

LEADER CONVERSATION GUIDE

# When Your Staff Doesn't Recommend Your Team - Episode 206

## *3 Signs That Your Team Is Stuck*

In this current podcast series, we're shifting our focus from unstuck *churches* to unstuck *teams* and diving into 3 signs that your team might be stuck. Last week, we discussed how the Fundamental Attribution Error can have a negative effect on our team's health and productivity. Today, we're discussing another indicator that your team might be getting off track: your **Net Promoter Score**.

This is one of the most telling questions we ask in the [Unstuck Teams Assessment](#):

*On a scale of 0-10, how likely is it that you would recommend a friend or colleague to work on your church team?*

According to Amy, this is the single most important conversation she has with pastors when engaging the Teams Assessment, so we think you'll find this concept both challenging and helpful as you lead your team toward health.

### *Net Promoter Score*

This Net Promoter question is typically used in business and customer service settings, but it's very telling for teams as well. Here's how it works:

Rating of 0-6 = **Detractor**

Rating of 7-8 = **Passive**

Rating of 9-10 = **Promoter**

Calculation: **% of Promoters - % of Detractors = NPS Score**

Scores can range from -100 to +100: -100 to 0 would be considered **poor**, 0 to 50 is considered **good**, 50 to 70 is considered **excellent**, and anything above 70 is considered **world class**.

So, why does all of this math matter? Because your NPS score provides a great baseline for leaders to understand where your team is really at when it comes to their health and performance. It's typically the most eye-opening and revealing question for senior pastors evaluating their team

assessment results. More than any other question, it provides a wake-up call for the current reality of their teams.

Pastors like you are usually very driven people. You have a passion for why you went into ministry and what you want your church to be. Every pastor wants an excellent grade on the Net Promoter Score question, but we rarely see it. It may sound intimidating, but **the facts are your friends** in your journey toward team health.

## *Next Steps*

1. **Share the results with your team.** Offer real transparency and honesty so that your team can process together and take ownership of the results.
2. **Take some action.** Make a plan to solve the solvable problems and create a way forward for the perpetual problems.
3. **Take the assessment again.** Comparing your results year-over-year will help you see where you're improving and where you're losing ground.

When you choose to complete these difficult but necessary steps, you're demonstrating that you want to lead a team that is both healthy and high-performing. [Take the Unstuck Teams Assessment for free](#) using code [teams2021](#) at checkout.

## *More Resources*

### *Join us for Healthy & High-Performing: An Unstuck Teams Masterclass on August 19, 2021*

A year of remote work, online church, quick pivots, compounding strategy changes, and unfathomable personal stress took a heavy toll on ministry staff teams—and the effects are lingering. In [this 1-Day Masterclass](#), Lance Witt, Tony Morgan, Amy Anderson, and special guests from churches across the U.S., will teach you the principles and the skills you need to get your team back on track. [Join us on August 19.](#)

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