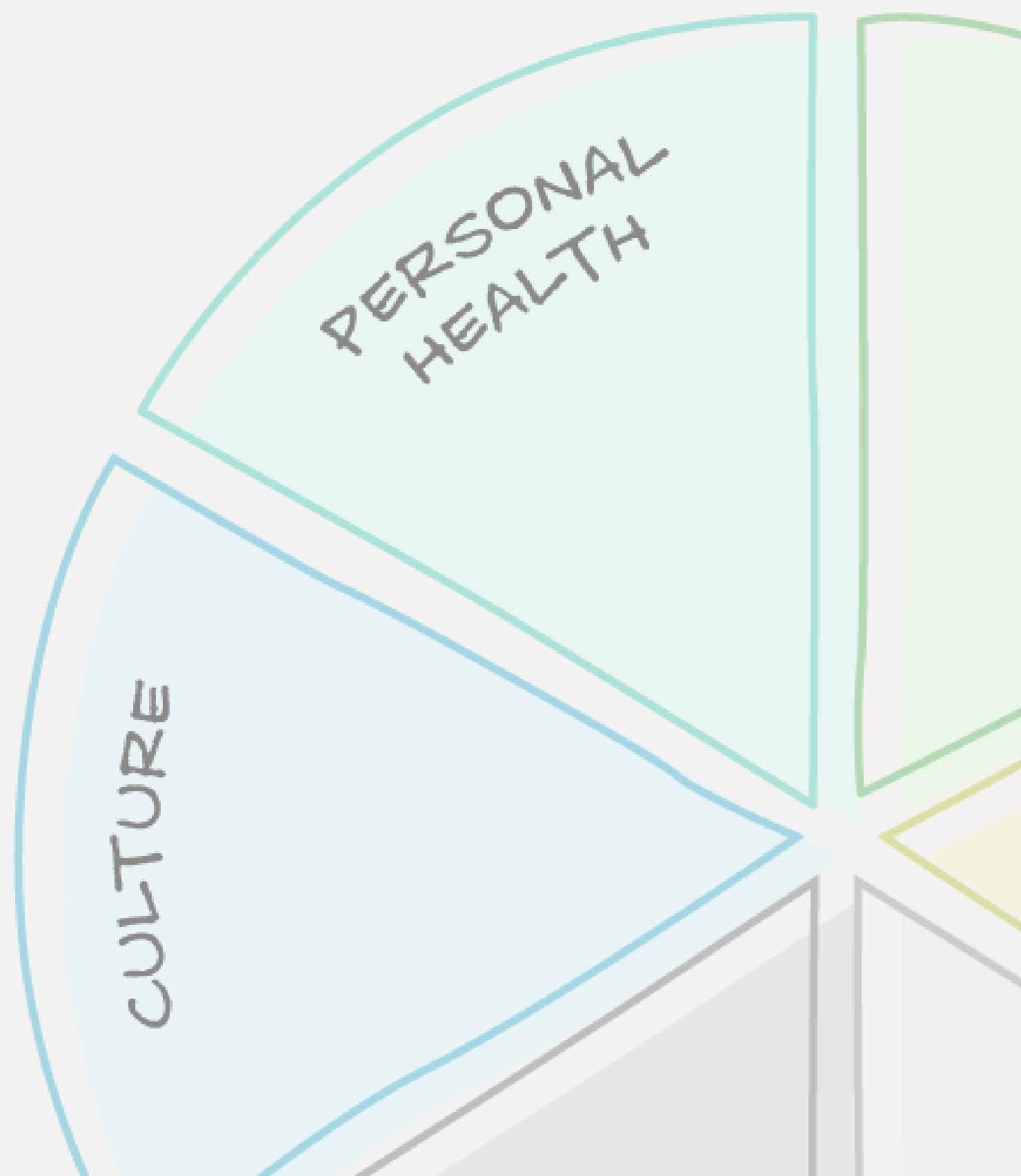


Q 3 2 0 2 1

THE UNSTUCK TEAMS REPORT

A SPECIAL EDITION OF THE UNSTUCK CHURCH REPORT

THE
UNSTUCK
GROUP®



Introduction

AUGUST 2021

This quarter's report will take a different look at how churches are doing in this unique season of ministry. Rather than focusing on the strategies that churches engage, this quarter we are going to highlight the health and performance of the ministry team itself. (Don't worry. We'll get back to the Unstuck Vital Signs next quarter.)

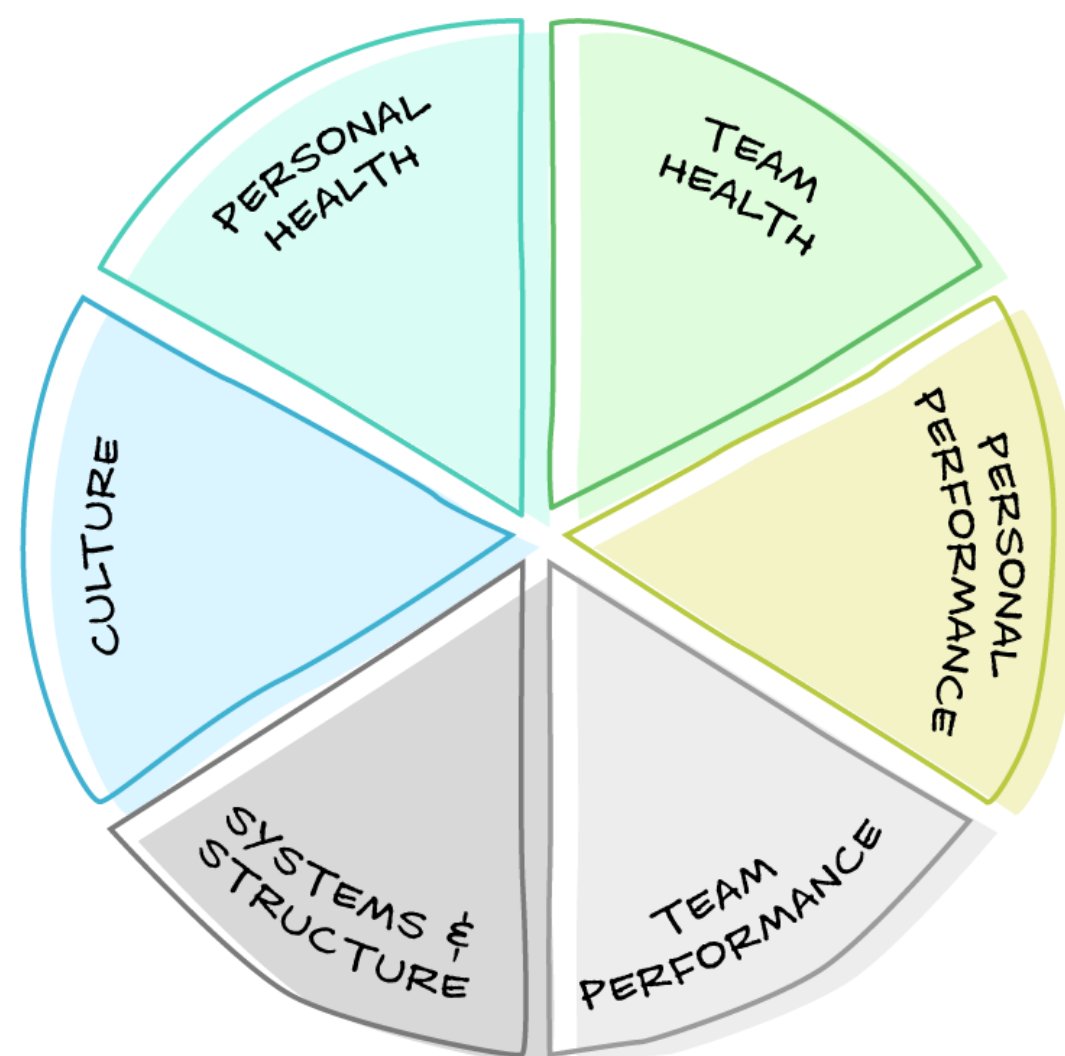
In the short term, we've learned that it's actually possible for the ministry to have a growing Kingdom impact while, at the same time, the team is in an unhealthy place. That won't last long. **The health and performance of the team will eventually determine the long-term health and impact of the church.**

Given what our world has experienced over the last year and a half, we sensed now might be a good time to check in and see how teams are doing. Using our [Unstuck Teams Assessment](#), we surveyed over 1,100 church staff members from churches around the world. (Yes, Canadian and United Kingdom churches are represented here, too.)

The questions in the assessment are grouped into six categories: personal health, team health, personal performance, team performance, systems and structure and organizational culture. We'll present some of the highlights of the data collection around each of those areas.

The Unstuck Teams Assessment is built into our [High Impact Teams](#) consulting process and available through our [Unstuck Learning Hub](#). If you are interested in learning more about how we can help your team see improvement in health and performance, start the conversation at theunstuckgroup.com/start.

Now, let's get to the findings in this quarter's report. In each of these six categories, we asked participants to respond to various statements indicating that they agree or disagree on a scale of 1 to 10. In other words, a "1" indicated that someone strongly disagrees with the statement and a "10" meant that the assessment participant strongly agrees. The assessment included 12 indicators in each category. Here are the high and low scores in each of the six categories.



Personal & Team Health

Personal Health



7.5 - Overall Score for Personal Health

Top Indicator Scores

- 8.3 - I personally demonstrate care for my fellow staff members.
- 8.2 - My team leader/supervisor demonstrates care for me personally.

Lowest Indicator Scores

- 5.5 - I regularly practice Sabbath (a 24 hour period to stop, unplug, and rest).
- 6.7 - I take good care of my body by eating healthy and exercising.

Team Health



7.4 - Overall Score for Team Health

Top Indicator Scores

- 8.6 - Our leaders model integrity and honesty.
- 8.2 - People on the team encourage and affirm one another.

Lowest Indicator Scores

- 6.2 - We have genuine times of prayer and being in God's Word together.
- 6.9 - There is good cooperation across departments.

“

If there was ever a time to begin to practice a Sabbath day, it's now.

Even in “normal” times, we all need a day each week to pause, unplug and rest. Especially in this crazy year of COVID lockdowns, quarantines and then having to pivot ministry in response, we need to embrace this in our rhythm of life.

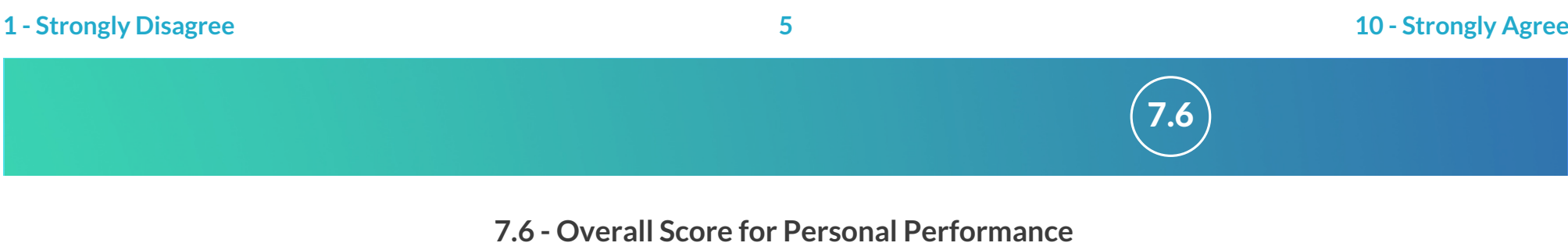
To do otherwise is to invite burnout.

-- Tony Morgan

”

Personal & Team Performance

Personal Performance



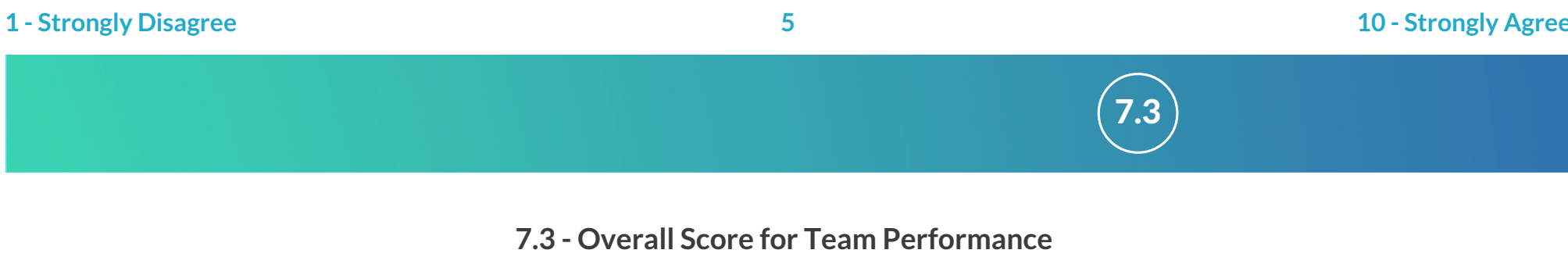
Top Indicator Scores

- 8.4 - My role aligns with my gifting and passion.
- 8.2 - I am constantly learning, growing and striving to get better at my job.

Lowest Indicator Scores

- 6.9 - In the last 60 days, my team leader/supervisor has talked to me about my performance.
- 7.0 - I have an intentional plan for my personal development.

Team Performance



Top Indicator Scores

- 8.2 - People on our team have a strong work ethic.
- 7.6 - We have a collaborative mindset within our team.

Lowest Indicator Scores

- 6.5 - We commit to an idea and see it through before we jump onto the next new idea.
- 7.0 - Our team does a satisfactory job of planning ahead.

“

The Fundamental Attribution Error is at work.

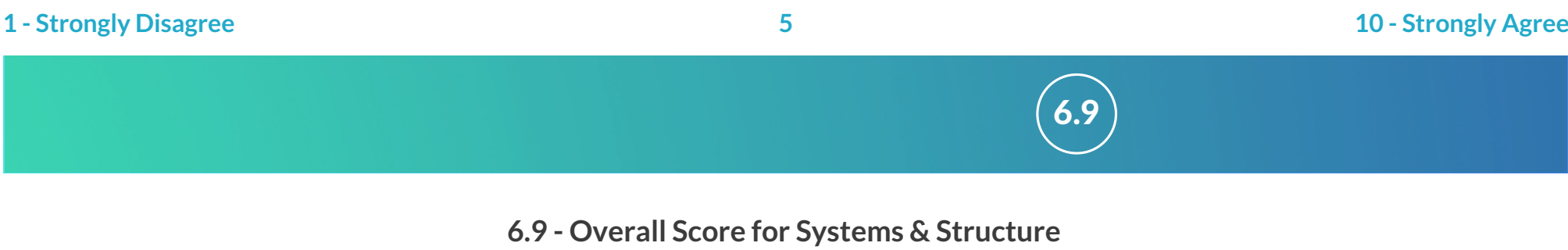
Amy Anderson and I talked about this in [a recent episode](#) of The Unstuck Church Podcast. You'll notice that on average individuals rated their personal health and performance higher than their team's health and performance.

-- Tony Morgan

”

Organizational Systems, Structure & Culture

Organizational Systems & Structure



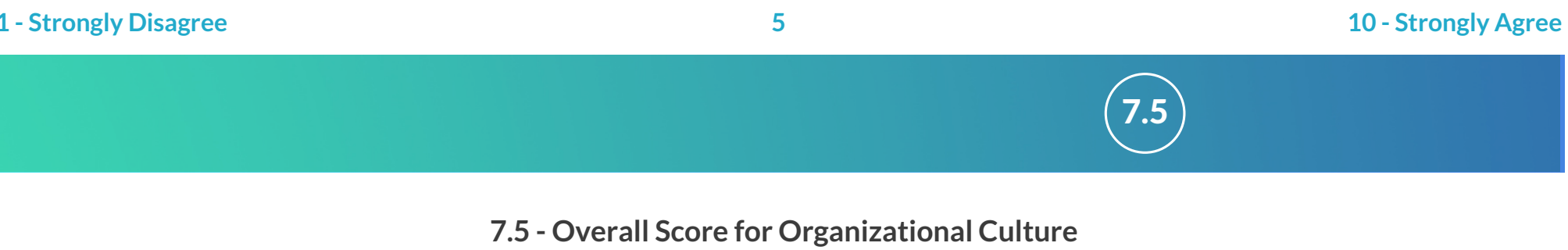
Top Indicator Scores

- 8.6 - Generally, I am able to take my vacation time when I desire.
- 7.6 - We have effective and clear financial processes.

Lowest Indicator Scores

- 5.4 - We have had training on risk issues (like abuse or someone who is suicidal).
- 6.1 - We have a helpful and clear performance evaluation process.
- 6.1 - We utilize an effective project/task management system to keep people focused on priorities.

Organizational Culture



Top Indicator Scores

- 8.1 - Our leaders demonstrate humility.
- 8.0 - Those on our staff are treated with utmost dignity and respect.
- 8.0 - This is a fun and life-giving place to work.

Lowest Indicator Scores

- 7.1 - Our church does a good job of evaluating, debriefing, and making adjustments.
- 7.1 - Leadership seeks and takes into account the input of staff and volunteers.

Team Net Promoter Score

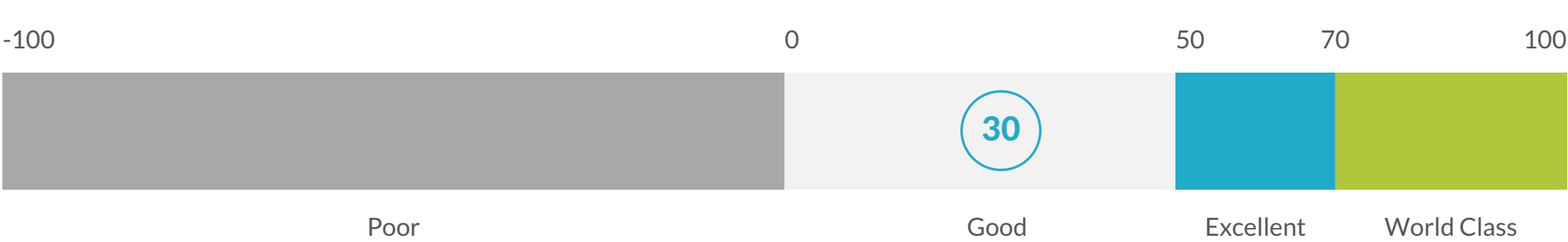
How is the Net Promoter Score calculated?

At the end of the Unstuck Teams Assessment, we ask this question: “On a scale of 0 to 10, how likely are you to recommend a friend or colleague to come work at your church?” Someone who answers 9 or 10 on that scale is considered a “promoter” of your team. A score of 7 or 8 suggests the respondent may or may not recommend your team—they’re labeled “passives” on this scale. A score of between 0 and 6 indicates someone who is a detractor. In other words, they are dissatisfied and would likely not recommend a friend or colleague join your team.

Once you have all the scores, it’s a simple math problem. This is based on a formula that businesses have been using through the years to track the loyalty of their customers. Here, we’re assessing how your staff members perceive your team. To do this, we calculate the percentage of promoters and detractors from everyone who responded. The passives aren’t included in the formula. Then you subtract the score for the detractors from the promoters. The result is a net promoter score ranging from -100 to 100.

As an example, say 65% of your team indicated with either a 9 or 10 they would likely recommend a friend. On the other hand, 10% of the team responded with a 0 to 6 score. Then the final net promoter score would be 55. That would be an excellent team environment.

What’s the average Net Promoter Score for church teams?



The average net promoter score for every team that participated in the assessment was a 30. As you can see in the scale above, that means that church staff members perceive that they are a part of a team with a “good” work environment. In case you’re curious, that average reflects teams that landed in the “excellent” and “world class” categories, but it also reflects teams that scored between -100 and 0 in the “poor” category.

Conclusion

Generally, the scores indicate assessment participants perceive their teams to be relatively healthy and high-performing.

That's reflected in overall score averages for each of the six categories included in the assessment. It's also confirmed by the "good" indication from the net promoter score.

Given what we've experienced in the last year and a half, that speaks well for how church teams are sustaining health in this season.

Of course, not all teams scored well in many of these categories. That's why it might be helpful for you and your team to take [The Unstuck Teams Assessment](#) and analyze your results. The report you receive will help you identify the priority actions needed to improve both the health and performance of your team.

ABOUT THE UNSTUCK GROUP

The Unstuck Group helps pastors grow healthy churches by guiding them through experiences to align vision, strategy, team and action. [The Unstuck Process](#) helps you:

1. **Assess your church's health** and do an honest reality check of where you are today and what needs to change
2. **Make a strategic plan** to move your church towards a clarified vision
3. **Structure your team effectively** to execute on the strategy, aligning every individual's work to the church's priorities
4. **Put the strategic plan into action** with unprecedented follow-through

Over the last 11 years, we've worked alongside and built relationships with the leadership teams at 500+ churches. Through our [church consulting processes](#), we've helped churches grow their ability to clarify vision (*where they believe God's called them to go*) and their strategies (*how they are going to get there*). Our goal is to help you lead a thriving church that continually reaches new people and helps them take next steps towards Christ.

>>> Interested in learning more? [Let's talk](#).

For more information related to this survey and the summary of the learnings, contact our team:

🌐 theunstuckgroup.com

📞 844-486-7882

✉ help@theunstuckgroup.com