



RELIANT

Conference

FEEDBACK & ACCOUNTABILITY

Creating A Culture of Honesty and
Growth In Your Teams

INTRODUCTION

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GIVING FEEDBACK

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GIVING FEEDBACK

When done right,
it can be extremely helpful
(rare)
to help us to be better



(A problem with speeding in
Garden Grove, CA)

“God’s Word cautions us in not being blind
regarding our own self
no matter how self aware we are,
we all have blind spots”

Ps. Craig Groeschel
Life Church, Edmond, OK

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MAYBE YOU DON'T KNOW HOW ...

You COME ACROSS to others

Your performance is PERCEIVED by co-workers

When you're being ANNOYING

When your joke is NOT FUNNY to others

GETTING HONEST FEEDBACK

Three (3) reasons why getting (seeking) honest, timely and helpful feedback is important for leaders:

1. Because when a leader gets better - everyone gets better
“A better me, makes a better we”
2. Getting (seeking) honest, timely and helpful feedback makes you become a leader others want to follow
3. Getting (seeking) feedback makes you a leader who is always real

Because people would rather follow a leader that is always real, than always right

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SEEKING "GETTING" FEEDBACK

Simon Sinek (Author - "Start with Why & Leaders Eat Last")

"You're unwillingness to seek and accept feedback will hamper your ability to grow as a leader"

Andy Stanley (Senior Pastor of North Point Ministries, Atlanta, Georgia)

"Leaders who don't actively solicit feedback from people around them will soon become surrounded with people who have nothing to say"

Aaron Burke (Senior Pastor of Radiant Church, Tampa, Florida)

"Don't be the person who asks for opportunities, instead be the person who asks (seeks) for feedback. Those who ask for unfiltered feedback will end up getting the opportunities"

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TURN & TALK

- Name
- Church Name
- Your Position
- Number of Campuses, if applicable
- Average Weekend Attendance

QUESTIONS

1. Is your church good at giving feedback? -
Why or why not?

2. Are you good at giving feedback? - Why or why not?

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RULES FOR GIVING FEEDBACK

Three (3) rules for GIVING feedback

1. **WHEN** ... Matters
2. **HOW** ... Matters
3. **WHO** ... Matters

WHEN ... MATTERS

1) TIMING IS KEY

- At the Annual Review - is way too late
- Immediate is best
 - Make immediate the norm
- Not in the middle of a project or big effort
 - Close after - fresh

WHEN ... MATTERS

2) CORRECT IN PRIVATE

- At one-on-one meetings (1:1)
- Give it the time they deserve

3) CORRECTION IN PUBLIC

- Rude/Disrespectful
 - Sometimes it needs immediate attention
 - Clarify for all present
 - Done with finesse
 - Right spirit, heart, tone

HOW ... MATTERS

Three (3) ways to make the “HOW”
most impactful ...

1. Create a climate of safety
2. Tell the truth
3. Appreciation vs. Coaching

CREATING A CLIMATE OF SAFETY

- Built - months, years before
- Be kind in spirit - humble, honest, timely
- Tell them what's not happening today.
 - NOT in trouble
 - NOT getting fired
 - Instead ... “I just want to help you get better”
 - Focus on JUST 1 or 2 areas for improvement - highest return
not 10-12 things to fix

INTENTION VS. IMPACT

- Specifics - clarify the truth and that are the key ...
 - General Information - rarely leads to HELPFUL feedback
- Separate - Intention Vs. Impact
 - Staff rarely - intentionally mess up
 - BUT... there is still impact
 - Impact trumps Intention

INTENTION VS. IMPACT

- Show them how their intention impacts people around them, staff, volunteers or leaders, etc.
- “When you’re late all the time, it impacts others”
 - It says you don’t care - “I know it wasn’t your intention to be late, but the impact was nonetheless”
 - It says to others that being late is acceptable and it’s not

COACHING

Don't mix - Appreciate Vs. Coaching

- Appreciate or Coach - NOT both
 - You're doing a great job, BUT...
 - Dilutes the praise and focuses on the correction

WHO ... MATTERS

- Can be very challenging at times
 - Sometimes we receive feedback from people we don't respect
 - Sometimes we receive feedback from people who are just hard to receive feedback from

REMEMBER ...

1. Different perspectives are very, very valuable
 - Action vs Person
 - While it might be hard, keep the DO above WHO
2. Where you sit determines what you see
 - Front Desk vs. New Staff vs. Executive Team
 - Vantage point brings perspective

REMEMBER ...

3. Let them know that you care - deposits along the way
- When they make improvements from your feedback - your job is to be their loudest cheerleader

GETTING FEEDBACK

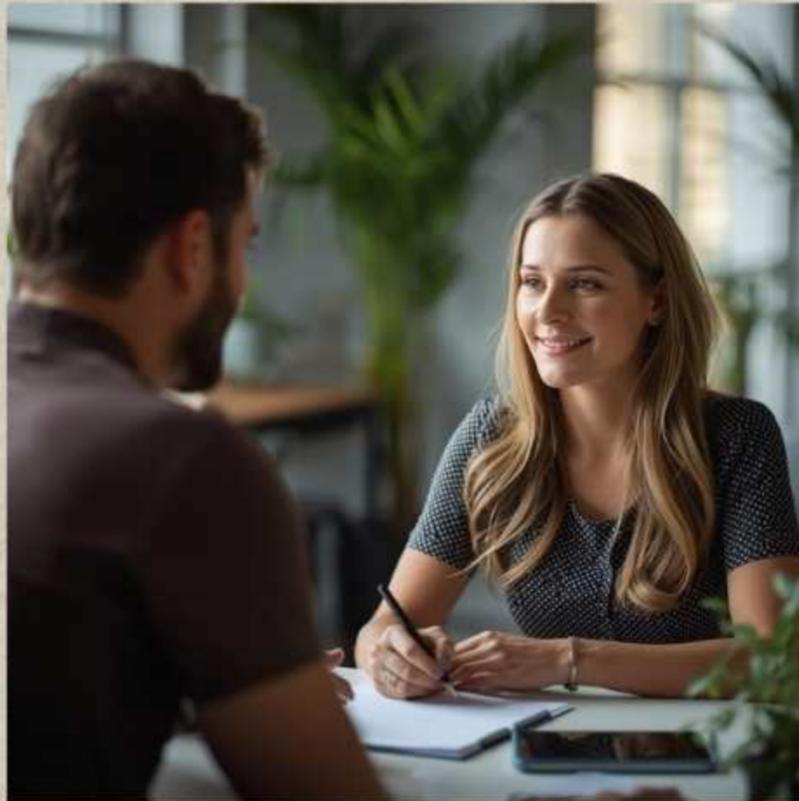
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Feedback is a gift, not criticism

Proverbs 27:17 (NIV)

As iron sharpens iron,
so one person
sharpens another.

- Be intentional in seeking feedback
- Respond, don't react



James 1:19 (NIV)

My dear brothers and sisters, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry.

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TURN & TALK

QUESTIONS

1. If feedback really is a gift, why do we so often treat it like a threat?
2. What keeps us from receiving it well?

- Choose the right accountability partners
- Be clear about expectations
- Receive accountability with humility

Hebrews 13:17 (NIV)

Have confidence in your leaders and submit to their authority, because they keep watch over you as those who must give an account. Do this so that their work will be a joy, not a burden, for that would be of no benefit to you.

TURN & TALK

QUESTION

What might be keeping you from inviting someone into your accountability?

Ephesians 4:2-3 (NIV)

Be completely humble and gentle; be patient,
bearing with one another in love.
Make every effort to keep the unity of the
Spirit through the bond of peace

GETTING OR GIVING

Remember ...

★ STARRR Method ★

For when Giving or Getting Feedback

S **Small ego**
Keep your ego in check.

T **Tell the Truth**
Be honest and direct.

A **Assume the best in others**
Give the benefit of the doubt.

R **Respectful & Kind**
Honoring, patient, and caring.

R **Rules of Engagement**
Go over first - Not fired, not in trouble - 
Seek understanding

R **Preserve the Relationship**
Speak in love, like you want to be spoken to.

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Q & A

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