



VANDEBLOEMEN

# Your Comprehensive Culture Results

PREPARED FOR  
VILLAGE BIBLE CHURCH



VANDEBLOEMEN

## The results are in!

Thank you for participating in Vanderbloemen's Culture and Staff Engagement Study. Over the course of our work with many different organizational cultures throughout the United States, we have identified the nine key indicators that are foundational to building, growing, and maintaining a vibrant organizational culture. Organizations that continually monitor these nine areas are typically more healthy overall, have lower employee turnover year over year, and are more successful in living out their vision and values.

Prior to releasing our Culture and Staff Engagement Study, Vanderbloemen studied organizations of all shapes and sizes with the intent of isolating the trends that healthy organizations demonstrate in each of these nine key areas. In the following report we have scored your organization's culture against the national averages and compiled the results of your employees' feedback to provide you a view into the engagement level of your team members. We have also identified the strongest and weakest parts of your organizational culture, outlining why these areas are important in driving a healthy culture through your organization and how you can begin to think about addressing some of these potential concerns.

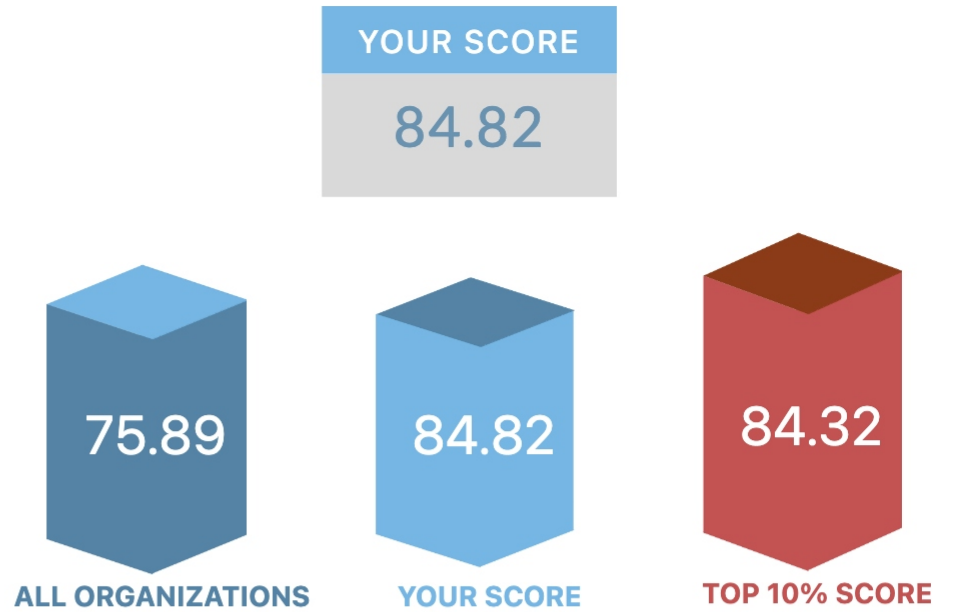
Regardless of what results lie ahead, we applaud you for taking the steps as an organization to understand what your employees value most and how you as the organizational leaders can continue to build a culture that brings your team together toward a big Kingdom vision.



## ORGANIZATION SCORE

You had 21 employees participate in the Culture and Staff Engagement Study this year. We measured feedback from your team in nine different areas that we have identified as critical indicators of organizational cultural health.

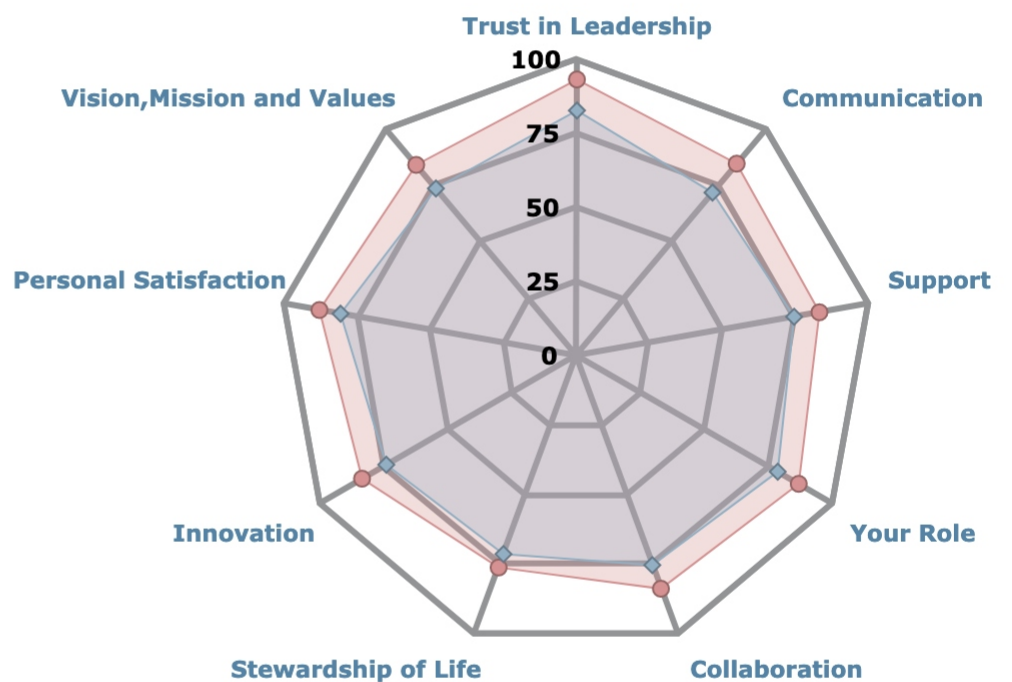
We scored each of the nine key indicators and averaged them to determine your organizational score. Your score is shown in comparison to the average of all organizations as well as in comparison to the organizations that have scored in the highest 10% in the Culture and Staff Engagement Study.



## ORGANIZATIONAL SPIDERWEB

The Organizational Spiderweb is a visual depiction of how **Village Bible Church** compares to other organizations along each of the nine key indicators. Use this depiction as a quick reference of the areas you should celebrate as well as the areas you should improve.

The red web represents **Village Bible Church**, which is overlaid on top of the blue web. The blue web represents the average of all organizations.



## AVERAGE EMPLOYEE NET PROMOTER SCORE

The Employee Net Promoter Score (eNPS) is an industry standard metric that asks, "On a scale of zero to ten, how likely do your employees recommend **Village Bible Church** as a good place to work?" Because engagement is not necessarily congruent with how your employees would speak about your organization to their friends and family, it is important to regularly check the pulse of an organization by scoring this metric on a consistent basis.

YOUR eNPS

90.00

ALL ORGS  
eNPS

25.00

**Promoters: 9 - 10**

These are loyal employees who will enthusiastically recommend employment at **Village Bible Church**.

**Passives: 7 - 8**

These are not necessarily negative employees, but they are also not enthusiastic.

**Detractors: 0 - 6**

These are employees that are not likely to recommend employment at **Village Bible Church**.

Employee Net Promoter Scores can range from -100 to 100. The score is calculated by subtracting the percentage of your **Detractors** from the percentage of your **Promoters**. If your eNPS score is below the study average of all organizations, there are likely several concerning issues within the Key Indicators of your culture that warrant further correction from your leadership team.

## EMPLOYEE ENGAGEMENT



14

ENGAGED  
EMPLOYEES

66.67% OF YOUR PEOPLE

These employees consistently answered positively, which likely means they are bought into the vision, are brand ambassadors, and are unlikely to leave.



7

CONTRIBUTING  
EMPLOYEES

33.33% OF YOUR PEOPLE

These employees may be uncertain about the vision and organizational decisions. They may or may not be looking for opportunities elsewhere.



0

DISENGAGED  
EMPLOYEES

0.00% OF YOUR PEOPLE

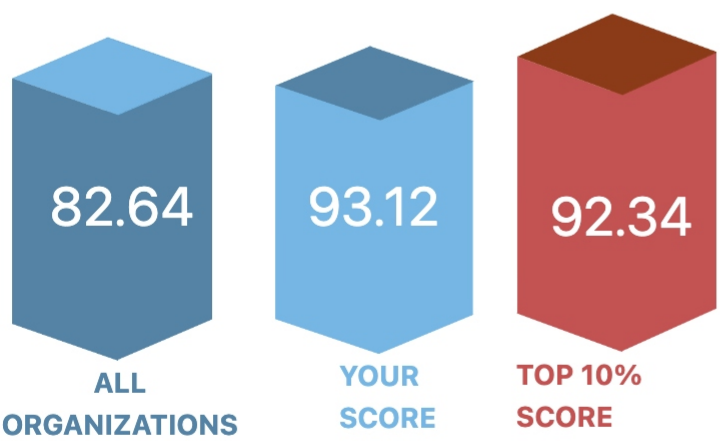
These employees consistently answered negatively, which could mean that they are not bought into vision, do not trust decisions, and may transition soon.



MOST USED WORDS TO  
DESCRIBE YOUR CULTURE



MOST CRITICAL KEY AREA FOR  
THE BEST ORGANIZATIONS



Of the organizations that scored in the top 10% overall, Trust In Leadership was the most critical key indicator. This is how you rank in that indicator.

93.12%  
IN TRUST IN LEADERSHIP

The best organizational cultures understand that true employee buy-in hinges upon trusting both the senior leader and the leadership team of the organization.

## GENDER PROFILE



12

57.14% OF YOUR PEOPLE ARE MALE



8

38.10% OF YOUR PEOPLE ARE FEMALE



1

4.76% OF YOUR PEOPLE NO RESPONSE

SCORE

85.62

eNPS

91



75%



25%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE

SCORE

84.82

eNPS

87



62%



38%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE

SCORE

77.63

eNPS

100



0%



100%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
SUPPORT

## INDICATOR SCORE BY GENDER

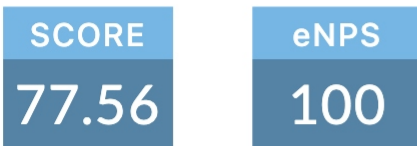
| INDICATOR                  | MALE  | FEMALE | NO RESPONSE |
|----------------------------|-------|--------|-------------|
| TRUST IN LEADERSHIP        | 93.70 | 92.78  | 88.89       |
| COMMUNICATION              | 84.81 | 85.00  | 75.56       |
| SUPPORT                    | 85.00 | 82.78  | 71.11       |
| YOUR ROLE                  | 87.41 | 86.67  | 82.22       |
| COLLABORATION              | 85.00 | 83.06  | 77.78       |
| STEWARDSHIP OF LIFE        | 77.59 | 75.00  | 71.11       |
| INNOVATION                 | 84.26 | 83.61  | 71.11       |
| PERSONAL SATISFACTION      | 89.26 | 86.39  | 84.44       |
| VISION, MISSION AND VALUES | 83.00 | 86.75  | 72.00       |

## AGE PROFILE



1

**4.76% OF YOUR  
PEOPLE ARE 18-24**



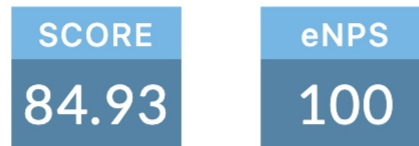
HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



5

**23.81% OF YOUR  
PEOPLE ARE 25-34**



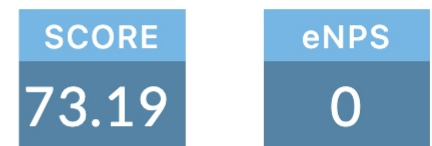
HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



2

**9.52% OF YOUR PEOPLE  
ARE 35-44**



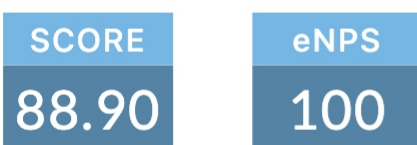
HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
COLLABORATION



10

**47.62% OF YOUR PEOPLE  
ARE 45-54**



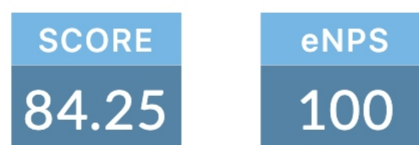
HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



2

**9.52% OF YOUR PEOPLE  
ARE 55-65**



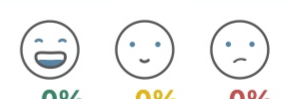
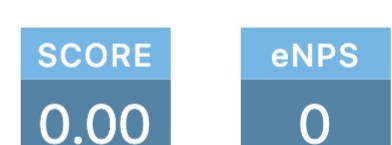
HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



0

**0.00% OF YOUR PEOPLE  
ARE 66 +**



HIGHEST INDICATOR  
NA

LOWEST INDICATOR  
NA





1

4.76% OF YOUR PEOPLE  
NO RESPONSE

SCORE

77.63

eNPS

100



0%



100%



0%

HIGHEST INDICATOR

TRUST IN LEADERSHIP

LOWEST INDICATOR

SUPPORT

## INDICATOR SCORE BY AGE

| INDICATOR                     | 18-24 | 25-34 | 35-44 | 45-54 | 55-65 | 66 + | NO<br>RESPONSE |
|-------------------------------|-------|-------|-------|-------|-------|------|----------------|
| TRUST IN<br>LEADERSHIP        | 86.67 | 95.11 | 77.78 | 96.44 | 92.22 | 0.00 | 88.89          |
| COMMUNICATION                 | 80.00 | 85.33 | 72.22 | 88.00 | 83.33 | 0.00 | 75.56          |
| SUPPORT                       | 75.56 | 84.44 | 76.67 | 87.11 | 80.00 | 0.00 | 71.11          |
| YOUR ROLE                     | 77.78 | 87.56 | 74.44 | 90.89 | 84.44 | 0.00 | 82.22          |
| COLLABORATION                 | 75.56 | 84.89 | 67.78 | 88.89 | 80.00 | 0.00 | 77.78          |
| STEWARDSHIP OF<br>LIFE        | 68.89 | 71.56 | 73.33 | 80.00 | 78.89 | 0.00 | 71.11          |
| INNOVATION                    | 82.22 | 84.44 | 71.11 | 86.67 | 83.33 | 0.00 | 71.11          |
| PERSONAL<br>SATISFACTION      | 75.56 | 85.78 | 72.22 | 93.33 | 90.00 | 0.00 | 84.44          |
| VISION, MISSION<br>AND VALUES | 78.00 | 84.40 | 72.00 | 87.40 | 86.00 | 0.00 | 72.00          |

## TENURE PROFILE



2

9.52% OF YOUR PEOPLE  
ARE LESS 1 YEAR

SCORE  
77.07

eNPS  
100



0%



100%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



2

9.52% OF YOUR PEOPLE  
ARE BETWEEN 1 TO 3 YEARS

SCORE  
90.44

eNPS  
100



100%



0%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



3

14.29% OF YOUR PEOPLE  
ARE BETWEEN 3 TO 5 YEARS

SCORE  
84.55

eNPS  
66



67%



33%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



9

42.86% OF YOUR PEOPLE  
ARE BETWEEN 5 TO 10 YEARS

SCORE  
85.44

eNPS  
88



78%



22%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



4

19.05% OF YOUR PEOPLE  
ARE 10 YEARS OR LONGER

SCORE  
87.10

eNPS  
100



75%



25%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



1

4.76% OF YOUR PEOPLE  
ARE NO RESPONSE

SCORE  
77.63

eNPS  
100



0%



100%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
SUPPORT

## INDICATOR SCORE BY TENURE

| INDICATOR                  | LESS THAN 1 YEAR | BETWEEN 1 TO 3 YEARS | BETWEEN 3 TO 5 YEARS | BETWEEN 5 TO 10 YEARS | 10 YEARS OR LONGER | NO RESPONSE |
|----------------------------|------------------|----------------------|----------------------|-----------------------|--------------------|-------------|
| TRUST IN LEADERSHIP        | 87.78            | 98.89                | 92.59                | 93.33                 | 93.89              | 88.89       |
| COMMUNICATION              | 80.00            | 90.00                | 84.44                | 84.69                 | 85.56              | 75.56       |
| SUPPORT                    | 75.56            | 87.78                | 82.22                | 83.70                 | 88.89              | 71.11       |
| YOUR ROLE                  | 74.44            | 92.22                | 85.19                | 89.14                 | 87.78              | 82.22       |
| COLLABORATION              | 75.56            | 95.56                | 80.74                | 84.69                 | 84.44              | 77.78       |
| STEWARDSHIP OF LIFE        | 67.78            | 76.67                | 80.74                | 74.57                 | 82.22              | 71.11       |
| INNOVATION                 | 78.89            | 92.22                | 82.96                | 83.70                 | 83.89              | 71.11       |
| PERSONAL SATISFACTION      | 75.56            | 88.89                | 85.93                | 90.37                 | 90.56              | 84.44       |
| VISION, MISSION AND VALUES | 77.00            | 94.00                | 84.67                | 83.78                 | 85.00              | 72.00       |

## EMPLOYMENT STATUS PROFILE



10

47.62% OF YOUR PEOPLE  
ARE FULL TIME

SCORE  
85.96

eNPS

90



HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



10

47.62% OF YOUR PEOPLE  
ARE PART-TIME

SCORE  
84.64

eNPS

90



HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



1

4.76% OF YOUR PEOPLE  
NO RESPONSE

SCORE  
77.63

eNPS

100



HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
SUPPORT





0.00% OF YOUR PEOPLE  
ARE OTHER



HIGHEST INDICATOR  
NA

LOWEST INDICATOR  
NA

## INDICATOR SCORE BY EMPLOYMENT STATUS

| INDICATOR                  | FULL TIME | PART-TIME | OTHER | NO RESPONSE |
|----------------------------|-----------|-----------|-------|-------------|
| TRUST IN LEADERSHIP        | 93.33     | 93.33     | 0.00  | 88.89       |
| COMMUNICATION              | 84.22     | 85.56     | 0.00  | 75.56       |
| SUPPORT                    | 85.78     | 82.44     | 0.00  | 71.11       |
| YOUR ROLE                  | 88.44     | 85.78     | 0.00  | 82.22       |
| COLLABORATION              | 84.67     | 83.78     | 0.00  | 77.78       |
| STEWARDSHIP OF LIFE        | 79.11     | 74.00     | 0.00  | 71.11       |
| INNOVATION                 | 83.11     | 84.89     | 0.00  | 71.11       |
| PERSONAL SATISFACTION      | 90.67     | 85.56     | 0.00  | 84.44       |
| VISION, MISSION AND VALUES | 83.20     | 85.80     | 0.00  | 72.00       |

## REMOTE STATUS PROFILE



1

**4.76% OF YOUR PEOPLE  
ARE NEVER**

SCORE

77.56

eNPS

100



0%



100%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



9

**42.86% OF YOUR PEOPLE  
ARE OCCASIONALLY**

SCORE

82.14

eNPS

77



56%



44%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



10

**47.62% OF YOUR PEOPLE  
ARE HYBRID**

SCORE

89.02

eNPS

100



90%



10%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



1

**4.76% OF YOUR PEOPLE  
ARE FULLY REMOTE**

SCORE

76.59

eNPS

100



0%



100%



0%

HIGHEST INDICATOR  
TRUST IN LEADERSHIP

LOWEST INDICATOR  
STEWARDSHIP OF LIFE



0

**0.00% OF YOUR PEOPLE  
ARE NO RESPONSE**

SCORE

0.00

eNPS

0



0%



0%



0%

HIGHEST INDICATOR  
NA

LOWEST INDICATOR  
NA

## INDICATOR SCORE BY REMOTE STATUS

| INDICATOR                     | NEVER | OCCASIONALLY | HYBRID | FULLY<br>REMOTE | NO RESPONSE |
|-------------------------------|-------|--------------|--------|-----------------|-------------|
| TRUST IN<br>LEADERSHIP        | 86.67 | 90.37        | 96.67  | 88.89           | 0.00        |
| COMMUNICATION                 | 80.00 | 80.49        | 88.89  | 80.00           | 0.00        |
| SUPPORT                       | 75.56 | 82.47        | 86.00  | 75.56           | 0.00        |
| YOUR ROLE                     | 77.78 | 83.95        | 92.00  | 71.11           | 0.00        |
| COLLABORATION                 | 75.56 | 79.51        | 89.56  | 75.56           | 0.00        |
| STEWARDSHIP OF<br>LIFE        | 68.89 | 74.57        | 79.56  | 66.67           | 0.00        |
| INNOVATION                    | 82.22 | 80.25        | 87.11  | 75.56           | 0.00        |
| PERSONAL<br>SATISFACTION      | 75.56 | 85.43        | 92.67  | 75.56           | 0.00        |
| VISION, MISSION<br>AND VALUES | 78.00 | 82.00        | 87.00  | 76.00           | 0.00        |



## INDICATOR 1

# TRUST IN LEADERSHIP

93.12

YOUR SCORE

82.64

ALL ORGANIZATIONS  
AVERAGE

### 1. I TRUST THE SENIOR LEADER OF THIS ORGANIZATION.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 96.19      | 85.61    |

### 2. I TRUST THE LEADERSHIP TEAM OF THIS ORGANIZATION.



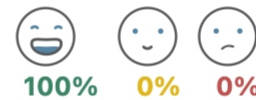
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 96.19      | 80.70    |

### 3. MY LEADERSHIP TEAM MAKES HONEST AND ETHICAL DECISIONS.



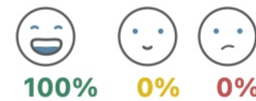
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 96.19      | 87.02    |

### 4. I HAVE NO PROBLEM TRUSTING MY DIRECT SUPERVISOR.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 96.19      | 90.88    |

### 5. MY DIRECT SUPERVISOR TREATS ME WITH RESPECT.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 95.24      | 93.33    |

### 6. THE LEADERS OF THIS ORGANIZATION LISTEN TO INPUT.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 90.48      | 73.33    |

### 7. MY LEADERSHIP TEAM MAKES GOOD HIRING DECISIONS.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 85.71      | 76.49    |

### 8. I CAN RESPECTFULLY DISAGREE WITH MY LEADERS WITHOUT FEAR OF RETRIBUTION.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 88.57      | 75.71    |

### 9. PEOPLE ARE TREATED FAIRLY AT OUR ORGANIZATION.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 93.33      | 80.70    |

INDICATOR 2  
COMMUNICATION

84.44

YOUR SCORE

71.73

ALL ORGANIZATIONS  
AVERAGE

1. IF THERE IS BAD NEWS TO SHARE, OUR ORGANIZATION DOES WELL AT COMMUNICATING CLEARLY TO THE RIGHT PEOPLE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 86.67      | 64.56    |

2. I OFTEN HEAR OUR LEADERS TALK ABOUT OUR MISSION, VISION, AND VALUES.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 80.95      | 80.35    |

3. I KNOW THE GOALS OF OUR ORGANIZATION AND REGULARLY HEAR HOW WE ARE DOING.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 83.81      | 72.28    |

4. THERE IS A CLEAR PATH FOR COMMUNICATING AND RESOLVING PROBLEMS ON OUR STAFF.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 81.90      | 64.56    |

5. IT IS UNCOMMON FOR STAFF MEMBERS TO BE TALKING NEGATIVELY ABOUT OTHERS ON THE TEAM.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 80.00      | 72.63    |

6. WE SEEM TO HAVE THE RIGHT NUMBER OF MEETINGS IN ORDER TO MAKE DECISIONS BUT STILL HAVE TIME TO GET OUR WORK DONE.



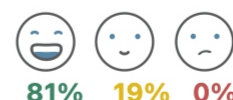
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 80.00      | 65.26    |

7. WE REGULARLY COMMUNICATE OUR SUCCESS AND CELEBRATE THE WINS OF OUR TEAM.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 89.52      | 81.75    |

8. I AM RARELY LEFT "IN THE DARK" ABOUT WHAT IS HAPPENING IN AREAS OTHER THAN MY DEPARTMENT.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 82.86      | 61.05    |

9. MY LEADERS ARE ACCESSIBLE AND APPROACHABLE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 94.29      | 83.16    |

INDICATOR 3  
SUPPORT

83.49

YOUR SCORE

74.80

ALL ORGANIZATIONS  
AVERAGE

1. I AM PROVIDED THE TECHNOLOGY AND EQUIPMENT I NEED TO DO MY JOB WELL.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 87.62      | 82.46    |

2. THERE ARE CONTINUING EDUCATION OPTIONS AVAILABLE TO ME TO BECOME BETTER AT WHAT I DO.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 82.86      | 67.02    |

3. MY WORKSPACE IS APPROPRIATE FOR ME TO ACCOMPLISH MY JOB.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 83.81      | 78.25    |

4. MY ORGANIZATION DOES A ADEQUATE JOB ON BOARDING NEW STAFF MEMBERS.



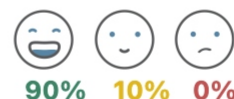
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 76.19      | 74.39    |

5. WHEN I NEED HELP, I FEEL SUPPORTED AND CAN GET THE ANSWERS I NEED.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 89.52      | 81.40    |

6. IF A TOOL IS NEEDED TO DO MY JOB, I AM NOT EXPECTED TO BUY IT WITH MY OWN MONEY.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 91.43      | 87.02    |

7. I RECEIVE HELPFUL FEEDBACK AND EVALUATION SO I KNOW HOW I'M PERFORMING.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 79.05      | 72.86    |

8. OUR ORGANIZATION HIRES AT THE RIGHT TIME WHEN NEEDED TO INCREASE OUR CAPACITY OR LIGHTEN THE LOAD.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 70.48      | 52.63    |

9. OUR ORGANIZATION KEEPS UP WITH TECHNOLOGY UPGRADES AND INNOVATION.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 90.48      | 77.19    |



INDICATOR 4  
YOUR ROLE

86.88

YOUR SCORE

78.67

ALL ORGANIZATIONS  
AVERAGE

1. I LIKE WHAT I DO FOR OUR ORGANIZATION.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 91.43      | 89.12    |

2. I UNDERSTAND WHAT IS EXPECTED OF ME.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 89.52      | 79.65    |

3. MY JOB IS CHALLENGING.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 78.10      | 77.89    |

4. MY ORGANIZATION PROMOTES HIGH PERFORMING EMPLOYEES.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 79.05      | 63.51    |

5. I THINK MY FUNCTION IS SIGNIFICANT AND VALUED.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 90.48      | 80.00    |

6. MY SUPERVISOR UNDERSTANDS MY JOB AND APPRECIATES MY CONTRIBUTION.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 91.43      | 86.32    |

7. MY CONTRIBUTION TO THIS ORGANIZATION IS VALUED AND CELEBRATED.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 89.52      | 78.93    |

8. I FEEL I AM EFFECTIVELY ABLE TO UTILIZE MY SKILLS HERE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 88.57      | 76.49    |

9. I CAN MAKE CHANGES TO THE WAY I DO MY WORK, AND THESE IMPROVEMENTS ARE VALUED BY THE TEAM.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 83.81      | 76.14    |

INDICATOR 5  
COLLABORATION

83.92

YOUR SCORE

75.42

ALL ORGANIZATIONS  
AVERAGE

1. OUR TEAM MEETS TOGETHER CONSISTENTLY.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 89.52      | 83.51    |

2. I AM REGULARLY ASKED TO CONTRIBUTE IDEAS OR OFFER SUGGESTIONS TO MAKE THINGS BETTER.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 87.62      | 71.58    |

3. OUR TEAM WORKS TOGETHER TO SOLVE PROBLEMS.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 87.62      | 81.75    |

4. MY TEAM LEADER HELPS PULL THE BEST IDEAS OUT OF THE TEAM.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 80.95      | 77.89    |

5. WE HAVE AN ENVIRONMENT WHERE I CAN SHARE OPPOSING IDEAS OR OPINIONS IF NEEDED.



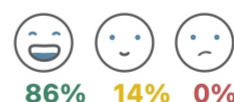
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 86.67      | 72.28    |

6. AT TIMES, I AM INVITED TO WORK ON PROBLEMS OR OFFER SOLUTIONS IN AREAS THAT ARE NOT CONNECTED TO MY ROLE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 71.43      | 68.42    |

7. OUR TEAM OFTEN WORKS TOGETHER ON PROJECTS.



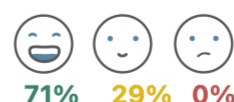
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 84.76      | 77.86    |

8. OUR DEPARTMENTS ARE NOT SILOED, AND TEAMS WORK WELL TOGETHER.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 86.67      | 70.53    |

9. WHEN OUR TEAM COLLABORATES, THE IDEAS FROM THESE MEETINGS ACTUALLY GET IMPLEMENTED.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 80.00      | 75.00    |

INDICATOR 6  
STEWARDSHIP OF LIFE

76.30

YOUR SCORE

71.50

ALL ORGANIZATIONS  
AVERAGE

1. WORK LIFE BALANCE IS MODELED WELL BY OUR TOP LEADERS.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 68.57      | 70.53    |

2. I HAVE AN ADEQUATE AMOUNT OF PAID TIME OFF.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 82.86      | 78.60    |

3. MY ORGANIZATION PROMOTES AND ENCOURAGES PERSONAL AND FAMILY HEALTH.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 92.38      | 76.14    |

4. MY WORKPLACE ALLOWS FLEXIBLE START/END TIMES TO AVOID LONG COMMUTES OR MAKE ALLOWANCE FOR KID SCHEDULES.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 92.38      | 83.86    |

5. THE HEALTH BENEFITS PROVIDED FOR FULL-TIME EMPLOYEES ARE ADEQUATE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 82.86      | 70.18    |

6. WHEN I'M TAKING TIME OFF, I DO NOT HAVE TO CONTINUE WORKING TO KEEP UP WITH MY JOB RESPONSIBILITIES.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 53.33      | 64.29    |

7. MY FAMILY BELIEVES I AM WELL CARED FOR BY MY EMPLOYER.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 89.52      | 72.14    |

8. MY ORGANIZATION HAS A GOOD MATERNITY / PATERNITY POLICY.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 64.76      | 60.70    |

9. WORKING EXCESSIVE HOURS IS NORMAL OR EVEN ENCOURAGED WITHIN OUR CULTURE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 60.00      | 67.02    |



|       |                           |
|-------|---------------------------|
| 83.39 | YOUR SCORE                |
| 73.96 | ALL ORGANIZATIONS AVERAGE |

1. WHEN A BETTER WAY IS DISCOVERED, WE CAN SHIFT GEARS QUICKLY.



2. IDEAS ARE NEVER SHUT DOWN BECAUSE "THAT'S THE WAY WE'VE ALWAYS DONE IT."



3. IT IS ACCEPTABLE FOR EMPLOYEES TO APPROPRIATELY ASK QUESTIONS ABOUT HOW THE ORGANIZATION RUNS.



4. WE CONSISTENTLY FIND BETTER WAYS TO DO THINGS.



5. MY TEAM IS ENERGIZED BY SOLVING NEW PROBLEMS.



6. OUR LEADERSHIP IS OPEN TO NEW IDEAS THAT DON'T NECESSARILY COME FROM THEM.



7. THE BEST IDEA WINS, WHETHER IT COMES FROM THE SENIOR LEADER OR PART-TIME STAFF.



8. WHEN OUR SENIOR LEADER TAKES TIME AWAY, WE LOOK FORWARD TO THEIR RETURN AND THE NEW IDEAS WE WILL HEAR.



9. WHEN FACED WITH SOMETHING WE'VE NEVER DONE BEFORE, WE JUMP IN AND FIGURE IT OUT.





INDICATOR 8  
PERSONAL SATISFACTION

87.94

YOUR SCORE

80.71

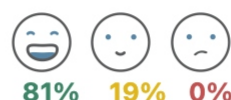
ALL ORGANIZATIONS  
AVERAGE

1. I AM PAID WELL FOR MY WORK.



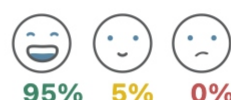
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 79.05      | 65.26    |

2. MY TEAM CELEBRATES BIRTHDAYS OR OTHER SPECIAL PERSONAL OCCASIONS.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 83.81      | 81.75    |

3. I WOULD ABSOLUTELY ENCOURAGE A CLOSE FRIEND TO APPLY FOR A JOB HERE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 94.29      | 80.70    |

4. I FEEL LIKE MY SUPERVISOR ACTUALLY CARES ABOUT ME, NOT JUST WHAT I DO.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 95.24      | 89.12    |

5. I NEVER DREAD GOING TO WORK.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 91.43      | 84.91    |

6. I FEEL A PART OF SOMETHING THAT MATTERS.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 92.38      | 90.00    |

7. MY ORGANIZATION PROVIDES A GOOD BENEFITS PACKAGE FOR FULL-TIME EMPLOYEES.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 83.81      | 72.98    |

8. I ENJOY HANGING OUT WITH MY TEAM AFTER HOURS.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 82.86      | 75.36    |

9. IF SOMEONE ON MY TEAM HAS A PERSONAL CRISIS, WE ALL JUMP IN AND CARE FOR THAT PERSON.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 88.57      | 86.32    |

1. THE VISION AND MISSION OF OUR ORGANIZATION IS EASY TO ARTICULATE.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 84.76      | 78.95    |

2.WE MAKE DECISIONS THAT REFLECT OUR VISION AND MISSION.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 83.81      | 71.93    |

3. OUR VISION AND MISSION MAKE IT EASY FOR US TO DETERMINE IF WE ARE SUCCESSFUL.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 75.24      | 68.77    |

4. I SEE OUR CORE VALUES MODELED BY OUR LEADERSHIP.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 95.24      | 78.95    |

5. THE VISION AND MISSION OF OUR ORGANIZATION ENGAGES AND ENERGIZES ME.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 84.76      | 76.84    |

6. THE VISION AND MISSION IS KNOWN BY ALL THE STAFF.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 82.86      | 74.74    |

7. I CAN SEE THE PURPOSE BEHIND EVERYTHING WE DO.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 77.14      | 66.67    |

8. WE DO NOT HAVE DIFFICULTY IN EXECUTING ON OUR VISION AND MISSION.



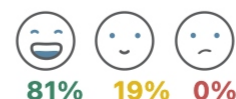
| YOUR SCORE | ALL ORGS |
|------------|----------|
| 77.14      | 69.12    |

9. OUR ORGANIZATION IS TRUE TO ITS VALUES.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 96.19      | 82.46    |

10. OUR VISION AND MISSION IS CURRENT AND RELEVANT.



| YOUR SCORE | ALL ORGS |
|------------|----------|
| 81.90      | 67.02    |

## COMMENTS AND REACTIONS



### TRUST IN LEADERSHIP

#### **MY DIRECT SUPERVISOR TREATS ME WITH RESPECT.**

- Love his leadership! A Christ-like servant leader who is super supportive of me!

#### **MY LEADERSHIP TEAM MAKES GOOD HIRING DECISIONS.**

- They do a thorough job and a careful process in hiring people



### COMMUNICATION

#### **IF THERE IS BAD NEWS TO SHARE, OUR ORGANIZATION DOES WELL AT COMMUNICATING CLEARLY TO THE RIGHT PEOPLE.**

- I have not had much experience with this happening since I have worked at VBC. The few situations that I have witnessed, I would agree that they have been handled well.

#### **I KNOW THE GOALS OF OUR ORGANIZATION AND REGULARLY HEAR HOW WE ARE DOING.**

- Between being on staff and being an elder's wife, I have a more well-rounded understanding of the organization's goals.

#### **THERE IS A CLEAR PATH FOR COMMUNICATING AND RESOLVING PROBLEMS ON OUR STAFF.**

- I have not encountered this issue. I would assume it would start with the biblical mandate of Matt 18. But if you are referring to HR protocol, I am not aware of my organizational procedure.

#### **WE SEEM TO HAVE THE RIGHT NUMBER OF MEETINGS IN ORDER TO MAKE DECISIONS BUT STILL HAVE TIME TO GET OUR WORK DONE.**

- Length of meetings could be decreased.

#### **I AM RARELY LEFT “IN THE DARK” ABOUT WHAT IS HAPPENING IN AREAS OTHER THAN MY DEPARTMENT.**

- Not intentionally. But, since I am out of the office a lot, it is easy to miss out on news updates.

#### **MY LEADERS ARE ACCESSIBLE AND APPROACHABLE.**

- Approachable, but very busy



## SUPPORT

**I AM PROVIDED THE TECHNOLOGY AND EQUIPMENT I NEED TO DO MY JOB WELL.**

- I use a personal laptop, but do have company printers, etc.

**THERE ARE CONTINUING EDUCATION OPTIONS AVAILABLE TO ME TO BECOME BETTER AT WHAT I DO.**

- I was approved to go to a conference that will help me in my role and generate new ideas and network me with others in my field of ministry

**MY WORKSPACE IS APPROPRIATE FOR ME TO ACCOMPLISH MY JOB.**

- I typically work from home, especially as our building is undergoing a renovation.

**MY ORGANIZATION DOES A ADEQUATE JOB ON BOARDING NEW STAFF MEMBERS.**

- I think the onboarding process is something to be examined more closely, or dare I say - onboarding process needs to be created.

**WHEN I NEED HELP, I FEEL SUPPORTED AND CAN GET THE ANSWERS I NEED.**

- People are busy, so sometimes it takes a long time to get an answer, or the question gets lost and forgotten.

**IF A TOOL IS NEEDED TO DO MY JOB, I AM NOT EXPECTED TO BUY IT WITH MY OWN MONEY.**

- I feel stringly supported in this area

**I RECEIVE HELPFUL FEEDBACK AND EVALUATION SO I KNOW HOW I'M PERFORMING.**

- I have not had this formally, but I have received this informally.

**OUR ORGANIZATION HIRES AT THE RIGHT TIME WHEN NEEDED TO INCREASE OUR CAPACITY OR LIGHTEN THE LOAD.**

- I do not know the answer to this question.
- It feels like we reshuffle staff and reconstruct staff roles and positions more than we actually hire to increase capacity or lighten work loads.
- Finances often slow down these decisions.





## YOUR ROLE

### **I LIKE WHAT I DO FOR OUR ORGANIZATION.**

- Love it! Totally in the calling that the Lord has for me!

### **MY JOB IS CHALLENGING.**

- Very challenging (in a good way)
- At times yes, but it is balanced with many easy going responsibilities.
- It's not challenging in a negative way, but a positive challenge, and not overwhelming!

### **MY ORGANIZATION PROMOTES HIGH PERFORMING EMPLOYEES.**

- As opposed to what?

### **MY SUPERVISOR UNDERSTANDS MY JOB AND APPRECIATES MY CONTRIBUTION.**

- He regularly affirms all of us, individually and as a team!



## COLLABORATION

### **I AM REGULARLY ASKED TO CONTRIBUTE IDEAS OR OFFER SUGGESTIONS TO MAKE THINGS BETTER.**

- I really appreciate (Cisco, Tim and Keith's) openness to my participation, feedback, and criticism. They are not only willing to listen, but they are serious in making changes if needed. In general, I believe they demonstrate a godly humility that is modeled for the staff and congregation.

### **WHEN OUR TEAM COLLABORATES, THE IDEAS FROM THESE MEETINGS ACTUALLY GET IMPLEMENTED.**

- This depends on the situation.



## STEWARDSHIP OF LIFE

### **WORK LIFE BALANCE IS MODELED WELL BY OUR TOP LEADERS.**

- Well, I think that our top leadership have unique circumstances surrounding their work/life balance. So I do not think that I can fairly answer this question.
- They are busy, high capacity people!

## **THE HEALTH BENEFITS PROVIDED FOR FULL-TIME EMPLOYEES ARE ADEQUATE.**

- Cannot answer this- doesn't pertain to me
- So thankful for the great health benefits Village provides for my family!

## **WHEN I'M TAKING TIME OFF, I DO NOT HAVE TO CONTINUE WORKING TO KEEP UP WITH MY JOB RESPONSIBILITIES.**

- Mostly because of personal preference, not an expectation
- Sometimes, but it's more the ability to have a flexible schedule that determines how/when I need to do work.

## **MY ORGANIZATION HAS A GOOD MATERNITY / PATERNITY POLICY.**

- LOL, I haven't had to explore this one!
- Not sure what our policy is
- I don't know, this isn't something that would ever effect me
- I haven't needed it so I don't know.
- I honestly don't know...

## **WORKING EXCESSIVE HOURS IS NORMAL OR EVEN ENCOURAGED WITHIN OUR CULTURE.**

- I do not feel this pressure personally.
- Not exactly encouraged, but long hours is often part of ministry work

## **“ INNOVATION**

## **OUR LEADERSHIP IS OPEN TO NEW IDEAS THAT DON'T NECESSARILY COME FROM THEM.**

- Our leadership is only open to a new idea if they did or did not come up with it.

## **THE BEST IDEA WINS, WHETHER IT COMES FROM THE SENIOR LEADER OR PART-TIME STAFF.**

- Everyone is valued at Village

## **WHEN OUR SENIOR LEADER TAKES TIME AWAY, WE LOOK FORWARD TO THEIR RETURN AND THE NEW IDEAS WE WILL HEAR.**

- Im going to miss Jeremy this summer
- I do not have a lot of interaction with our senior leader, Tim Badal since I am at another campus. So his absense is not felt by me personally. Keith, also, a senior leader is missed when he is gone by our campus because he is often the person to go to with our questions/concerns or final decision maker. I would argue that decentralization of that knowledge may be helpful because he has A LOT on his plate between all of our campuses, and his absense

can cause issues and is profoundly missed.

- Our senior leader rarely takes time away



## PERSONAL SATISFACTION

### **I AM PAID WELL FOR MY WORK.**

- However, I have been fundraising for my position, so not sure if it's fair for me to answer this question.
- So thankful for how i and my family are taken care of from both salary and benefits

### **I WOULD ABSOLUTELY ENCOURAGE A CLOSE FRIEND TO APPLY FOR A JOB HERE.**

- Would love all of my close friends to work here or a place like Village

### **MY ORGANIZATION PROVIDES A GOOD BENEFITS PACKAGE FOR FULL-TIME EMPLOYEES.**

- this doesn't pertain to me so I don't know



## VISION, MISSION AND VALUES

### **THE VISION AND MISSION OF OUR ORGANIZATION IS EASY TO ARTICULATE.**

- I think the tag line of our mission is easy to communicate. The definition of those concepts is not always as unified.
- Discover, Develop, Deploy

### **WE MAKE DECISIONS THAT REFLECT OUR VISION AND MISSION.**

- At our campus, that is our goal. Also, from my experience at leadership meetings, such as staff and elder meetings, I do think that our mission is articulated more clearly. However, I think that is our mission. In my opinion, vision is a more unclear concept. I am not sure how you are defining "vision", so it's tough for me to answer this question.

### **OUR VISION AND MISSION MAKE IT EASY FOR US TO DETERMINE IF WE ARE SUCCESSFUL.**

- My answer would depend on what we are defining as "success".
- Spiritual goals in the hearts of people can be difficult to measure
- Love the goals that the guiding elders set each year

### **I SEE OUR CORE VALUES MODELED BY OUR LEADERSHIP.**

- If those core values mean sticking to our doctrinal beliefs - then yes, I believe our leadership love Jesus and to their best ability are living out their leadership based on their faith.

### **THE VISION AND MISSION IS KNOWN BY ALL THE STAFF.**

- I am not "all staff" so I cannot answer this questions. It would be helpful to know that this questionnaire defines as "vision" and "mission". In my experience, vision is something that can change in seasons, and I do not know our

current vision. Is there one for our campus, yes. Does that extend to all of our campus, I cannot say. I can articulate our mission.

### **I CAN SEE THE PURPOSE BEHIND EVERYTHING WE DO.**

- I am not in a position that allows me to understand "everything we do". Not question is really too absolute.
- sometimes things just seem like busy work
- Most everything. Everything is strong. The desire is that there is purpose behind everything. But that just doesn't always happen.

### **WE DO NOT HAVE DIFFICULTY IN EXECUTING ON OUR VISION AND MISSION.**

- I think this is a more complex questions and it's hard to critique it fairly without more discussion. I believe I understand our mission, but do not have clarity on language for our vision.

### **OUR ORGANIZATION IS TRUE TO ITS VALUES.**

- It's values as defined by our doctrinal beliefs - then YES!

### **OUR VISION AND MISSION IS CURRENT AND RELEVANT.**

- I appreciate the the mission of Discover, Develop and Deploy Disciples. (this is our mission, correct?) However, I think it would very helpful to really have more unified language and understanding around these concepts for all leaders and lay people alike.



## **ADDITIONAL COMMENTS**

### **WHAT DO YOU LOVE MOST ABOUT WORKING IN THIS ORGANIZATION?**

- I love the team I work with and the position God has called me to fill!
- The family-like atmosphere and getting to work for the glory of God.
- I love that it feels more like family than work colleagues. It is a positive and joyful work environment.
- The people I work most closely with
- I just like Serving the Lord and Village helps me in many different ways providing the resources that I need.
- I love the way I and my family are cared for. I also love the support and freedom I have to do the ministry God has called me to, and receiving helpful feedback along the way. I love that if there is ever an issue, it is brought up in a Christ-honoring way and solutions are worked through with wisdom, grace and truth!
- Leadership that values me and my role. Working alongside people I can pray for and pray with.
- Working at Village Bible Church has been such a life-changing experience for me. I've been a believer for over 30 years, but there's something genuinely special about this place that I haven't found anywhere else. The way scripture is woven into the fabric of our daily activities here is refreshing. And the people! The love for Jesus that the staff and elders display is simply contagious. You can tell they're not just going through the motions; they genuinely care about each other, the congregation, and, most importantly, their relationship with Christ. You can feel the love in how they treat one another, and it's so uplifting to be a part of that environment. One thing that sets Village Bible Church apart for me is the unwavering focus on Jesus and His Word. It's not about the latest trends or gimmicks but solid biblical teaching and authentic discipleship. I've never been part of an organization that prioritizes the Gospel so beautifully and consistently. Since joining the team, my walk with Jesus has deepened and become more profound. Being in such an inspiring environment, filled with people so passionate about their faith, has motivated me to dive deeper into the Bible and strengthen my relationship with Christ. I'm learning so much about myself, my faith, and God's plan for my life. I am so thankful that I am part of the VBC family!



- The Family of God working together to build God's kingdom.
- Our team cares for each other, celebrates wins, and values each member.
- The people of VBC are great. Lots of creativity, energy, and giftedness. Ultimately, I love the big picture of biblical, spiritual purposes in the lives of people.
- It's a team effort. You're never "alone", even if you are working on a project or ministry by yourself, you always have support and always have encouragement from a team around you.
- The people around me.
- I Love how we are located in different areas, serving different people but come together and work together as one. There is no ego in the way, everyone works together to further the kingdom of God.
- I love being able to serve God with my gifts and to work with the team who cares about one another, is respectful, and works hard to make a difference together.
- Free to present and run with my ideas.
- It's a supportive and respectful work environment
- The flexibility and the care that the leadership has for the staff and families.
- I appreciate the continuous desire to improve and innovate, to take risks, and to step out in faith. A culture providing staff with flexibility to care for family and the home.
- The people and helping people grown in their love and knowledge of Jesus.
- The genuine love and desire they have to grow Christ's kingdom.

## **WHAT ARE SOME SPECIFIC WAYS YOUR LEADERS CAN IMPROVE THE CULTURE OF THE ORGANIZATION?**

- Team retreat might be helpful.
- N/A
- Stop allowing people to not follow their supervisor's directions. The negativity is growing by allowing people to do as they wish even when it goes against the team vision.
- I don't know of any specific ways
- Not sure, maybe listening more sometimes.
- I seriously think that they are already doing an amazing job! I believe that everyone feels loved and valued. There is no negative talk about leadership because they are men of God who strive to honor the Lord and honor those that they lead!
- Communication can always use improvement. Complete. Timely.
- Overall, I've observed that our organization maintains a strong and positive culture. While there can occasionally be some tension between catalysts and CPs, it's likely a natural aspect of their respective leadership roles. Despite this, the atmosphere remains professional and relaxed, fostering an environment conducive to success and collaboration.
- Can't think of anything.
- Hiring the consultant is a great idea.
- As a growing, successful ministry, it is important to invest in learning from the failures of other large Christian organizations, particularly leadership failures. Our struggle is not against flesh and blood and it is too easy for any of us to slip into similar patterns.
- Nothing specific comes to mind.
- I can't think of anything.
- \*Get more info out to our people as to why we do the things we do, when we make changes. Even small ones.
- I think a clear and memorable updated mission and vision may be helpful to clarify things from a church family facing perspective.
- I don't know, I like our culture.
- Leadership does a great job of maintaining a healthy work culture
- The best way would be to engage with other staff members at different campuses for relational building, encouragement, and prayer. Not a big gathering, but more so a time of intentionality.
- A few staff give the appearance that they get away with less than excellence, with doing as little as possible affecting staff and volunteer morale.
- By continuing to develop a unity between vision/mission overall while maintaining uniqueness of each church

campus. Also, finding places where leaders at each campus can be supported by other leaders from other campuses. Giving new employees a better support system as they are new to the culture and growing in their work responsibilities.

- Don't beat around the bush. When someone needs correction, sit them down and tell them where they're falling short.

# WHAT'S NEXT?

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