

*Behaviors and attitudes of those who influence development:*

- Get to know the people. Get among the people of the church. One cannot learn about the perceptions, feelings, dreams, convictions, biases of people without eliciting response, observing, and listening.
- Check your presumptions about the church and the people in the church. Assume that people basically want to serve the Lord. Therefore, work with them to remove those things that hinder them from accomplishing their mission.
- Realize that it can take 2-3 years before the ‘real’ life and character of a congregation can be understood.
- Model enthusiasm and love for the Lord and his work.
- Disseminate your philosophy without imposing it upon people. How is vision communicated, really?
- When working with people through change, promise support and resources.
- Demonstrate that you hear their concerns and deal with problems.
- Tell or make space for stories to be told about what is happening in people’s lives.
- Build communication procedures and use them.
- Practice the art of genuine dialogue (“dialogue is more than just talk”).
- Recognize that people often see opinions as facts.
- Recognize that feelings can be the facts in a situation.
- Recognize that people tend to react emotionally to what is heard, they tend to hear only what they want to hear, they tend to jump to assumptions about what is being proposed.

*Useful processes for data gathering:*

- Use a personal interview approach wherever possible and LISTEN.
- Practice discernment of patterns and trends in what you hear and see.
- Walk around and observe, ‘feel’ the organization.
- Gauge the pathologies of the organization—what or who is hurting the development of people.
- Discern how much information people can handle at any point in time.
- Identify the influencers and listen to their stories.
- Engage in work and ministry with persons.
- Discover the traditions and forces that have shaped the church.
- Leading, not empire- or career-building.