

**Cultivating an Environment Where People Want to Serve**  
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Volunteers and Staff are crucial in the daily ministry and functioning of the local church. Those recruited must be inwardly directed by the Holy Spirit to fulfill tasks and to the highest quality level of their God given ability.

**Ephesians 4:11** And He Himself gave some *to be* apostles, some prophets, some evangelists, and some pastors and teachers, **12** for the equipping of the saints for the work of ministry, for the edifying of the body of Christ, **13** till we all come to the unity of the faith and of the knowledge of the Son of God, to a perfect man, to the measure of the stature of the fullness of Christ; **14** that we should no longer be children, tossed to and fro and carried about with every wind of doctrine, by the trickery of men, in the cunning craftiness of deceitful plotting, **15** but, speaking the truth in love, may grow up in all things into Him who is the head-- Christ-- **16** from whom the whole body, joined and knit together by what every joint supplies, according to the effective working by which every part does its share, causes growth of the body for the edifying of itself in love.

**1 Corinthians 12:11** But one and the same Spirit works all these things, distributing to each one individually as He wills.

Many leaders and congregations believe that motivation is just like administration. Administration requires the ability to understand certain ideas and procedures, including human nature. However, to say that one person can motivate another person is a myth, inspire yes, motivate no!

Motivation is a by-product of an individual's will. Leaders can motivate by their actions and the quality of their lives, their character, and their core values.

A leader can help set the environment by which motivation can happen, but he or she cannot cause or make another person to be motivated. One's behavior is decided from within, therefore motivation is more internal than external, to start with. There is no magic process, for maturation. What can cause one person to respond positively may generate a negative response from someone else.

Trust is a key factor in cultivating an environment where people want to serve. Trust comes when relationships are built over time. Trust is a result of :

1. Acts of respectfulness
2. Acts of kindness
3. Acts of honesty
4. Acts of keeping commitments to others

Stephen R. Covey points out that, "When the trust account is high, communication is easy, instant, and effective. A key to building up the trust account is seeking to truly understand another person."

What hinders the environment of trust, is when there are conflicting, unclear, poorly defined expectations around roles, responsibilities, and goals. Expectation and goals must be clear from the beginning.

**I. Cultivating an environment where people want to serve means choosing the right people.**

1. The leader must choose people who are Christian.
2. The people should be members of that local church.
3. The people should love people.

4. The people should have the **aptitude** or **ability** to do the ministry responsibility.
5. The people should have a track record of dependability and responsibility.
6. The people should be willing to grow and learn.

## II. **Cultivating an environment where **motivated** people want to serve.**

1. Realize that you cannot motivate another person.  
Motivation comes from within. People can be led by the Holy Spirit working through them, but they and they alone are the ones who must respond to the Holy Spirit's guidance.
2. Have **confidence** the volunteer or staff worker can do the job.
3. Permit people to **work** in their own way.
4. Try to emphasize results, not methods.  
A mission type order tells a person what you want done and when you want it, but it does not tell him how to do it. The how is left up to the person.
  - a) Produces an environment of **imagination**.
  - b) Produces an environment of **initiative**.
  - c) Produces an environment of **ingenuity**.
5. Lead people by the mission; do not work people by the rules.  
This keeps everyone focused on the mission to be accomplished.

## III. **Cultivating an environment where people want to be motivated by the **Holy Spirit**.**

Reginald M. McDonough explains, "A leader's role in motivation is to be sensitive to the needs and gifts of persons, to help persons understand their needs and gifts, and to help them live out their Christian calling in satisfying and fulfilling ways."

1. Leaders need to demonstrate **genuine** interest in other people.
2. Leaders must learn to **listen**.
3. Leaders must practice **patience**.
4. Leaders must never take volunteers or staff for granted.
5. Leaders must be concerned about their volunteers and staff.
6. Leaders must treat each person with **dignity**.
7. Leaders must create a team effort **mentality**.
8. Leaders must generate excitement about the mission and ministry.
9. Leaders must be willing to share responsibility, **authority**, and **recognition**.
10. Leaders must get the right people in the right position for success and service.
11. Leaders must keep working toward the **goals**.
12. Leaders must cast a passionate vision to become involved in **mission** and **ministry**.

## IV. **Cultivating an environment where people want to serve requires development of certain qualities and skills.**

1. Commitment to a specific, meaningful task.  
Effective leaders focus attention on the achievement of a goal: the equipping and enabling of the people of God.
2. Concentration on developing meaningful relationships.  
Be capable and willing to share yourself with others.
3. The ability to perceive issues clearly.  
The ability to solve problems. The healthy image of oneself protects us from being easily threatened.

4. The ability to be spontaneous and direct.  
This provides people with a sense of authenticity about the leader.
5. The ability of courage in the face of opposition.  
Because of a sense of security and self-esteem, opposition does not paralyze them.
6. The ability to have self-confidence without pride.  
People need to see our strength of character. They spend little time on defense mechanisms or in second guessing themselves.
7. The ability to have a positive attitude toward life.
8. The ability to maintain a deep spiritual relationship with God.

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