

Question 11

What is your experience leading/addressing change in the church? When has it gone well? When has it gone poorly and what did you learn?

10:00 – 11:00 am Session

When it has gone well:

- Discussion about two services and acknowledging that it is still an open question;
- Dealing with declining membership
 - We have tried many tactical changes, but results have been disappointing
 - One positive thing has been a better stewardship of resources as revenues have decreased
 - Consistently finding good people to fill staff roles and retain them; well compensated

When has it gone poorly:

- Youth minister funding issue in 2017
 - Not a transparent decision to congregation
 - Same perception of limited transparency when Betty Ann left (some personnel changes in past have been handled poorly)
 - Need more variety in communication paths over the long-term
 - Leadership needs to use personal contact; easier to pick up on “tremors” when interacting in -person
 - If it’s a personnel issue that only Rector/management can handle; better to
 - Transparency promotes trust

Noon – 1:00 pm Session

When it has gone well

- Adapting the service over the summer
- Communication was transparent in this case
- Adapting to shrinking congregation
- Willingness to try new things
- Brave!
- Communication!
- Change is exciting and hard
- Some changes don’t work out
- Some seem random

- Outreach activities are ad hoc
- Change should be aligned with long term goals
- Need more reporting on outreach activities and their impact
 - Announcements
 - Trailblazer

When it has gone poorly:

- Staff changes with no fallback plan
- Sudden changes; gaps
- Not communicated well
- Loss of youth
- Not addressing changes to congregation (teens)
- Attendance is a “delicate flower.” Any disturbance can cause damage
- Semi-transient nature to part of congregation (military, diplomats, etc)