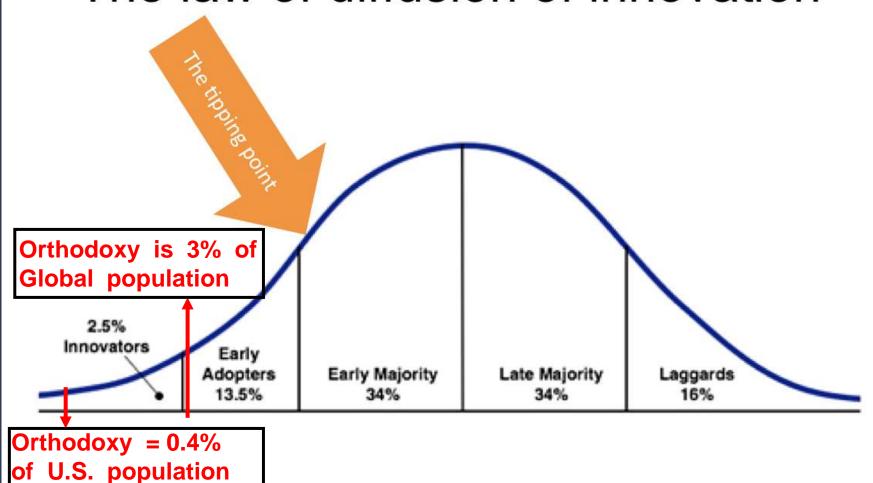


Our minds wander 70% to 80% of the time during Orthodox church services (excluding the sermon)<sup>1</sup>

<sup>&</sup>lt;sup>1</sup> Personal survey data acquired from interviews of hundreds of Orthodox Christians by Stewardship Calling

### **How Is Orthodoxy Doing At Sharing Its WHY?**

### The law of diffusion of innovation





### Where You Live Matters



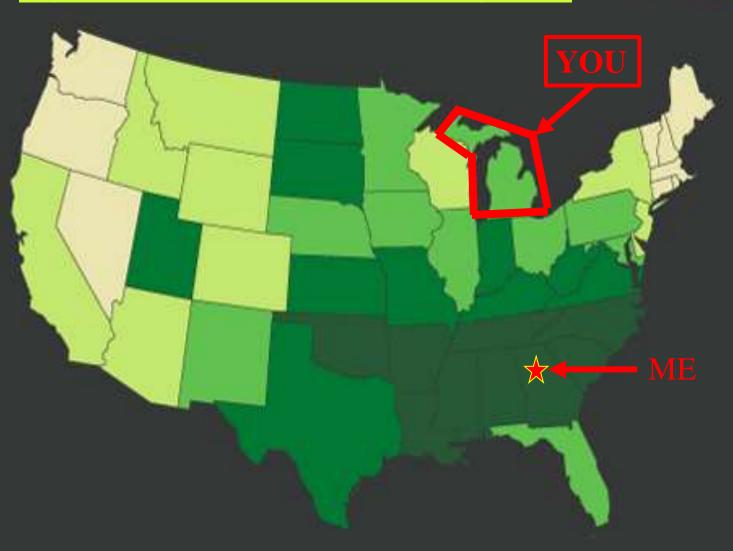
GALLUP POLL

### State of the States Importance of Religion

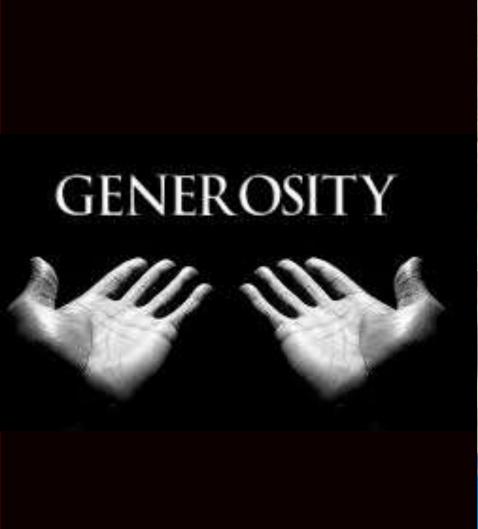
- Most Religious
- More Religious
- Average
  - Less Religious
  - Least Religious

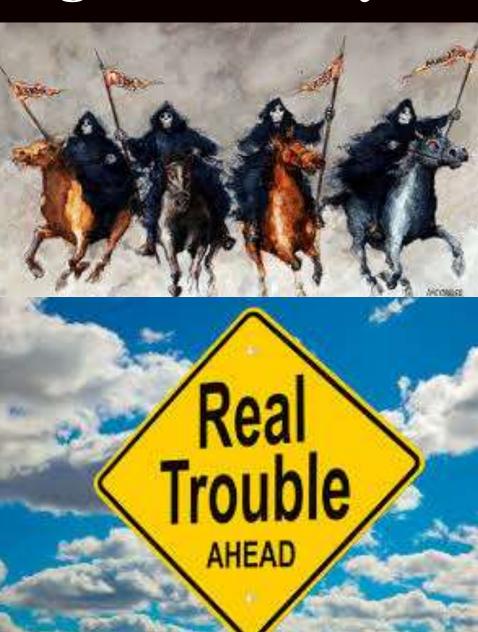


### <u>lighter color = less religious</u>



### How Are We Doing Financially?





### PRE-COVID Giving Facts<sup>1</sup>

- ~ People give a lower % of income to churches in the 2000's than during the Great Depression or the 1920's
- ~ 37% of church goers give \$0 to their church
- ~ 17% of Americans reduced their church giving
- ~ Average Orthodox stewards give their church between 0.5% to 0.8% of their income 2

<sup>&</sup>lt;sup>1</sup> Christian Stewardship Association; Barna Research Group; Empty Tomb; Giving USA Foundation, <a href="https://nonprofitssource.com/online-giving-statistics/church-giving/">https://nonprofitssource.com/online-giving-statistics/church-giving/</a>, Stewardship Calling Financial Stewardship Analysis of over 250 parishes

<sup>&</sup>lt;sup>2</sup> From Financial Stewardship Analysis of over 250 U.S. Orthodox Parishes conducted by Stewardship Calling ministry

### PRE-COVID Giving Facts<sup>1</sup>

U.S. Orthodox Christians are in:

~ top 1/3 in annual income

~ bottom 1/3 in church stewardship

<sup>&</sup>lt;sup>1</sup> Pew Forum income data compared against Financial Stewardship Analysis of over 275 U.S. Orthodox Parishes conducted by Stewardship Calling ministry



# Financial Stewardship Analysis

"For unto whomsoever much is given, of him shall be much required."

Luke 12:48



**Bill Marianes** 





## Holy Trinity GOC Actual 2018 - 2020 and GOC Average Percentages



### INCOME TOTALS

- Stewardship
- Disguised Stewardship
- NO (Non-Orthodox) Income

**52**% 20% **28%** 



56%

% of total Parish expenses going to Parish chosen charities





### Holy Trinity Significant Stewardship Donor Concentration



Donor Concentration from donor contribution records	2020	2019	2018
TOP 10	35%	35%	33%
TOP 20	51%	52%	49%



# Excessively high donor concentration



Holy Trinity Dreams <sup>1</sup>

What ministries, services or charities could you fund if you had

\$967,678

in total annual stewardship instead of only \$ 283,097

<sup>1</sup>This is achievable if Holy Trinity became a tithing parish

### Here's How This Is Possible at Holy Trinity GOC

<sup>1</sup> *Median annual household income U.S. Census as reported 10-02-2020:* **Lebanese** \$87,099; **Russian** \$85,989 **- Greek** \$82,036; **Romanian** \$81,878; **Ukrainian** \$81,603; **Serbian** \$81,452; **Bulgarian** \$80, 626; **Armenia** \$77,110. =

MEDIAN INCOME OF AMERICANS FROM HISTORICALLY ORTHODOX COUNTRIES = \$81,750

- Est. Median U.S. Orthodox Christians income = \$81,750¹
- \$8,175 = a median income tithe
- Your 2021 median stewards donation = \$1,003
- Your stewards are giving ≈ 1.2% of Orthodox "proxy" median
- If all 153 stewards earned the median and tithed, your stewardship income would = \$1,250,775 instead of only \$283,097
- What could you do with \$967,678 more?

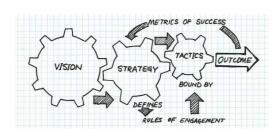








Your Church's "ABCDE"s Biggest Challenges





$$\Delta S = S_f - S_i = \int \frac{dq_{rev}}{T}$$

$$\Delta S = \frac{q_{rev}}{T}$$



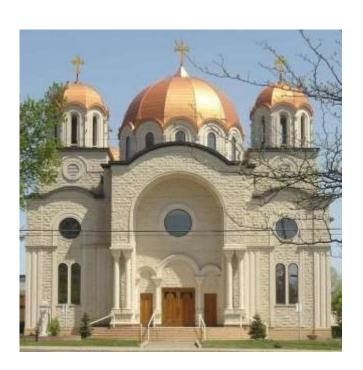
The Solution

**E**2



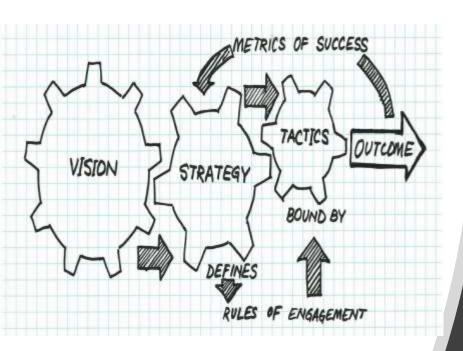
### Your Parish "A" Challenge

- ~ Some parishioners treat the church like an ATM
- They just drive up and "withdraw" a church service, sacrament, or youth/other ministry activity whenever they want
- ~ And you don't see them again until they come to make another withdrawal



### Your Parish "B" Challenge

- ~ <u>B</u>uildings
- ~ "The Church" is NOT just 90 minutes on Sunday in a building
- The faithful are the Church 24x7x365 and wherever they are and in everything they do



### Your Parish "C" Challenge

- ~ Consensus agreement on your church WHY, Core Values & Vision
- ~ WHY is your essential purpose, the reason your church exists
- Core Values are the values you never compromise and that drive all church decisions
- Vision is where your church will be in 3+ years





### Your Parish "<u>D</u>" Challenge

- ~ <u>D</u>evelop Leaders-Managers-Teams
- Leaders are change agents who lead the church's WHY and Vision consistent with its Core Values
- Managers lead the WHY and Vision of the Ministry they manage and organize their Teams
- Team Members execute the specific Ministry tasks consistent with the church's Core Values and their personal values

$$\Delta S = S_f - S_i = \int \frac{dq_{rev}}{T}$$

$$\Delta S = \frac{q_{rev}}{T}$$

### Your Parish "<u>E</u>" Challenge

- ~ Entropy
- Everything in the universe moves from order to disorder, and Entropy measures that change
- If you don't make positive changes, you will get negative changes



# The Cure To Your Parish "ABCDE" Challenges

~ <u>E</u><sup>2</sup>

Educate - the faithful on the church WHY, Core Values, Vision and what it means for them to be the church 24x7x365

Engage - the faithful more fully in the liturgical, sacramental, and ministry life of the parish as generous stewards of God's gifts



"I had a miraculous dream in which our list of questions all had answers."



### **Who Owns The Problem?**

"Any time the majority of people behave a particular way the majority of the time, the people are not the problem. The problem is inherent in the system.

As a leader, you own responsibility for the system. Although a particular person can be a big problem, if you find yourself blaming the people, you should look again."

W. Edwards Deming (father of the Quality Movement)



The Orthodox
Church
Demographic
Makeup Has
Changed
Significantly Over
The Last 15
Years



Passion for the Faith

Intentional Cradle Orthodox

Intentional Orthodox Convert

Incidental Cradle Orthodox

Incidental Orthodox Convert

Accident of Birth

Born Orthodox

Born Non-Orthodox

Passion for the Faith

Intentional Cradle Orthodox Intentional Orthodox Convert

Incidental Cradle Orthodox Incidental Orthodox Convert

All Cradle Orthodox enters here

### Accident of Birth

Born Orthodox

Born Non-Orthodox

Few Cradle
Orthodox
move here

Passion for the Faith

Intentional Cradle Orthodox Intentional Orthodox Convert

Incidental Cradle Orthodox Incidental Orthodox Convert

### **Accident of Birth**

Born Orthodox

Born Non-Orthodox

Passion for the Faith

Intentional Cradle Orthodox

Intentional Orthodox Convert

Incidental Cradle Orthodox Incidental Orthodox Convert

**Accident of Birth** 

Born Orthodox

Born Non-Orthodox

Nominal
Orthodox
Converts
enter here

#### 4 Kinds of U.S. Orthodox Christians

Passion for the Faith

Intentional Cradle Orthodox Intentional Orthodox Convert True Convert Seekers end up here

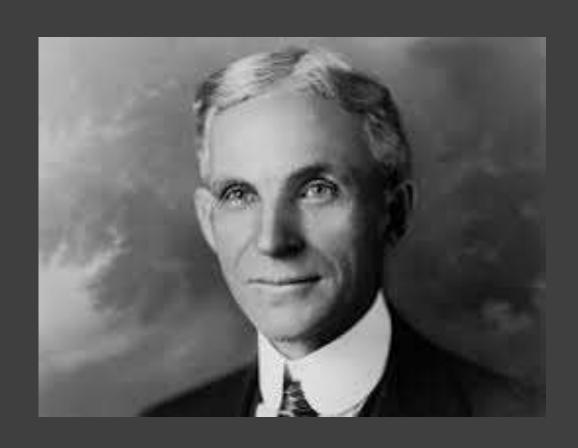
Incidental Cradle Orthodox Incidental Orthodox Convert

#### **Accident of Birth**

Born Orthodox

Born Non-Orthodox

"If you keep doing what you've always done, you'll keep getting what you've always got."



Henry Ford

"The domain of leaders is the future.

The work of leaders is change.

The most significant contribution leaders make is not to today's bottom line...

...it is to the long-term development of people and institutions so they can adapt, change, prosper, and grow."



The Leadership Challenge 6<sup>th</sup> edition, James M. Kouzes and Barry Z. Posner

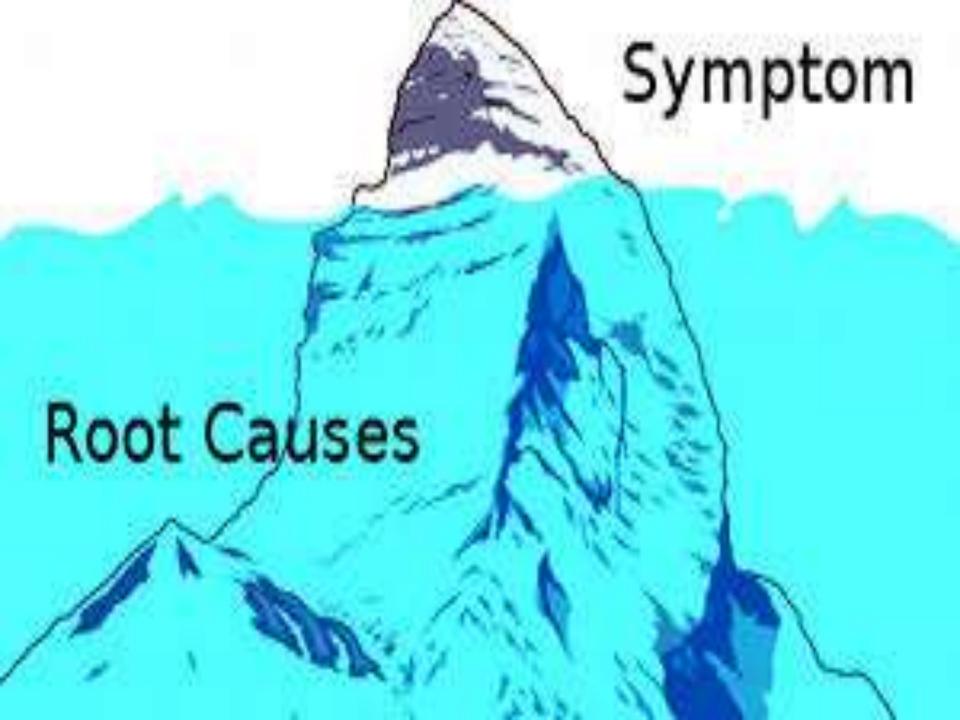


# 2 Fundamental Rules and 1 Critical Question

1. Since change is the only constant, you must constantly change.

3. How are you measuring effectiveness or success in your parish?

2. You cannot master what you do not measure.



# Problem = large numbers of sub-Saharan African children getting repeated bacterial infections



Step 1: diagnose and treat symptoms with antibiotics



Step 2: when kids keep returning re-infected, identify root cause



Step 3: address root cause and solve the problem

Root Cause Process

# The Good News

# You are not alone...

"Two are better than one, because they have a good return for their labor.

If either of them falls down, one can help the other up.

But pity anyone who falls and has no one to help them up."





**Ecclesiastes 4:9-10** 

So we, being many, are one body in Christ,

and every one members one of another.











Are You Willing To Play On A Championship TEAM?



**Comfort ... Discomfort** 







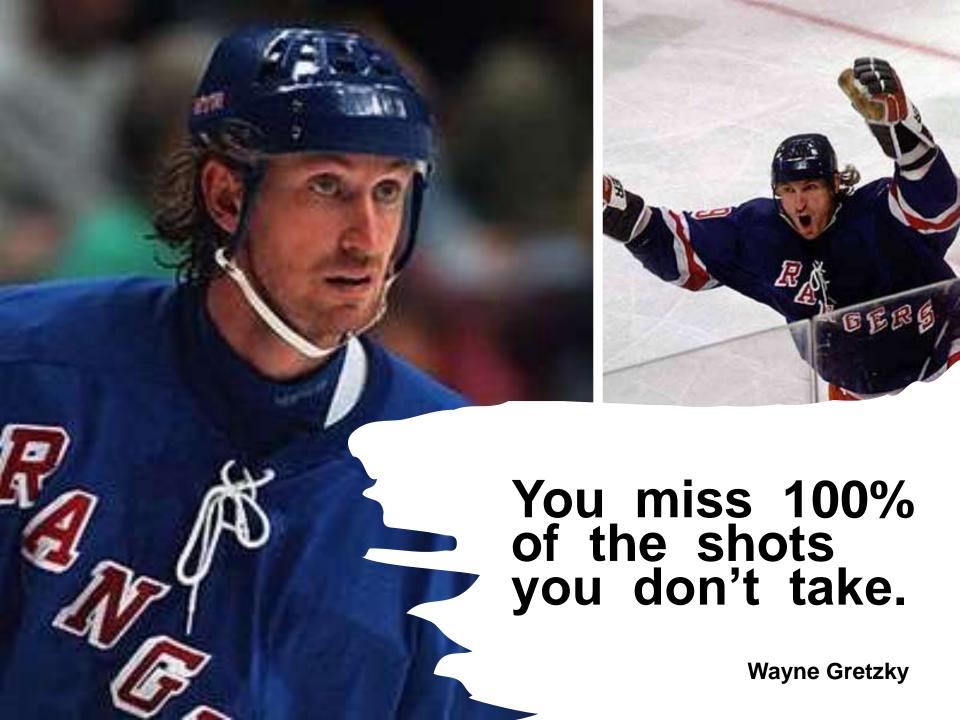


Don't measure yourself by what you have accomplished, but by what you should have accomplished with your ability.

UCLA Coach John Wooden



Won 10 NCAA national basketball championships in 12 years (7 in a row)





"Leaders of a Church will either be risk takers, caretakers or undertakers."



# As iron sharpens iron, so one person sharpens another.

Proverbs 27:17

Don't Leave Your Teammates Hanging

~ You devalue your team and this work if you don't timely respond

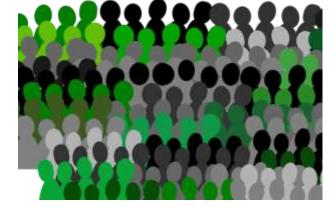
~ Can you prioritize this eternally salvific church work the same or more than your "day job"?

~ If you make this transformational work a priority you won't leave your brothers and sisters teammates hanging



#### **Community**

Community-wide input throughout, including the beginning and in the Strategic Goal formulation



# It Takes 3 Teams

#### **Strategic Planning Team**

A diverse, representative cross-section of Parish strategic thinkers who analyze the data and help draft a Strategic Plan



#### **Implementation Team**

A larger diverse group of parish faithful who actually do the work and implement all of the Strategic Goals and Action Plans and who are accountable for the achievement of the Strategic Plan



#### Oz's 2 Team Premises



# None of us is as smart as all of us are.





None of us can do as much as all of us can do together.



TURN & PAGE

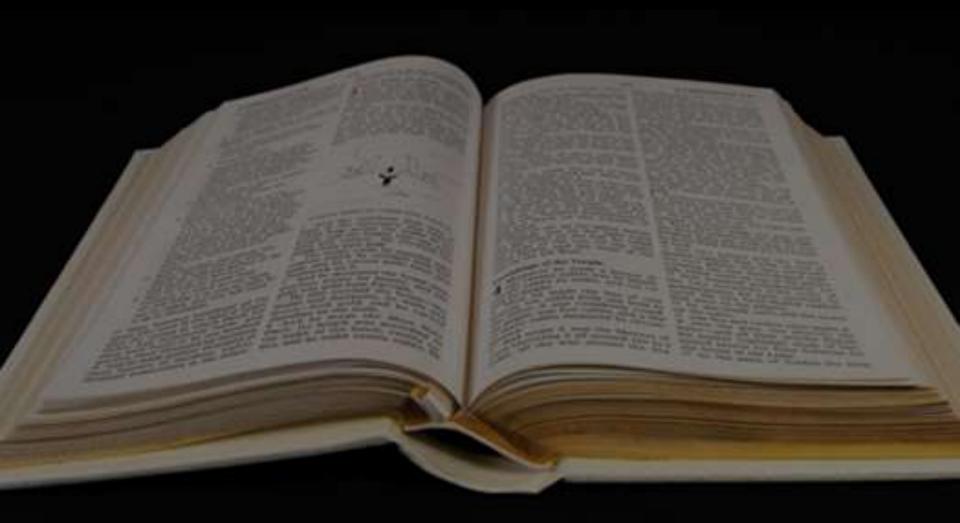
There comes a day when you realize turning the page is the best feeling in the world.

Because you realize there's so much more to the book than the page you are stuck on.





# Strategic Planning is Biblical





Where there is no vision, the people perish.

Proverbs 29:18



### A process to:

1. manage the "busyness" of our Church without turning our Church into a "business"

2. define our strategy to allocate our resources to achieve our vision



Must answer 4 questions:

1. Why do we exist?

2. Where are we now?

3. Where do we want to be?

4. How will we get there?

- 1. SWOT Analysis
- 2. Statement of Why
- 3. Core Values
- 4. Mission Statement
- 5. Wildly Important Goals ("WIGs")
- 6. Lag and Lead Measures
- 7. Compelling Scoreboard
- 8. Cadence of Accountability
- 9. Vision Statement
- 10. Strategic Plan

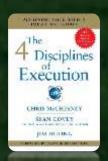


# 10 Strategic Plan Deliverables



#### The 4 Disciplines of Execution

- 1. Determine your <u>Wildly</u> <u>Important Goals (WIGs)</u>
- 2. Act on Lead Measures
- 3. Create a compelling scoreboard
- 4. Create a cadence of accountability

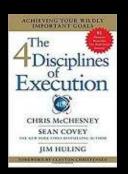




# Using The Four Disciplines of Execution In Parishes

**August 5, 2020** 

https://www.ancientfaith.com/podcasts/stewardshipcalling/how\_can\_you\_and\_your\_church\_be\_more\_effective

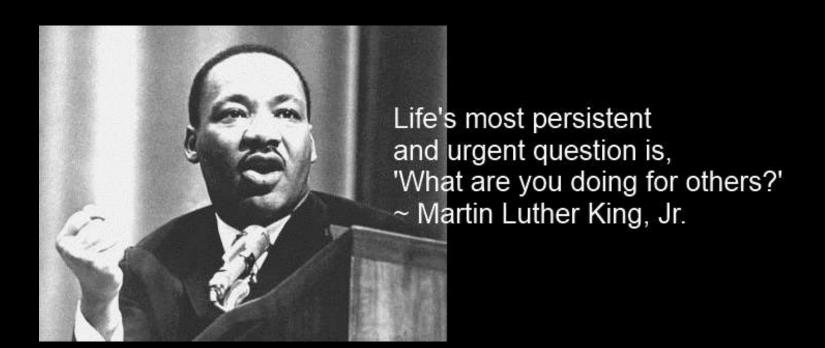


Best-selling author Jim Huling



# TODAY,

## WE MAKE HISTORY



If anyone ever asks you, "What Would Jesus Do?"



Remind them that flipping over tables and chasing people with a whip is within the realm of possibilities.

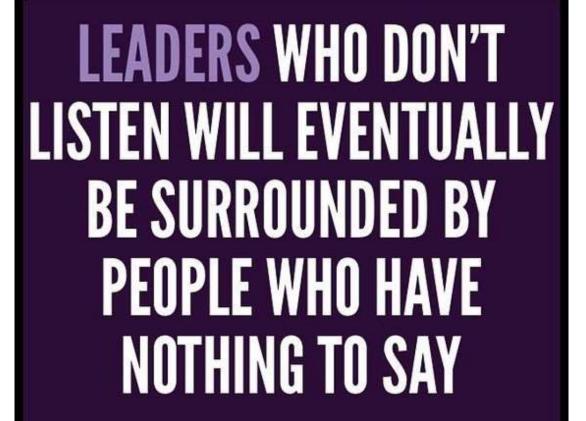
**Matthew 21:12** 

Mark 11:15

**Luke 19:45** 

John 2:15

This story of courage is told in all four Gospels



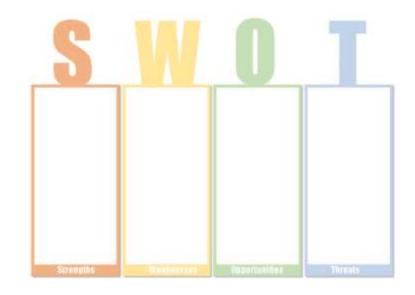
ANDY STANLEY SMARTLEADERSHI

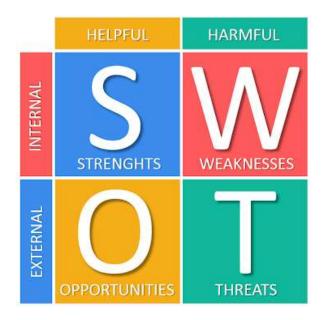
#### **SWOT ANALYSIS**

Answers strategic planning question #2:

Where are we now?

- ~ First focus on <u>INTERNAL</u>
  Parish Strengths and
  Weaknesses
- ~ Second focus on EXTERNAL Opportunities and Threats that our Parish faces





#### **Strengths** and **Weaknesses**

- (a) Strengths include things we do well and characteristics that give us advantages
- (b) Weaknesses include things we do poorly or challenges that place us at a disadvantage



# Opportunities and Threats outside of our Parish that could affect us

- (a) Opportunities include external things outside of our control that could help us
- (b) Threats include external things outside of our control that could cause trouble for us



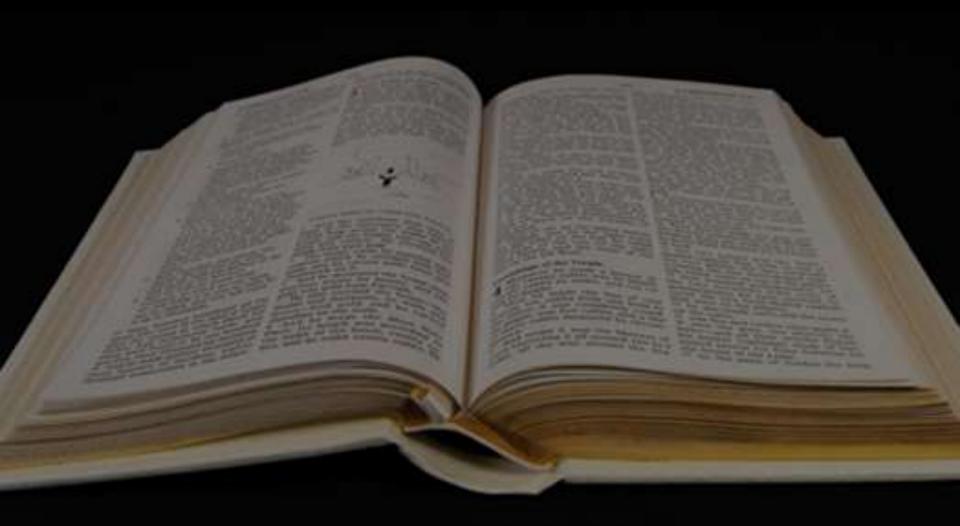
#### **Low Hanging Fruit**

# The Parish Council can address our Weaknesses not making final Strategic Plan list





# A SWOT Analysis is Biblical



"Examine yourselves as to whether you are in the faith.

Test yourselves!"

$$\frac{1}{5}y^{-\frac{2}{3}x} - \frac{2}{3}y^{+\frac{1}{2}x}$$

$$= \frac{3}{15}y^{-\frac{2}{3}}y^{-\frac{2}{3}}y^{-\frac{2}{3}}x^{+\frac{3}{12}}x$$

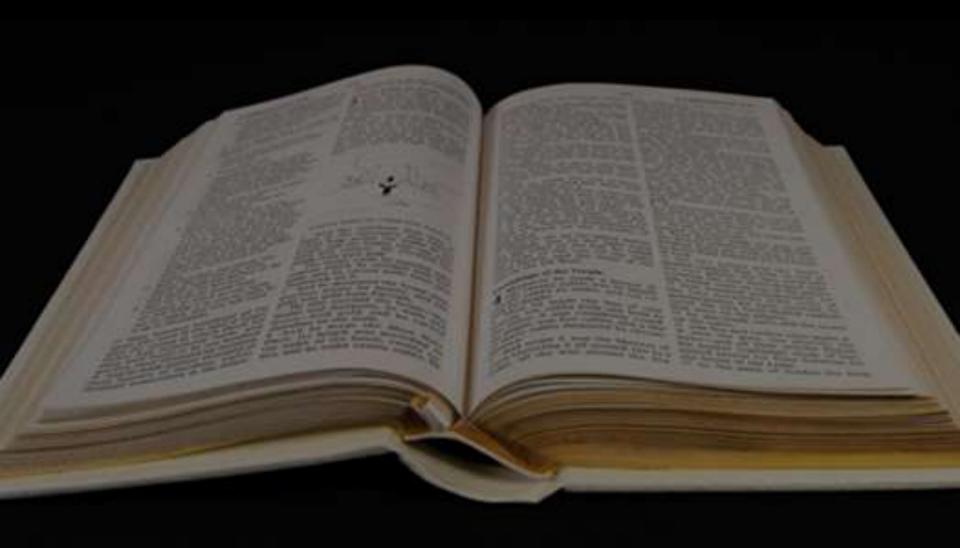
$$= \frac{3}{15}y^{-\frac{1}{5}}y^{-\frac{1}{5}}y^{-\frac{1}{6}}x^{+\frac{3}{6}}x$$

$$= \frac{7}{15}y^{-\frac{1}{6}}x$$



- 1. Beliefs shared by the stakeholders
- 2. Drive the organization's culture and priorities
- 3. Provide a framework for decisions
- 4. As few words or simple phrases as possible

## Core Values Are Biblical



THOU SHALT HAVE NO OTHER GODS BEFORE ME

THOU SHALT NOT MAKE UNTO THEE ANY GRAVEN IMAGE

THOU SHALT NOT TAKE THE NAME OF THE LORD THY GOD IN VAIN

REMEMBER THE SABBATH DAY TO KEEP IT HOLY

HONOR THY FATHER AND THY MOTHER VI THOU SHALT NOT KILL

VII
THOU SHALT NOT
COMMIT ADULTERY

VIII
THOU SHALT
NOT STEAL

THOU SHALT NOT BEAR FALSE WITNESS AGAINST THY NEIGHBOR

> X THOU SHALT NOT COVET

#### GOD'S Core Values

#### THE BEATITUDES

Blessed are the poor in spirit, for theirs is the kingdom of heaven.

Blessed are those who mourn, for they shall be comforted.

Blessed are the meek, for they shall inherit the earth.

Blessed are those who hunger and thirst for righteousness, for they shall be satisfied.

> Blessed are the merciful for they shall obtain mercy.

Blessed are the pure of heart, for they shall see God.

Blessed are the peacemakers, for they shall be called children of God.

Blessed are those who are persecuted for righteousness sake, for theirs is the kingdom of heaven.

Matthew 5:3-10

# CHRIST'S Core Values

What Are Your Personal Core Values?

What Are Your Family's Core Values?

Grit
Integrity
Inquisitive
Inspirational

"That's what WE do."
or
"That's WHAT we do."
or
"That's what we DO."



#### **SWOT & Core Values Process**

Let's review page 6 of the Retreat Handbook together

### Draw the Line - Pick the Word(s)

Christ is Risen Χριστός ἀνέστη Христос воскрес Хрыстос уваскрос Христ је ускрснуо al-Masīh gām ΠιχρίςΤος αθτωΝθ Hristos a înviat Христос възкресе Krisztus feltámadt Христос възкръсна ქრისტე აღდგა Христос көтерілді Kristus vstal z mrtvých Քրիստոս հարյա՜վ ի մեռելոց Krishti u ngjall Kristus prisikėlė Kristus vstal Cristo ha resucitado Christus ist auferstanden Le Christ est ressuscité Chrystus zmartwychwstał Cristo è risorto Christus resurrexit

#### Resurrection





### Your Retreat Teams

see Retreat
Handbook page 7
for Friday and
Saturday Team
assignment



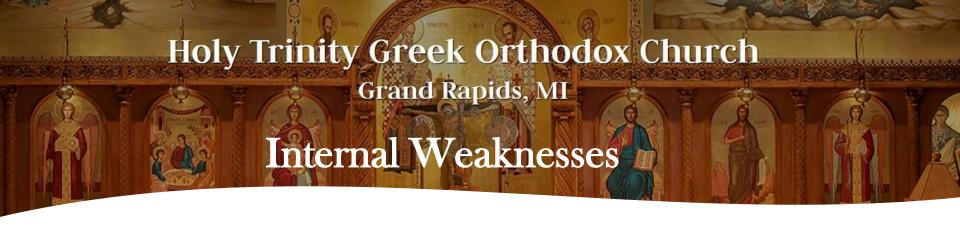


QUESTIONS
ANSWERED
HERE
EVEN THE
SILLY ONES

**Any Questions?** 



Orthodox Church Services and Theology Welcoming, Diverse / Multicultural Parish Financial Stewardship Clergy Facilities
Time & Talent Stewardship Close Community



Poor Offering of All Forms of Stewardship Cliquish & Lack of Warmth Insufficient Religious Education For All Inadequate Leadership Development



Willingness in the external community to learn about Orthodoxy

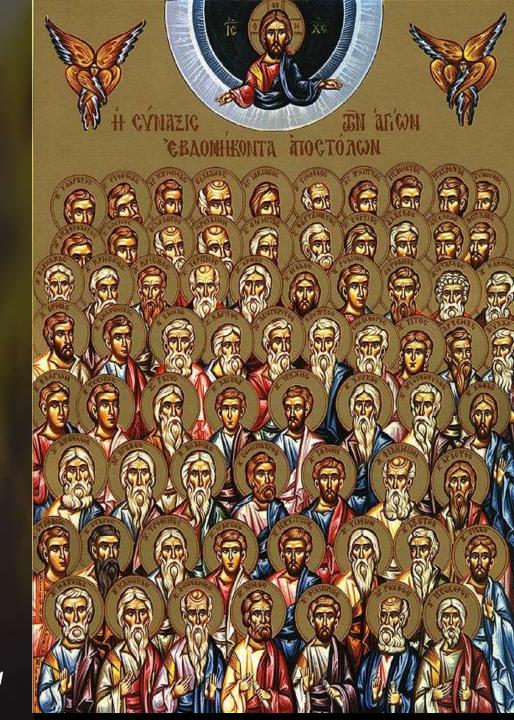
**Pan-Orthodox Cooperation and Activities** 

Need for external Philanthropy & Community Action



Secular – Anti-Organized Religion
Misperception / Ignorance of Orthodoxy
Anything Goes Culture
Negative Media Influence
Prioritized/Competing Time Demands
"Religiotainment" ("fun churches")

You have now been called as one of the 70 Disciples







#### **Download This Presentation:**



StewardshipCalling.com

**Strategic Planning Tab** 

**Holy Trinity Page** 

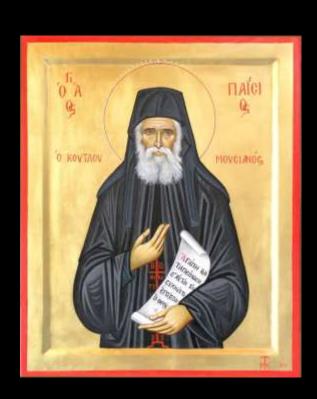
https://stewardshipcalling.co m/holy-trinity-goc-grandrapids-mi/

## Please Allow Me To Make Some Of You Feel Uncomfortable Because I Want To Help You



## Tough Love





St. Paisios the Athonite

"The spirit of luke-warmness reigns. We've been spoiled for good.

How does God still tolerate us?"





# "Today's generation is the generation of indifference.

There are no warriors!

The majority are fit for parades and feasts only."





"Even people who've got something inside have begun to grow cool saying, 'Can I really do anything to change the situation?'"





"We have to witness our Faith with boldness, because if we continue to remain silent, we'll have to answer in the end."





"In these difficult days, each must do what is in their own power.

Leave what's out of their power to GOD.

In this way, our conscience will be clear."





Are You Willing To Play On A Championship TEAM?

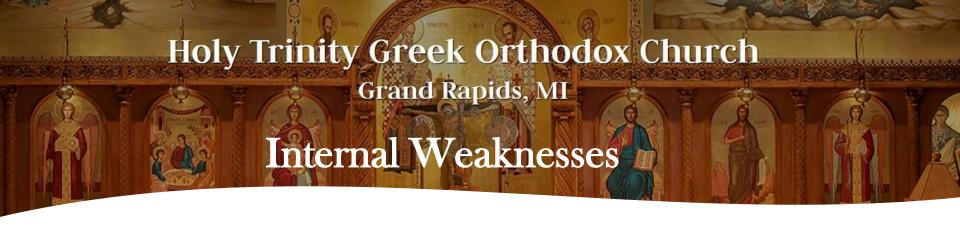


**Comfort ... Discomfort** 





Orthodox Church Services and Theology Welcoming, Diverse / Multicultural Parish Financial Stewardship Clergy Facilities
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Negative Media Influence
Prioritized/Competing Time Demands
"Religiotainment" ("fun churches")



#### 3 Critical Concepts

1. Since change is the only constant, you must constantly change.

3. You cannot master what you do not measure.

2. You need strong roots to grow, so address the root causes

If anyone ever asks you, "What Would Jesus Do?"



Remind them that flipping over tables and chasing people with a whip is within the realm of possibilities.

**Matthew 21:12** 

Mark 11:15

**Luke 19:45** 

John 2:15

This story of courage is told in all four Gospels

#### **WHY Statement**

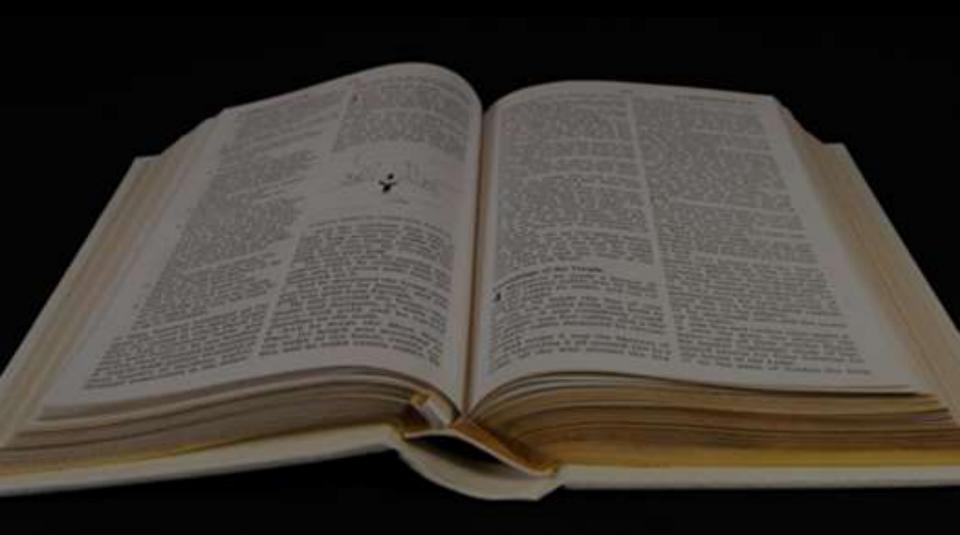
Answers strategic planning question #1:

Why are we here?

~ An articulate, compelling and inspirational reason why our parish exists and why anyone should care, or want to join us.



# A Statement of Why is Biblical



"Friends, WHY are you doing these things?"

### Start With Why - How Great Leaders Inspire Everyone To Take Action

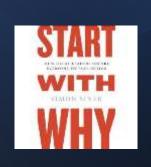


Over 54,212,375 views

http://www.ted.com/talks/simon\_sinek\_how\_great\_leaders\_inspire action.html

### Start With Why - How Great Leaders Inspire Everyone To Take Action

Start With Why - How Great Leaders Inspire Everyone To Take Action



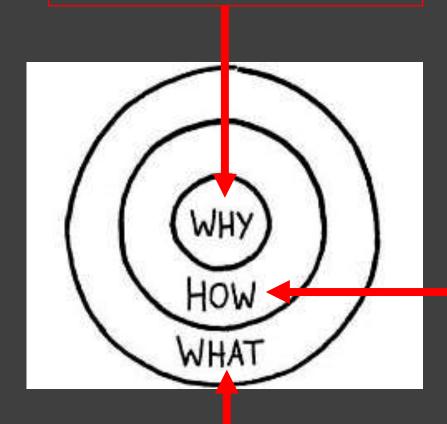


- "How do you explain why some people are able to achieve things that defy all of the assumptions ...or what other similar organizations can do."
- ~ "People don't buy what you do, they buy why you do it, and what you do simply proves what you believe."
- "If you don't know why you do what you do, how will you inspire others to understand why you do what you do or to want to join you or your organization."
- ~ "The goal is not to attract people who need what you have. The goal is to attract people who believe what you believe."

#### WHY

Why do we exist and do what we do?

The intersection of WHY with Strategic Planning



#### <u> Vision / WIGs</u>

Where are we going and how will we get there?

Mission

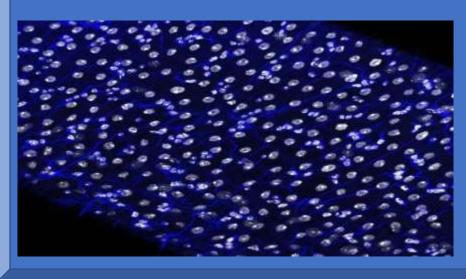
What do we do?

### Your Second Brain" 1

"The 2nd brain informs our state of mind..."

The enteric nervous system ("second brain") in our gut has 100+ million neurons

"A big part of our emotions are probably influenced by the nerves in our gut..."





<sup>1</sup> <u>The Second Brain</u> (HarperCollins) <u>Dr. Michael Gershon</u>, Chairman Department of Anatomy and Cell Biology at New York–Presbyterian Hospital/Columbia University Medical Center

<sup>&</sup>lt;sup>2</sup> Pictures of midgut enteric neuron system taken from PhD dissertation of <u>Dr. Alexis Marianes</u> – "*How to bust a gut:* physiological and stem cell compartmentalization in the Drosophila midgut" - Johns Hopkins University (2013)

# This completes our Science Lesson!



### 2 Parts to a Why Statement

**TO** = the contribution

**SO THAT = the impact** 



To inspire people to do the things that inspire them

so that together, we can change our world.



Simon Sinek's WHY?

Joey Asher's book

<u>Even A Geek Can Speak,</u>

included my <u>1981</u> WHY

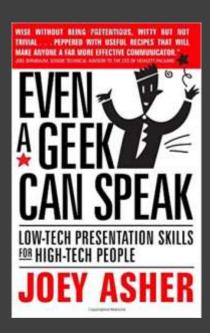
Statement as a lawyer



What is a sales prospect interested in? Solutions to problems. With that in mind, your elevator pitch to a sales prospect should highlight how your product serves or solves your client's problems.

Bill Marianes is a transactional attorney with the law firm Troutman Sanders in Atlanta. When people ask him what he does for a living, he says "I'm a problem solver and dream facilitator." That's appropriate, because when people come to see a lawyer, he says, they either have a problem or something they want to accomplish. After hearing the Marianes elevator pitch, prospective clients are always lured into asking him more detail about what he does

He never responds to the question, "What do you do?" with "I'm an attorney." That kind of response, he says, means, "I'm stuck with whatever box they put all the attorneys and lawyers in. I don't have a chance to distinguish myself."



"I'm a problem solver and dream facilitator"

To help people and parishes discover and live their stewardship callings,

so that they may have a good account before the awesome judgment seat of Christ.



Helping transform and improve Orthodox Church parishes, organizations and ministries in order to strengthen the Body of Christ.



To share the love of Christ and His Church with those who are incarcerated and their families, so that lives are transformed, and God is glorified.



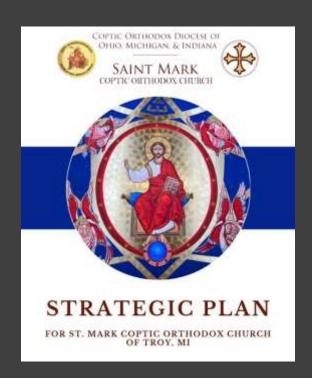
To receive and share unconditional love, mercy, healing and peace, so that life has greater meaning and purpose.



To practice Christ's love through faith and service in a welcoming community, so that we may reflect the image and likeness of God.



To serve all in a Christ-centered and loving environment, so that we may empower each other to be the light of the world and eternally united with Christ.



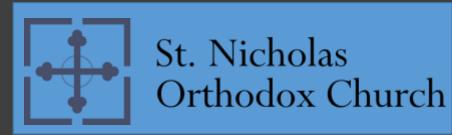
To guide and support the New England parishes so that they help people glorify God by growing in life, faith and spiritual understanding.



To be transformed in Christ's joy, peace and sacrificial love, so that all may become one with God and others.



To seek and share Christ's love so that all will find eternal life in Him.



### Other Example WHY Statements

To welcome all so that we may share Christ's love with one another.

To bring together all who want to serve and inspire others so that we can all be ready to enter a life with Christ.

To inspire everyone to discover their true purpose in life through the life and teachings of Jesus Christ so that we may lead everyone to salvation.

To spread God's living word to all so that souls are saved.

To be a beacon of Christ's love so that we may make disciples of all nations.

To create engaged disciples of Christ so that we may reflect the image and likeness of God in the world.

To guide all people to the love of Christ so that we may live eternally in heaven with God.

To serve and nurture people so that their path to salvation is an experience of love, peace and inclusion.

To be a warm caring Christian environment so that faith, service and community thrive.

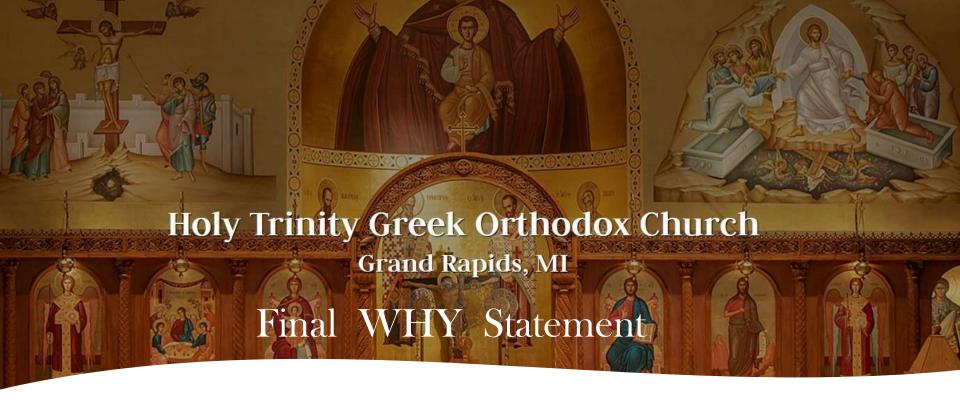
In the next 10 minutes try and draft a proposed Holy Trinity WHY Statement

(see Handbook pages 8 & 9)

The clock is ticking, and as of now we are keeping score



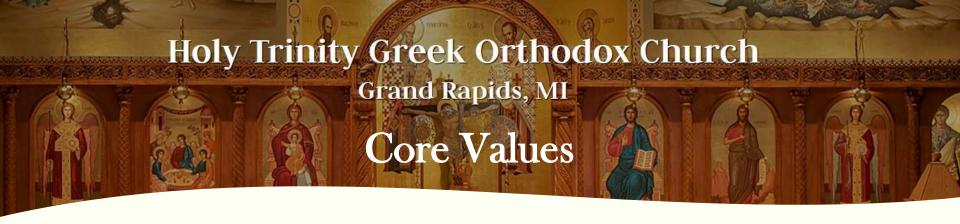




To experience and share Christ's transformative love, joy, and peace to be united with God and one another



- 1. Beliefs shared by the stakeholders
- 2. Drive the organization's culture and priorities
- 3. Provide a framework for decisions
- 4. As few words or simple phrases as possible



Faithfulness
Welcoming Community
Love
Giving
Spiritual Developmental



#### **Mission Statement**

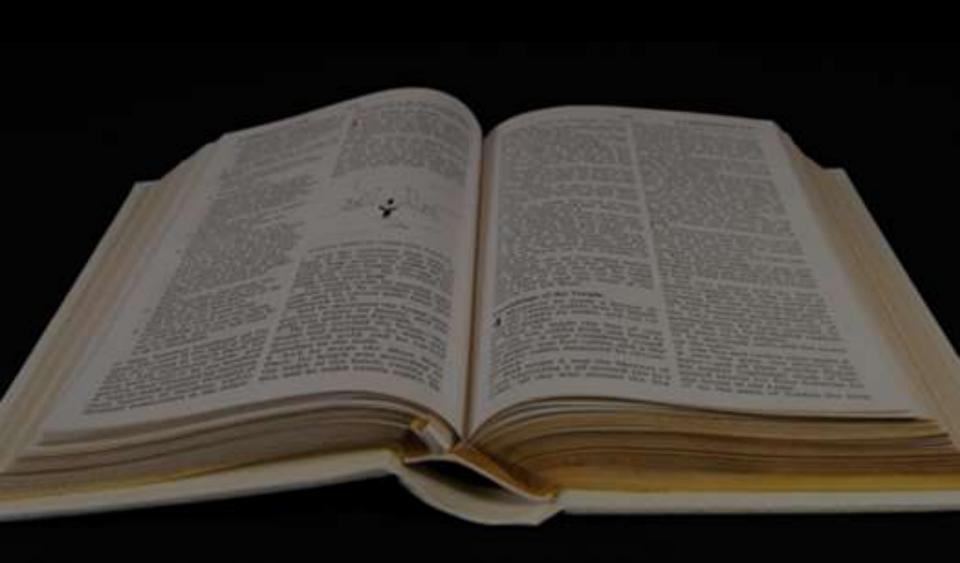
Answers strategic planning question #3:

What do we do?

 A clear description of the what the organizations it does to achieve its Why/Vision/Goals



## A Mission Statement Is Biblical



### The Great Commission Mission Part 2 (Matthew 28:18-20)

"Go therefore and make disciples of all the nations"





The Mission of Holy Trinity is:

LEARNING through SPIRITUAL EDUCATION

**DOING through WORSHIP ENGAGEMENT** 

**LEADING through DISCIPLESHIP** 



#### The mission of Holy Trinity is:

#### **LEARNING** through SPIRITUAL EDUCATION

(focused on everyone understating the Orthodox Faith)

#### **DOING** through WORSHIP ENGAGEMENT

(focused on everyone understanding the Divine Liturgy, our private worship responsibilities and everyone's in-reach obligations)

#### **LEADING** through DISCIPLESHIP

(focused on leadership development, and everyone's outreach obligations and stewardship of tithes of time, talents and treasures)

### Wildly Important Goals Are Biblical



### The Great Commission Mission Part 2 (Matthew 28:18-20)

" ...baptizing them in the name of the Father and the Son and the Holy Spirit, teaching them to observe all that I commanded you."



### The Great Commission Mission Part 3 (Acts 1:8)

"... and you shall be witnesses to Me in Jerusalem, and in all of Judea and Samaria, and to the ends of the earth."



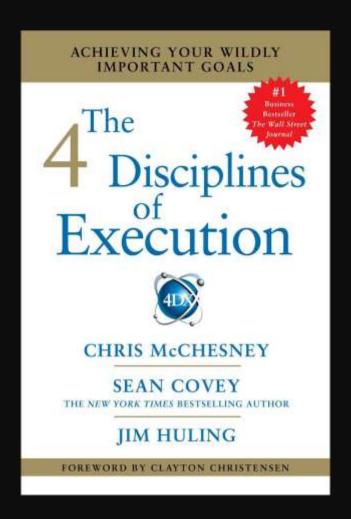
### Wildly Important Goals ("WIGs")

- Human beings are genetically hardwired to do a very small number of things at a time with excellence<sup>1</sup>

~ Are they the most important things?

Are the most critical things that can have large scale impacts

<sup>&</sup>lt;sup>1</sup> MIT neuroscientist Earl Miller: "Trying to concentrate on two tasks causes an overload of the brain's processing capacity."



### The 4 Disciplines of Execution (4DX)

- 1. Determine your WIG(s) (Wildly Important Goals)
- 2. Act on Lead Measures
- 3. Create a compelling scoreboard
- 4. Create a cadence of accountability

http://the4disciplinesofexecution.com/

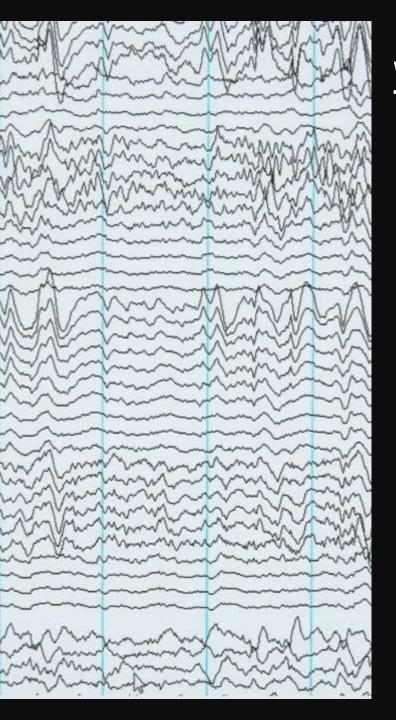
### Wildly Important Goals ("WIGs")

The most important objectives that won't be achieved without special attention

#### ~ Define:

- Starting Line (where you are now)
- Finish Line (where you want to go)
- Deadline (by when)
- ~ This creates the discipline of focus on "the one or two things that will change everything"



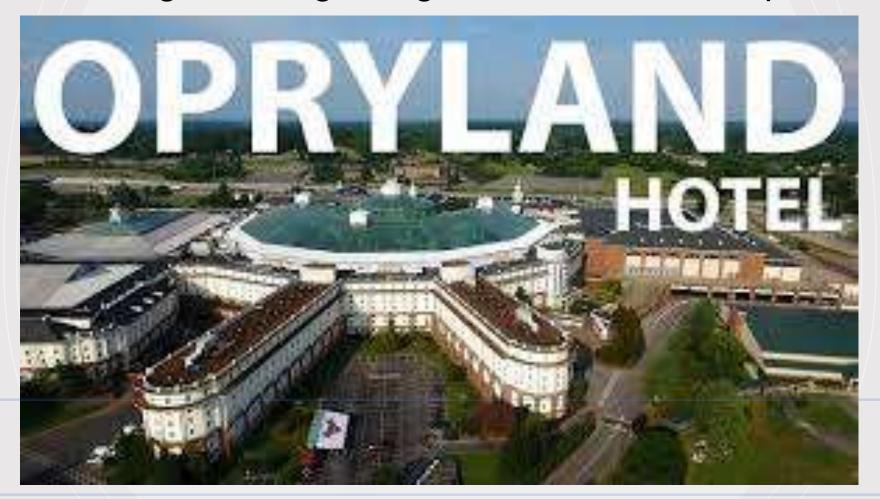


### Wildly Important Goals ("WIGs")

- "From X, to Y, by when."
  (e.g., raise stewardship median from \$900 to \$1,200 by 12-31-22)
- ~ Overall WIGs are the fewest most critical objectives to which the Parish will provide disproportionate focus and energy

## **Gaylord Opryland**

the largest non-gaming in-hotel exhibition space.



With 2,888 rooms, it is one of the 30 largest hotels in the world.



- 1. "Once you set the high-level WIG ('the war'), defining 'the battles' becomes the leader's key responsibility."
- 2. "Leaders must ask: 'What is the fewest number of battles necessary to win the war?'"



~ After much debate, they chose a "Customer Satisfaction" WIG of:

Move the guest "top box" satisfaction score of 5

(on a scale of 1 to 5) from 42% to 55% by the end of the year.

### **Opryland research showed:**



- Negative opinions formed in the first 15 - 20 minutes are almost impossible to change.
- 2. Once the inevitable "problem" occurs, it's all about WHAT the hotel does next.
- 3. Most people ate at one of the restaurants, so food quality was critical.

Opryland Top Box Score Research Required The Following Target to meet their Overall WIG:

Guest Satisfaction from 42 to 55

Problem
Resolution
from 47 to 60

**T1WIG** 

Arrival Experience from 50 to 60

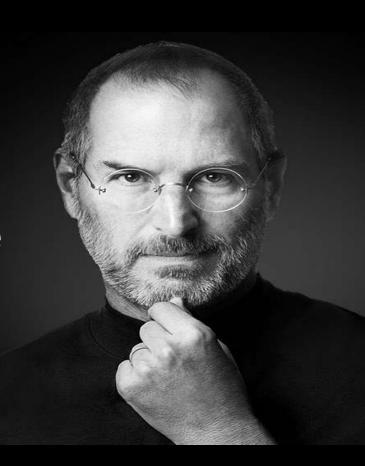
**T2WIG** 

F&B Quality from 43 to 58

T<sub>3</sub>WIG

It doesn't make sense to hire smart people and **tell them** what to do; we hire smart people so they can **tell us** what to do.

Steve Jobs



Team WIGs were developed to achieve the Overall WIG



- ~ Front desk team focused on improving checkin speed
- Housekeeping focused on increasing quick room availability
- ~ Bellstand focused on decreasing the bag delivery time from 106 min to 20 min

The Opryland WIG was to raise top box score from 42% to 55% in 12 months)



After only 9 months of intense focus, they raised their Top Box score from 42% to 61%



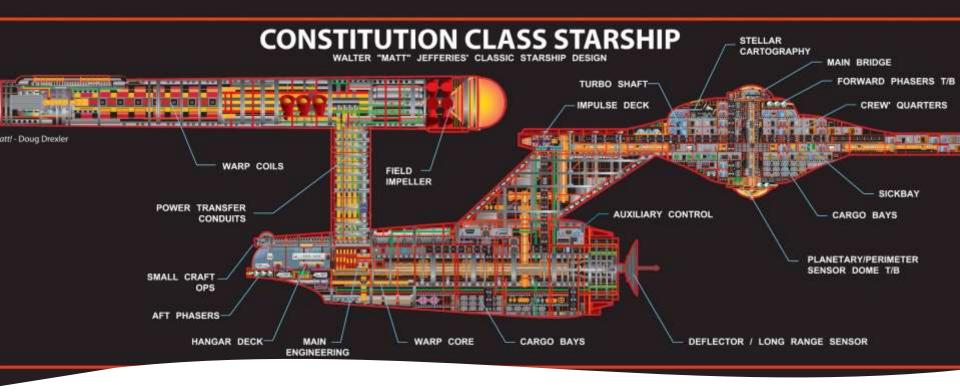
## Mission & WIG Process

Let's review pages 9-11 of the Retreat Handbook together



# Your Retreat Teams

see Retreat
Handbook page 7
for Friday and
Saturday Team
assignment



 $\sim$  Mission 1 = Room 6

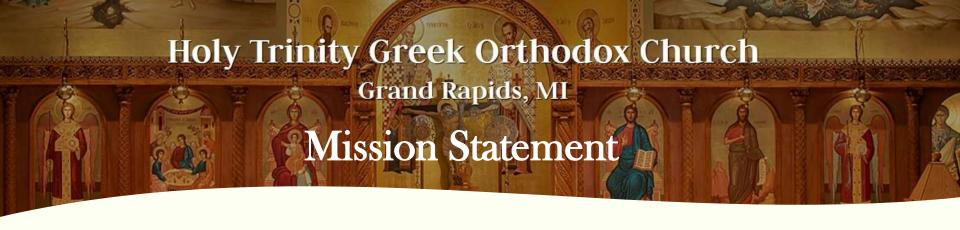
## Break-Out Room Assignments

 $\sim$  Mission 2 = Room 7

 $\sim WIG 1 = GOYA room 8$ 

 $\sim WIG 2 = Room 4$ 

 $\sim WIG_3 = Room_3$ 



The Mission of Holy Trinity is:

LEARNING through SPIRITUAL EDUCATION

**DOING through WORSHIP ENGAGEMENT** 

**LEADING through DISCIPLESHIP** 



#### The mission of Holy Trinity is:

### **LEARNING** through SPIRITUAL EDUCATION

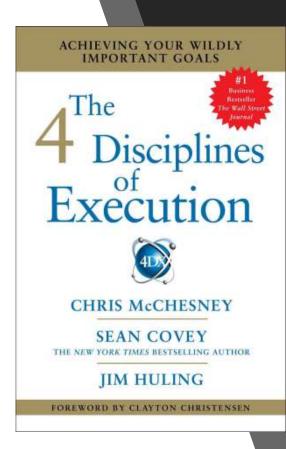
(focused on everyone understating the Orthodox Faith)

#### **DOING** through WORSHIP ENGAGEMENT

(focused on everyone understanding the Divine Liturgy, our private worship responsibilities and everyone's in-reach obligations)

### **LEADING** through DISCIPLESHIP

(focused on leadership development, and everyone's outreach obligations and stewardship of tithes of time, talents and treasures)



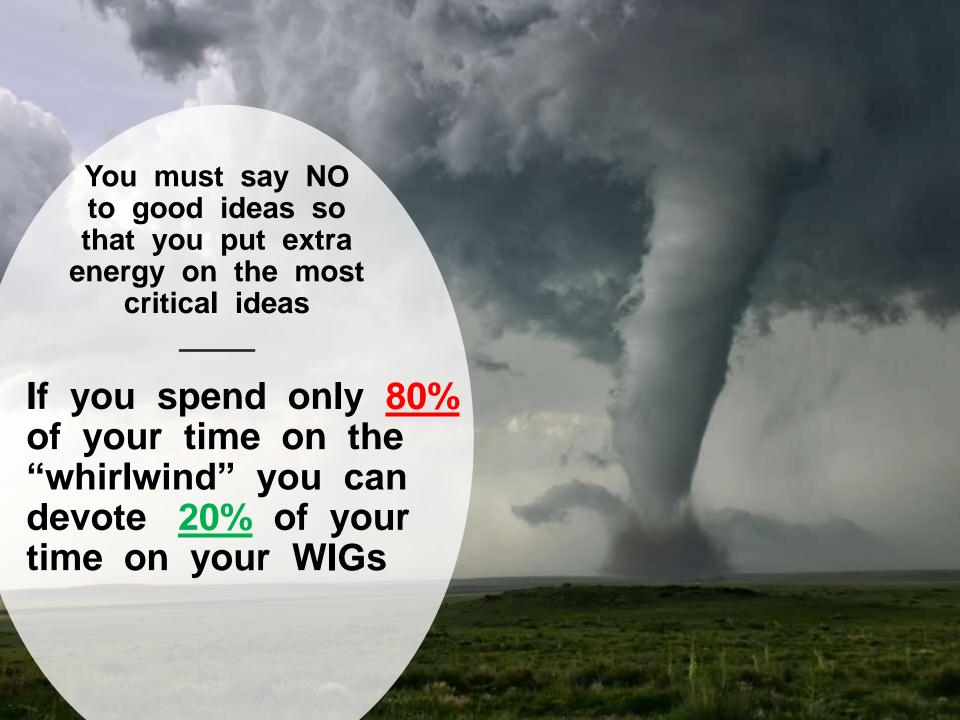
### 1. Determine your WIGs

(Wildly Important Goals)

2. Act on Lead Measures

3. Create a compelling scoreboard

4. Create a cadence of accountability



"In the moment, urgency always trumps importance"



Chris McChesney
Franklin Covey 4DX

Steve Jobs hired
Tim Cook to
improve the Apple
Supply Chain



The Apple Supply Chain is now one of the best in the world.

Tim Cook went from Apple's Chief Procurement Officer to being Apple's CEO.



"We are the most focused company that I know of or have read of or have any knowledge of. We say no to good ideas every day.

We say no to great ideas in order to keep the amount of things we focus on very small in number so that we can put enormous energy behind the ones we do choose...

It's not just saying yes to the right products, it's saying no to many products that are good ideas, but just not nearly as good as the other ones."

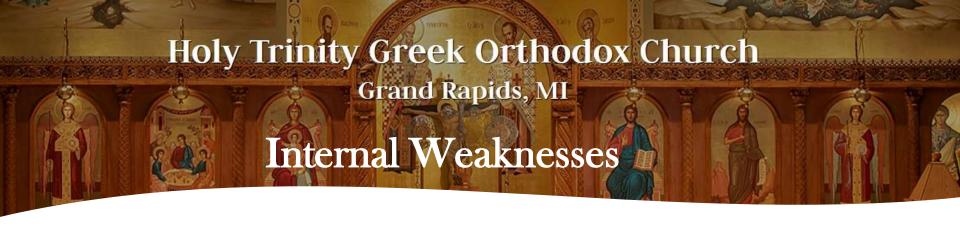




- You must say NO to good ideas so that you put extra energy on the most critical ideas
- If you spend 80% of your time on the "whirlwind"... you can devote 20% of your time on your WIGs



Orthodox Church Services and Theology Welcoming, Diverse / Multicultural Parish Financial Stewardship Clergy Facilities
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Poor Offering of All Forms of Stewardship Cliquish & Lack of Warmth Insufficient Religious Education For All Inadequate Leadership Development



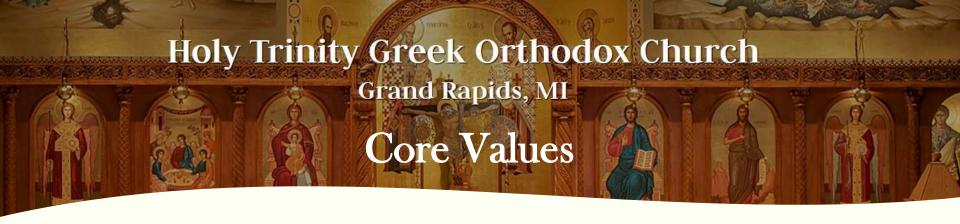
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Faithfulness
Welcoming Community
Love
Giving
Spiritual Developmental



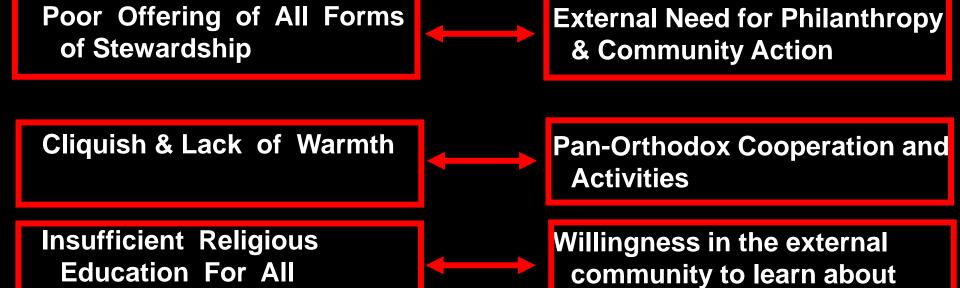
#### Holy Trinity Greek Orthodox Church Grand Rapids, MI



#### FINAL WEAKNESSES

#### FINAL OPPORTUNITIES

Orthodoxy



Inadequate Leadership Development



# Focus

1. Spiritual Education (c-g, current topics,, meaning & application of 5Ts

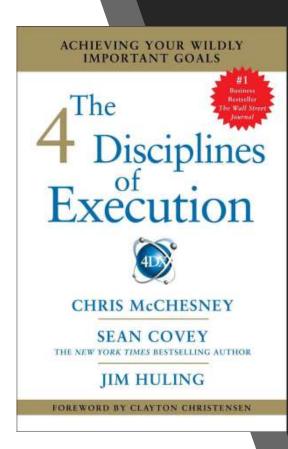
Learning

2. Worship Engagement (c-g, teaching liturgy, private worship, in-reach& outreach

Doing

3. Discipleship (stewardship, in-reach, outreach, leadership development)

Leading



### 1. Determine your WIGs

(Wildly Important Goals)

2. Act on Lead Measures

3. Create a compelling scoreboard

4. Create a cadence of accountability



The most important objectives that can only be achieved with special attention

#### ~ Define:

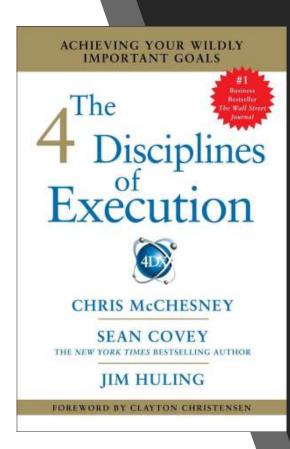
- 1. Starting Line (where you are now)
- 2. Finish Line (where you want to go)
- 3. Deadline (by when)
- This discipline allows focus on "the few things that can change everything"



## 4. The WIG language is: "From X, to Y, by when"

(e.g., raise stewardship from \$X to \$Y by 12-31-23)

5. The Parish WIGs are the 1-3 most critical objectives to which the Parish applies disproportionate focus and energy



# 1. Determine your WIGs (Wildly Important Goals)

2. Act on Lead Measures

3. Create a compelling scoreboard

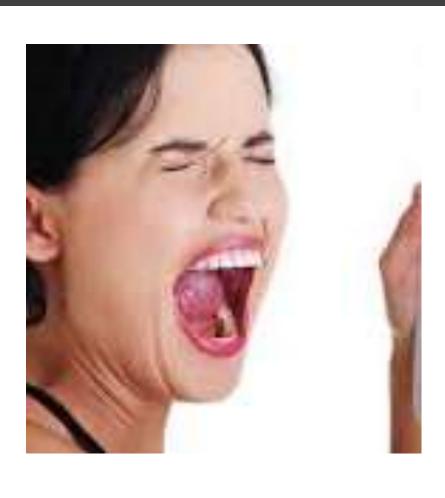
4. Create a cadence of accountability



### Act On Lead Measures

- Lag Measures track the success of the WIG
- Lead Measures track the specific activities that drive a Lag measure
- ~ By the time you see Lag Measures, you can't do anything to fix them
- Lead Measures predict the success of the Lag Measure and can be influenced directly by the team
- ~ Lead Measures must be <u>predictive</u> and <u>influenceable</u>)

# Act On Lead Measures



I have been losing the same 25 pounds for 25 years.

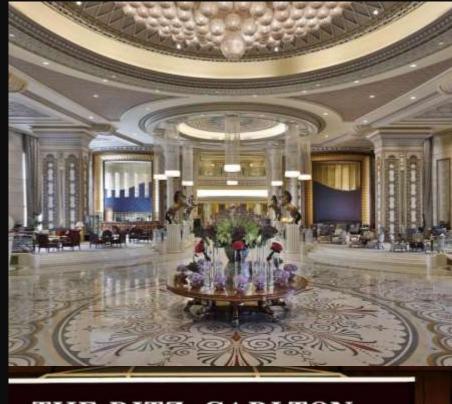
Very unsuccessfully!



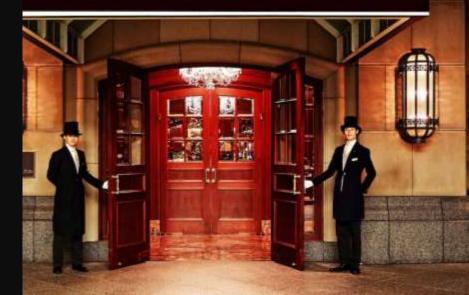
### Act On Lead Measures

- ~ Lead measures are
  - 1. PREDICTIVE of the Lag Measure changes
  - 2. <u>INFLUENCEABLE</u> directly by the team
- Applying disproportionate energy on Lead Measures helps achieve your Lag Measures
- ~ "Managing an entity by looking at year end data (a lag measure) is like "driving a car by looking in the rearview mirror" 1

Which is the best luxury global hotel chain?



#### THE RITZ-CARLTON



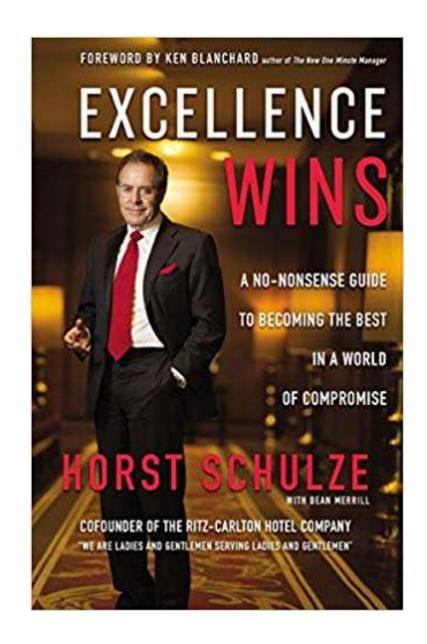
# How did Horst Schulze focus on Lead Measures to create the most premier hotel chain?

Andy Stanley Leadership Podcast Part 1 with Horst Schulze:

https://podcasts.apple.com/us/podcast/building-vision-with-horst-schulze-part-1/id290055666?i=1000446163631

Andy Stanley Leadership Podcast Part 2 with Horst Schulze:

https://podcasts.apple.com/us/podcast/building-vision-with-horst-schulze-part-2/id290055666?i=1000448382130



### THE RITZ-CARLTON





## Act on Lead Measures <u>Using Empirical Data</u>

- ~ What are some important Lag Measures for the Ritz?
  - 1. Customer satisfaction scores
  - 2. Customers repeat visits/rebook at Ritz
  - 3. Customer spend for each day/whole stay

### Act on Lead Measures <u>Using Empirical Data</u>

What did Ritz Carlton determine was the most important Lead Measure that influenced the Lag Measures?



**EMPLOYEE SATISFACTION** 



# What Are Our Expectations?

#2

BE A YARDSTICK OF QUALITY.
SOME PEOPLE AREN'T USED TO AN
ENVIRONMENT WHERE EXCELLENCE
IS EXPECTED.

~STEVE JOBS~







# St. Demetrios - Saginaw WIG 1 SMART Goal & Lead and Lag Measures





Our Patron Saint: Great-Martyr Demetrios "the Myrrh-Streamer"



## Stewardship & Engagement Wildly Important Goal 1

Develop and implement effective Stewardship, Ministry, and Liturgical Engagement Programs (collectively, the "Engagement Programs") that within 36 months will achieve the following "Engagement Targets":

- (a) Increase liturgical engagement by 50% or more;
- (b) Increase ministries engagement by 50% or more;
- (c) Increase the parishioner financial stewardship so that all operating expenses are paid through stewardship.



### Prelim Lag Measures WIG 1



- LAG 1: Research the most effective stewardship, ministry, and liturgical engagement programs (the "Engagement Programs") within 4 months
- LAG 2: Develop the most effective Engagement Programs within 4 months
- LAG 3: Recruit and train the parish "Engagement Ambassadors" within 2 months
- LAG 4: Implement the Engagement Programs to achieve the Engagement Targets within 24 months
- LAG 5: Compile and assess the results of the Engagement Programs and make necessary improvements within 2 months

# Ministries WIG 1: Develop and implement effective Stewardship, Ministry, and Liturgical Engagement Programs (the "Engagement Programs") that within 36 months will achieve the following "Engagement Targets":

- (a) Increase liturgical engagement by 50% or more;
- (b) Increase ministries engagement by 50% or more;
- (c) Increase the parishioner financial stewardship so that all operating expenses are paid through stewardship.



### Prelim Lead Measures WIG 1



### LEAD 1:

A: recruit team

B: determine stewardship , ministry, and liturgical engagement key definitions and effectiveness metrics

C: analyze the parish baseline on those key effectiveness metrics and identify parish impediments to success

D: identify at least 5 Stewardship and 5 Ministry and Liturgical Engagement Programs to consider

### LEAD 2:

A: evaluate researched Stewardship, Ministry and Liturgical Engagement programs for effectiveness against key performance metrics and parish baselines

B: modify Stewardship, Ministry and Liturgical "Engagement "Programs" for utilization at St Demetrios

C: finalize parish Engagement Programs and establish quarterly and/or monthly performance benchmarks

### • **LEAD 3:**

A: identify numbers and names of Engagement Programs Engagement Ambassadors

**B:** develop Engagement Ambassadors training programs

C: train the Engagement Ambassadors

### • **LEAD 4:**

A: implement Engagement Programs based on determined monthly and quarterly performance benchmarks

B: continue Ambassadors' follow-up with parishioners until Engagement Targets are achieved

### · LEAD 5:

A: obtain qualitative and quantitative data from Engagement Programs effectiveness

B: analyze all data and finalize Engagement Programs assessment and make all necessary improvements • LAG 1: Research the most effective stewardship, ministry and liturgical engagement programs (the "Engagement Programs") within 4 months

 LAG 2: Develop the most effective Engagement Programs within 4 months

LAG 3: Recruit and train the parish Engagement
 Ambassadors within
 2 months

• LAG 4: Implement the
Engagement Programs to
achieve the Engagement
Targets within 24
months

• LAG 5: Compile and assess the results of the Engagement Programs and make necessary improvements within 2 months



# Stewardship & Engagement Wildly Important Goal 1 <u>Action Plan</u>



<b>Key Actions Necessary To Achieve Strategic WIG 1</b>	Responsible <u>Party</u>	Deadline <u>Timetable</u>	Completion Confirmation Test
LAG 1: Research the most effective ste	wardship, and mi	nistry and liturgical	<u>engagement</u>
programs (the "Engagement Programs	") within 4 month	<u>IS</u>	
1. Form Parish Wildly Important Goal	Strategic Planning	1 month after Start	<b>Engagement Ministry</b>
Team 1 ("Engagement Ministry Team 1").	Team and Goal co- Captains	Date	Team 1 members agree to serve
2. Determine stewardship and ministry and liturgical engagement key definitions and effectiveness metrics.	Engagement Ministry Team 1	2 month after step 1	Engagement definitions and metrics determined
3. Analyze the parish baseline on those key stewardship and engagement effectiveness metrics and survey/research parish impediments to achieving increased stewardship and ministry and liturgical engagement success	Engagement Ministry Team 1	1 months after step 2	Parish baselines and parish impediments are finalized
4. ID at least 5 Stewardship and 5 Ministry and Liturgical Engagement Programs to consider from both inside and outside the Orthodox ecosystem.	Engagement Ministry Team 1	Simultaneous with steps 2 & 3	At least 5 Stewardship and 5 Ministry and Liturgical Engagement Programs examined



# Stewardship & Engagement Wildly Important Goal 1 Action Plan



Key Actions Necessary To Achieve Strategic WIG 1	Responsible <u>Party</u>	Deadline <u>Timetable</u>	Completion Confirmation Test
LAG 2: Develop the most effective Engagement Programs within 4 months			
5. Evaluate researched Stewardship, Ministry and Liturgical Engagement programs for effectiveness against key performance metrics and parish baselines based on criteria of effectiveness determined in step 2.	Engagement Ministry Team 1	2 months after step 4	Evaluation of alternative Stewardship, Ministry and Liturgical Engagement programs is completed
6. Modify Engagement Programs for utilization at St. Demetrios and finalize parish Engagement Programs and establish quarterly and/or monthly performance benchmarks.  LAG 3: Recruit and train the parish Engagement	Engagement Ministry Team 1  gagement Ambas	step 5	Engagement Programs are finalized  nonths
7. Identify and recruit the "Engagement Ambassadors" who can implement the Engagement Programs.	Engagement Ministry Team 1	1 month after step 6	Engagement Ambassadors are recruited
8. Develop Engagement Ambassadors training program and train the Engagement Ambassadors selected in step 7.	Engagement Ministry Team 1	1 month after step 7	Engagement Ambassadors are trained

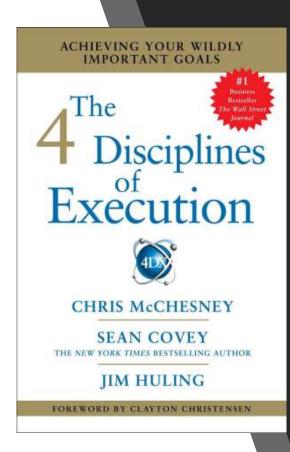


OUR PATRON SAINT: GREAT-MARTYR DEMETRIOS "THE MYRRH-STREAMER"

# Stewardship & Engagement Wildly Important Goal 1 Action Plan



Key Actions Necessary To Achieve	Responsible	Deadline Timestable	Completion	
Strategic WIG 1	<u>Party</u>	<u>Timetable</u>	<b>Confirmation Test</b>	
LAG 4: Implement the Engagement Programs to achieve the targeted goals within 24 months				
9. Implement Engagement Programs	Engagement	24 months after	Established quarterly	
based on monthly and/or quarterly	Ambassadors	step 8	and/or monthly	
performance benchmarks determined			<b>Engagement Targets</b>	
in step 6 with continual Ambassador			are achieved	
follow-up with parishioners until				
Engagement Targets are achieved.				
LAG 5: Compile and assess the results of	f the Parish Enga	gement Programs	and make necessary	
improvements within 2 months				
10. Obtain and compile qualitative and	Engagement	1 month after	Engagement	
quantitative data from Engagement	Ambassadors	step 9	Programs	
Programs and compile as to the	and	_	assessments are	
effectiveness and success (based on	Engagement		completed	
criteria established in step 2) and areas	Ministry Team		•	
for improvement.	1			
11. Finalize and deliver improvements to	Engagement	1 month after	Engagement	
<b>Engagement Programs assessment</b>	Ambassadors	step 10	Programs	
analysis report, and make all	and	_	implementation	
refinements necessary to make those	Engagement		analysis is	
Ministries more effective based on	<b>Ministry Team</b>		completed, and	
information identified in step 10, and	1		Engagement	
revise and improve them accordingly.			Programs are	
			refined accordingly	



1. Determine your WIGs (Wildly Important Goals)

2. Act on Lead Measures

3. Create a compelling scoreboard

4. Create a cadence of accountability

### Create A Compelling Scoreboard

- Highest engagement comes when people know the score
- The best scoreboard is1. designed for andby the players
  - 2. Only shows the critical information



The Compelling Scoreboard focuses on: 1. WIG; 2 Lag Measures; 3. Lead Measures

# Create A Compelling Scoreboard

### 4 Questions to answer:

- 1. Is the scoreboard simple?
- 2. Can the team see it easily? (visibility drives accountability)
- 3. Does it show the most critical data
- 4. Can everyone quickly tell if they're "winning"



"When the team can see the score, the level of play rises because they can see what's working, what adjustments are needed, but also because they want to win."



# 2 Fundamental Rules and 1 Critical Question

1. Since change is the only constant, you must constantly change.

3. How are you measuring effectiveness or success in your parish?

2. You cannot master what you do not measure.



# A Compelling Scoreboard



Guest Satisfaction from 42 to 55

Problem Resolution from 47 to 60 Arrival Experience from 50 to 60

F&B Quality from 43 to 58

Week	Check In Time	<b>%</b> Δ	Room Clean Up Time	<b>%</b> $\Delta$	Room Availability Time	<b>%</b> ∆	Bag Delivery Time	<b>%</b> ∆	LAG MEASURE

### A Church Compelling Scoreboard

		EVANO	FLICM			W	SPELLID	
		EVANC	ELISM			W	ORSHIP	<u> </u>
	1 STORY, 1 1 PERS COMMITI	ON	BAPT	ISMS	INVITE O		WORS ATTEND	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)
	THIS WEEK	TOTAL	THIS WEEK	TOTAL	THIS WEEK	TOTAL	THIS WEEK	AVERAGE
WEST MONROE	20	156	2	14	114	1,431	2,174	1,827
FAIRBANKS	16	19	0	7	120	303	270	261
2017 MULTISITE	0	0	0	0	0	0	0	0
TOTAL	36	175	2	21	234	1,734	2,444	2,088
		COMM	UNITY		J	SE	RVICE	
	NEV GROU	Wiles-	LIFE G ATTENI		NEW PE MOBIL		MISSIC PARTICIP	
	THIS WEEK	TOTAL	THIS WEEK	AVERAGE	THIS WEEK	TOTAL	THIS WEEK	TOTAL
WEST MONROE	2	7	1,355	1,367	0	19	0	173
FAIRBANKS	0	1	150	155	0	0	0	C
2017 MULTISITE	0	0	0	0	0	0	0	C
TOTAL	2	8	1,505	1,522	0	19	0	173







# St. Demetrios - Saginaw WIG 1 SMART Goal & Lead and Lag Measures



impediments

1. Form Engagement Ministry Team 1

4. Research Engagement Programs

5. Evaluate Engagement Programs

6. Finalize Engagement Programs

8. Train Engagement Ambassadors

Implementation

learned in step 10

2. Develop definitions and effectiveness metrics

7. Identify and recruit Engagement Ambassadors

9. Implement Engagement Programs and manage to

interim quarterly and monthly targets

11. Improve Engagement Programs based lessons

10. Obtain Data from Engagement Programs

3. Analyze parish baselines and engagement success

## Stewardshin & Engagement



WIG 1 Compell	ing Scorebo	ard
Lead Measure Action	<b>Deadline Date</b>	Status

	WIG 1 Comp	elling Scorel	ooard
Lead Measu	re Action	Deadline Dat	e Statu

		XX H
ıs: Pe	ercei	nt
plete	and	

**Date** 

1-1-21

3-1-21

4-1-21

5-1-21

7-1-21

9-1-21

10-1-22

11-1-22

11-1-24

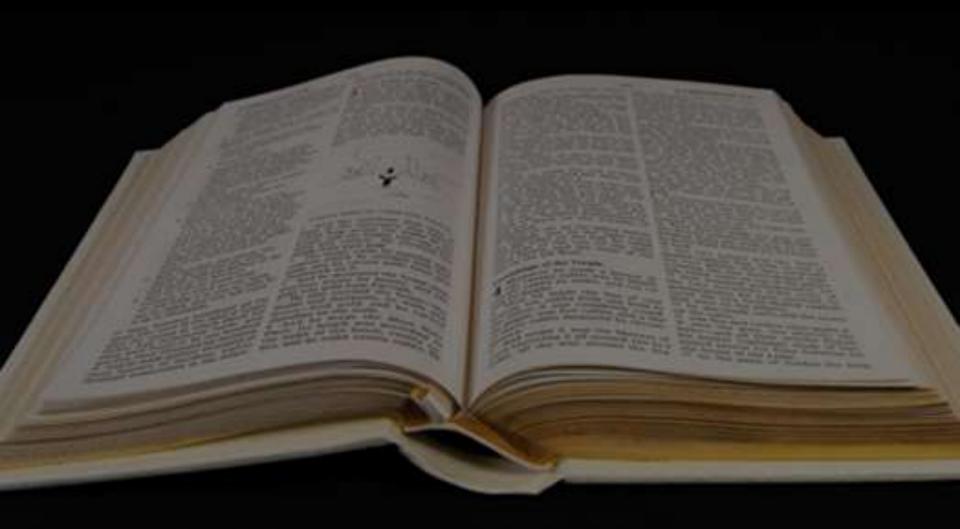
12-1-24

1-1-24

### Strategic Wildly Important Goals



### Strategic Wildly Important Goals Are Biblical



These twelve Jesus sent out, charging them, ...

- (1) go rather to the lost sheep of the house of Israel and
- (2) preach as you go
- (3) heal the sick
- (4) raise the dead
- (5) cleanse lepers
- (6) cast out demons

These twelve
Jesus sent out,
charging them...

1. go rather to the lost sheep of the house of Israel and

2. preach as you go

3. heal the sick

4. raise the dead

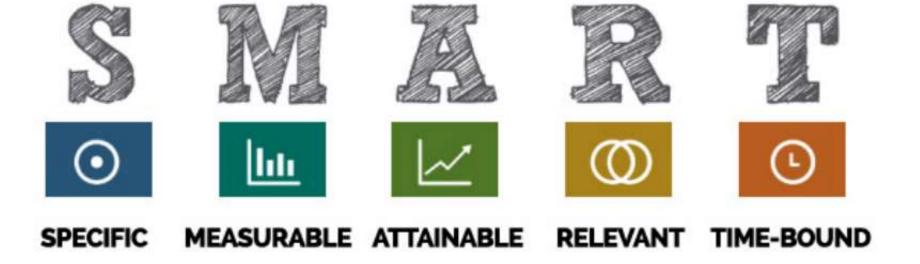
5. cleanse lepers

6. cast out demons

Matthew 10:1, 5-8

### SMART Goals

The "SMART" goal process helps ensure our Strategic Wildly Important Goals can be realistically achieved



## SMART Goals





















PECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-BO

**Specific:** Is the goal clear and specific enough to be understandable?

Measurable: Can you measure the success of the goal?

**Attainable:** Is the goal attainable within a reasonable time?

Relevant: Is the goal most relevant to us and is it "Realistically written"?

Time-Bound: Is there a realistic timeline to achieve the goal?

### **Action Plan**

~ Answers strategic planning question #4:

### How will we get there?

- ~ The "rubber hits the road" with specific activities outlined in step-by-step detail
- ~ For each step to you identify:
  - 1. the specific detailed actions
  - 2. who does it
  - 3. the deadline for completion
  - 4. how we know it is completed





### Sunday Homework Assignment

~ From the moment arrive on the church campus until everything is over, pretend you are a stranger to Orthodoxy and visiting for the first time.

~ Write down every observation about your "stranger" experience, including anything you didn't understand or that raised a question.

Do not forget to entertain strangers, for by so doing some have unwittingly entertained angels.





QUESTIONS
ANSWERED
HERE
EVEN THE
SILLY ONES

**Any Questions?** 

You have now been called as one of the 70 Disciples



an anwh

Luke 10:1





To experience and share Christ's transformative love, joy, and peace and to be united with God and one another

### Today's Revised Schedule

Discussion of SMART Goal development and next steps.

(iii) start brainstorming possible Wildly Important Strategic

can be on-ramped. (See instructions on page 11.)

Fr. Joshua's final comments, closing prayer and dismissal.

(iv) brain-storm people who add value in their area of focus who

Goals in their Strategic Area of Focus, and

Discuss next steps, timetable, and final retreat on

(See post-retreat instructions on pages 11-13.)

ready entertieed eemedate
Opening Prayer and working lunch and discussion of Sunday Services homework assignment.

(i) select their Co-Chairs and Secretary;

(ii) identify their meeting schedule;

December 10, 2022.

1:45 -Review and recommit to Holy Trinity final SWOT, Statement of Why, 2:00 Core Values, Mission, WIG/Vision Strategic Areas of Focus.

**WIG Teams are formed and:** 

2:00 -

3:00 -

3:30

3:30

3:00



### Sunday Homework Assignment

Write down every observation about your alien "stranger" to Orthodoxy experience, including anything you didn't understand or that raised a question or issue.

Do not forget to entertain strangers, for by so doing some have unwittingly entertained angels.





To experience and share Christ's transformative love, joy, and peace and to be united with God and one another



Orthodox Church Services and Theology Welcoming, Diverse / Multicultural Parish Financial Stewardship Clergy Facilities
Time & Talent Stewardship Close Community



Poor Offering of All Forms of Stewardship Cliquish & Lack of Warmth Insufficient Religious Education For All Inadequate Leadership Development



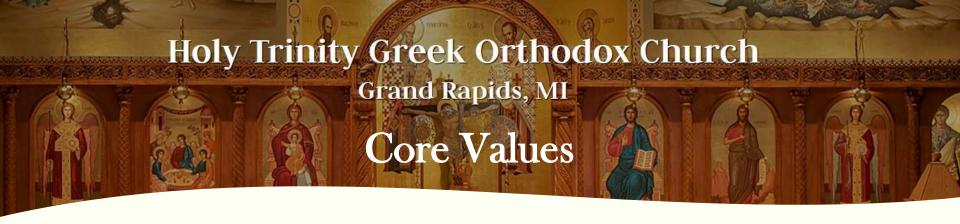
Willingness in the external community to learn about Orthodoxy

**Pan-Orthodox Cooperation and Activities** 

Need for external Philanthropy & Community Action



Secular – Anti-Organized Religion
Misperception / Ignorance of Orthodoxy
Anything Goes Culture
Negative Media Influence
Prioritized/Competing Time Demands
"Religiotainment" ("fun churches")



Faithfulness
Welcoming Community
Love
Giving
Spiritual Developmental



The Mission of Holy Trinity is:

LEARNING through SPIRITUAL EDUCATION

**DOING through WORSHIP ENGAGEMENT** 

**LEADING through DISCIPLESHIP** 



#### The mission of Holy Trinity is:

#### **LEARNING** through SPIRITUAL EDUCATION

(focused on everyone understating the Orthodox Faith)

#### **DOING** through WORSHIP ENGAGEMENT

(focused on everyone understanding the Divine Liturgy, our private worship responsibilities and everyone's in-reach obligations)

### **LEADING** through DISCIPLESHIP

(focused on leadership development, and everyone's outreach obligations and stewardship of tithes of time, talents and treasures)

# Holy Trinity Greek Orthodox Church Grand Rapids, MI

## WIG TEAM LEADS

LAST NAME	FIRST NAME	<u>EMAIL</u>	WIG Team & Role
Fiorenzo	Ana	Ana.Fiorenzo@gmail.com	Co-Chair – LEARN Team 1
Dimitriou	Jim	jdimit63@gmail.com	Co-Chair – LEARN Team 1
Phipps	JoAnna	jphipps23@gmail.com	Secretary –LEARN Team 1
Bageris	Leisa	lbags50@gmail.com	Co-Chair – DO Team 2
Buck	Photini	photini93@gmail.com	Co-Chair – DO Team 2
Phipps	Brian	bphipps65@gmail.com	Secretary – DO Team 2
Bird	Jason	jasontbird5@gmail.com	Co-Chair – LEAD Team 3
Dello	Alex	alexjdello@gmail.com	Co-Chair – LEAD Team 3
Lionikis	Manny	manny@lionikis.com	Secretary – LEAD Team 3

- 1. LEARNING through SPIRITUAL EDUCATION
- 2. DOING through WORSHIP ENGAGEMENT
- 3. LEADING through DISCIPLESHIP

## Holy Trinity Greek Orthodox Church

Grand Rapids, MI

# LEARNING through SPIRITUAL EDUCATION WIG 1

LAST NAME	FIRST NAME	EMAIL	WIG TEAM
Agon	Charles		1
Brumley	Katie		1
Chardoul	Paul		1
Couretas	John		1
Crosser	Susan		1
Dimitriou	Jim		1
Fiorenzo	Anamaria		1
Gorant	Jim		1
Gorant	JoAnne		1
Martinez	Josh		1
Martinez	Zoe		1
Phipps	JoAnna		1
Popescu	Andy		1
Wake	Nicholas		1

### Holy Trinity Greek Orthodox Church

Grand Rapids, MI

# DOING through WORSHIP ENGAGEMENT WIG 2

LAST NAME	FIRST NAME	<u>EMAIL</u>	WIG TEAM
Bageris	Leisa		2
Brumley	Katie		2
Buck	Photini		2
Couretas	John		2
Karatsinides	Spiro		2
Lange	Ginger		2
Monoyios	Terry		2
Nicholas	Sam		2
Phipps	Brian		2
Taylor	Robert		2
Trierweiler	Becky		2
Zarafonetis	James		2

## Holy Trinity Greek Orthodox Church

Grand Rapids, MI

# LEADING through DISCIPLESHIP WIG 3

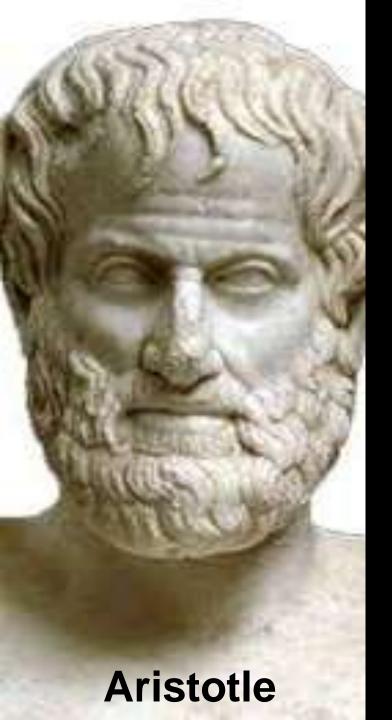
<u>LAST NAME</u>	FIRST NAME	<u>EMAIL</u>	WIG TEAM
Afendoulis	Peter		3
Baarda	Jon		3
Bird	Jason		3
Buck	Bella		3
Dello	Alexander		3
Dyer	Carol		3
Erber	Kate		3
Harshman	Natasa		3
Lionikis	Manny		3
Nichols	Terry		3
Orphan	George		3
Stamas	George		3



Words may inspire, but only ACTION creates change. Most of us live our lives by accident - we live life as it happens. Fulfillment comes when we live our lives on purpose.

— Simon Sinek —

AZ QUOTES



We are what we repeatedly DO.

Excellence, then, is not an act, but a HABIT

Are You Willing To Play On A Championship TEAM?



**Comfort ... Discomfort** 





## 3 Critical Concepts

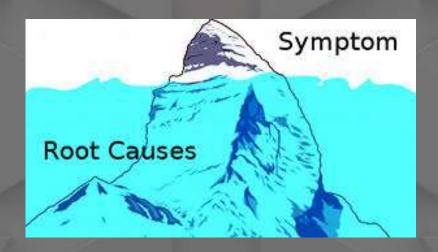
1. Since change is the only constant, you must constantly change.

3. You cannot master what you do not measure.

2. You need strong roots to grow, so address the root causes

# Three Choices







## What's Next?





## Part 2 (after Retreat 1) and Second Retreat

Review page 11-13 of the Retreat Handbook

# PAY CLOSE ATTENTION

# Area of Focus WIG Team Meetings

- ~ Each Team must <u>COMPLETE</u> all of their WIGS, Lag and Lead Measures, Action Plan and Compelling Scoreboard
- Everything must be approved by OZ by NO LATER THAN:
  NOVEMBER 27, 2022
- ~ Send any questions to OZ billmarianes@gmail.com
- ~ Please invite OZ to participate in ALL Team calls

# PAY CLOSE ATTENTION

# Area of Focus WIG Team Meatings

#### **Every Action Plan will have 4 phases:**

#### 1. Research Phase

- ~ research how to measure success
- ~ research best practices
- assess your current program against best practices

#### 2. Design and Development Phase

~ develop the solution based on research of best practices

#### 3. Training and Implementation Phase

- train any solution team and implement solution

#### 4. Evaluation and Improvement Phase

~ assess solution implementation and Improve it

# PAY CLOSE ATTENTION

# Area of Focus WIG Team Meatings

You must use the PowerPoint template that will be loaded on your strategic planning page:

> https://stewardshipcalling.c om/holy-trinity-goc-grandrapids-mi/

~ Additional examples of completed plans can be accessed at:

https://stewardshipcalling.com/ho ly-trinity-goc-grand-rapids-mi/

#### **Download This Presentation:**



StewardshipCalling.com

**Strategic Planning Tab** 

**Holy Trinity Page** 

https://stewardshipcalling.co m/holy-trinity-goc-grandrapids-mi/



## **Second SPT Retreat**

~ **DECEMBER 10, 2022** 

~ Entire SPT + "on-ramped members" reach a consensus and finalize the entire Strategic Plan

### **Download This Presentation:**



StewardshipCalling.com

**Strategic Planning Tab** 

**Holy Trinity Page** 

https://stewardshipcalling.co m/holy-trinity-goc-grandrapids-mi/

## 1. Fr. Joshua

### 2. Core Team

Chris Afendoulis
Ana Fiorenzo
Jim Gorant
Manny Lionikis
Sam Nicholas
Fr. Joshua Pappas
Chris Upson

3. Retreat Master Manny (Linda+Athy...)

4. All of you...



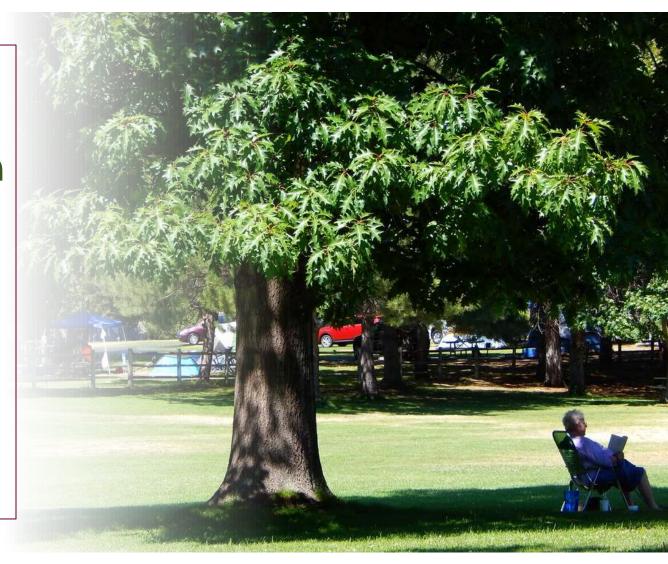


"The most basic task of the Church leader is to discern the spiritual gifts of all those under his authority, and to encourage those gifts to be used to the full for the benefit of all."

"Only a person who can discern the gifts of others and can humbly rejoice at the flowering of those gifts is fit to lead the Church."

"A society grows great when old men and women plant trees in whose shade they shall never sit."

**Greek Proverb** 

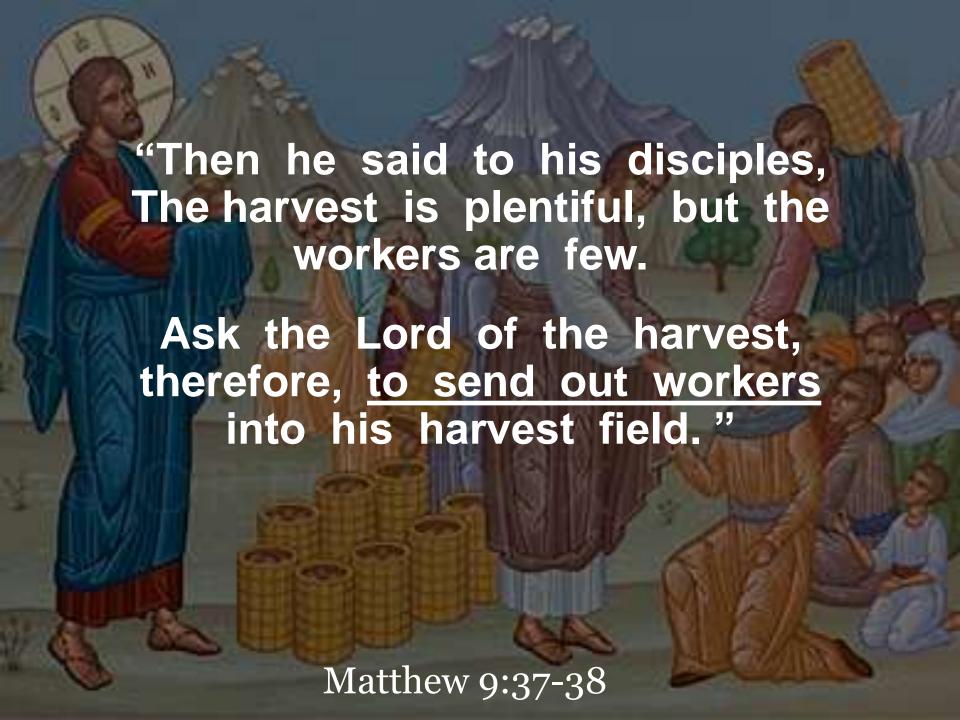




Old Chinese Proverb

"The best time to plant a tree was 20 years ago.

The second best time is today."



## Be Courageous

If anyone ever asks you, "What Would Jesus Do?"



Remind them that flipping over tables and chasing people with a whip is within the realm of possibilities.

Matthew 21:12 Mark 11:15 Luke 19:45 John 2:15 Now, Lord, look on their threats, and grant to Your servants that with all boldness they may speak Your word!

Acts 4:29

## Fortune Favors The Bold...





"That the end of our lives may be Christian, without pain, blameless and peaceful, and for a good account at the awesome judgment seat of Christ."



To experience and share Christ's transformative love, joy, and peace and to be united with God and one another

You have now been called as one of the 70 Disciples



an anwh

Luke 10:1

