



CONSULTING ENGAGEMENT OVERVIEW

SIX CRUCIAL QUESTIONS

The Six Crucial Questions appear in Patrick Lencioni's book, *The Advantage*. They are part of the "Four Characteristics of Organizational Health" (Part Two: Create Clarity). This Church Solution aims to raise the level of team cohesion and begin the path toward clarity for the team. The nature of a one-day offsite, it is impossible to gain clarity during that single day, but headway could be made in various options.

Option A: Full Six Question Review — We will touch on all parts of the six questions, with a focus on Values (Question 2) and Strategy (Questions 4 and 5). Ending the day with a discussion on what objective is most important *right now*.

Option B: Focus on Values — We will review all questions, but spend 60% of our time focused on values and landing the plane on 3-4 organizational values.

Option C: Focus on Strategy — We will review all questions, but spend 60% of our time focused on strategy and landing on the organization's key strategic anchors, as well as clearly defining the current goal and assigning tasks to complete that goal.



[Learn More about Four Characteristics of Organizational Health](#)

EXPECTATIONS

INTEGRITY. COMMUNICATION. RESPECT. EXCELLENCE.

Great values, right? These values belonged to Enron.

The goal of clarity isn't to create something clear, it's to create something true. This consulting engagement is not just a *brainstorming-word-smithing* session, but a **team health check**. Once you have a healthy and cohesive leadership team, the next step is to make sure your team is on the same page and can clearly communicate that page to others.

We've designed this consulting engagement so we can spend time on your turf and allow us to see what steps are **really needed** for your ministry to gain alignment and clarity.

Gaining organizational clarity is not a one-day event. No amount of planning or expertise can create that. So this consulting engagement is not a finished product. It will provide a model to guide discussion in the future, and a way for our team to interact with your team in order to help you see not only where clarity is lacking, but where misalignment is present.

Follow-on work will be needed going forward and any good values will necessitate further discussion to gain organizational buy-in. We will provide you with discussion tools to keep the conversation going so that after this process your team will know they are on the same page.

GOAL

A parent is walking out of your children's ministry. They are upset. They go to the first person they see—a volunteer. What does that volunteer say? Do?

A first-timer is coming into your lobby after the service. They wonder if this church has a place for them. They go to the information table. Will guest services pay attention to the subtext under their questions? Will they respond with care, not just information?

The goal of this engagement is to help everyone in your ministry respond to strategic situations exactly like you'd hope they would. No amount of strategy can prepare every volunteer for every situation, but the right strategy can prepare everyone with the right posture and guardrails to make sure your ministry's values are expressed. ***If everyone in your ministry from your leadership team, to your staff, to your key volunteers are clear on your organization's answers to these six crucial questions, you have the best chance of getting these scenarios right.***

CONSULTING ENGAGEMENT OUTLINE

PRE-WORK

Teams will be asked to watch a 20-minute video overviewing the *Four Characteristics of A Healthy Organization*. And asked to submit a grade for each of the Four Characteristics to the facilitator.

If Option B or C is selected, there will be some focus in pre-work to have teams discuss their thoughts on Question 1 (vision of the organization).

DAY TOGETHER

9 am — 4 pm preferred timeframe.

- Review of Pre-Work
- Overview of Six Questions
- Activities Related to uncovering answers to Six Crucial Questions. (Depending on the choice of Option A, B, or C) Focus is on Questions 2, 4, and 5.

FOLLOW-UP

Leaders will be provided with a timeline and options to achieve clarity in the time best suited for gaining buy-in with their staff (between 2-6 months). These will include follow-on video elements and/or exercises to discuss in future staff meetings. Follow-Up will be uniquely designed based on current realities for the ministry.