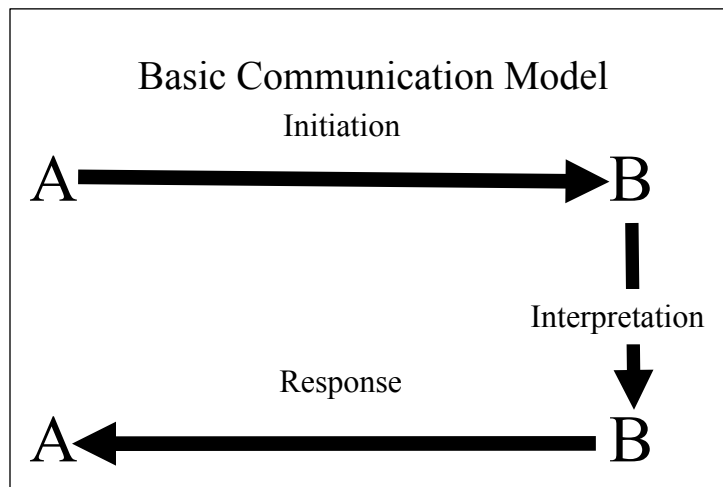


Academy of Servant Leaders Managing Expectations

- I. Introduction: Why did the Jewish leadership murder Jesus?
 - A. He did not meet their expectations of the promised Messiah.
 1. They were expecting a conqueror. He came as a suffering servant.
 2. They were expecting a king who would make Israel the pre-eminent nation in the world; He came to deal with humanity's sin problem.
 3. They were expecting a king who would affirm their power and position; He confronted their injustice, hypocrisy, and perversion of the scriptures – which threatened their position and income.
 4. They murdered Him because He did not meet their expectations.
 - B. Unmet expectations are a major source of conflict in the church. Managing expectations is the responsibility of leadership.
- II. Managing Expectations
 - A. Begins with the heart of a Servant Leader.
 1. The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead.¹
 - a. A servant leader provides oversight (*episkipos*). They are not lords over God's people (1 Peter 5:1-4)
 - b. A servant leader is a shepherd not a CEO.
 - c. Servant Leaders focus on the growth and well-being of their followers as well as the health of the organization.
 - d. Clarification
 - i. Servant Leadership is not limited to the pastor and paid pastoral staff.
 - ii. Volunteer leadership is included. Everyone in any leadership position in the church.
 2. A servant leader understands the difference between leadership and authority.
 - a. Authority: The right and responsibility to bring the resources of an institution to bear on a problem or an opportunity.
 - b. Leadership: a right given to an individual by the followers because they identify with his/her values.
 3. Since servant leaders focus primarily on the growth and well-being of their followers, they will naturally communicate their expectations of them and listen to their expectations.

¹ <https://www.greenleaf.org/what-is-servant-leadership/> accessed 1/10/2024 12:12 PM.

B. Managing expectations is about communication.



1. Communication takes place when A initiates a conversation with B and B responds. However, B interprets what A communicated in formulating his response.
2. Response is based upon interpretation of the sender's message.
3. A major component of interpretation is based upon expectations.
 - a. Factually and morally right or wrong?
 - b. Appropriate or inappropriate?
 - c. Keep or violate the relationship covenant?

C. Causes of Unmet Expectations: Failure to clarify and communicate expectations.

1. Assuming all parties know and understand expectations.
 - a. Because we live in community, we just assume that everyone knows what is expected.
2. Unspoken expectations
 - a. In season 3 of The Chosen, Peter comes home from a preaching tour. His wife, Eden, is cold and clearly angry with him, and he can't figure out why. It isn't until the end of the season she finally reveals that she lost a child and can't bear children anymore.
3. Unrealistic expectations
4. Failure to know and follow social norms.

III. Conclusion

- A. Managing expectations is one task of a servant leader.
- B. Because servant leaders are concerned about what is best for all the members of the team, they communicate their expectations to them.
- C. As a shepherd they solicit and listen to their flock's expectations.

IV. Communication tools

- A. I'm going to hand the discussion over to Mark who is going to share some communication tools.