



Academy of Servant Leaders

Module 3: Healthy
Decision-Making Structures

Session 2: Managing Expectations

Presenter: Dr. John Miller

Why did the Jewish leadership murder Jesus?



Introduction

- They were expecting a conqueror
- He came as a suffering servant

Introduction

- They were expecting a king to make Israel the pre-eminent nation in the world
- He came to deal with humanity's sin problem

Introduction

- They were expecting a king who would affirm their power and position
- He confronted their injustice, hypocrisy, and perversion of the scripture

Introduction

- They murdered Him because He did not meet their expectations.

Introduction

- Unmet expectations are a major source of conflict in the church.
- Managing expectations is the responsibility of leadership.

Managing Expectations

- Begins with the heart of a servant leader:

Managing Expectations

The servant leader is a servant first. . . It begins with the natural feeling that one wants to serve, to serve first. Then a conscious choice brings one to aspire to lead

Managing Expectations

- A servant leader provides oversight (*episkipos*). They are not lords over God's people (1 Pet. 5:1-4)
- A servant leader is a shepherd not a CEO

Managing Expectations

- Servant Leaders focus on the growth and well-being of their followers as well as the health of the organization

Managing Expectations

Clarification

- Servant Leadership is not limited to the pastor and paid pastoral staff
- Volunteer leadership is included

Managing Expectations

- A servant leader understands the difference between leadership and authority

Managing Expectations

- **Authority:** the right and the responsibility to bring the resources of an institution to bear on a problem or an opportunity.

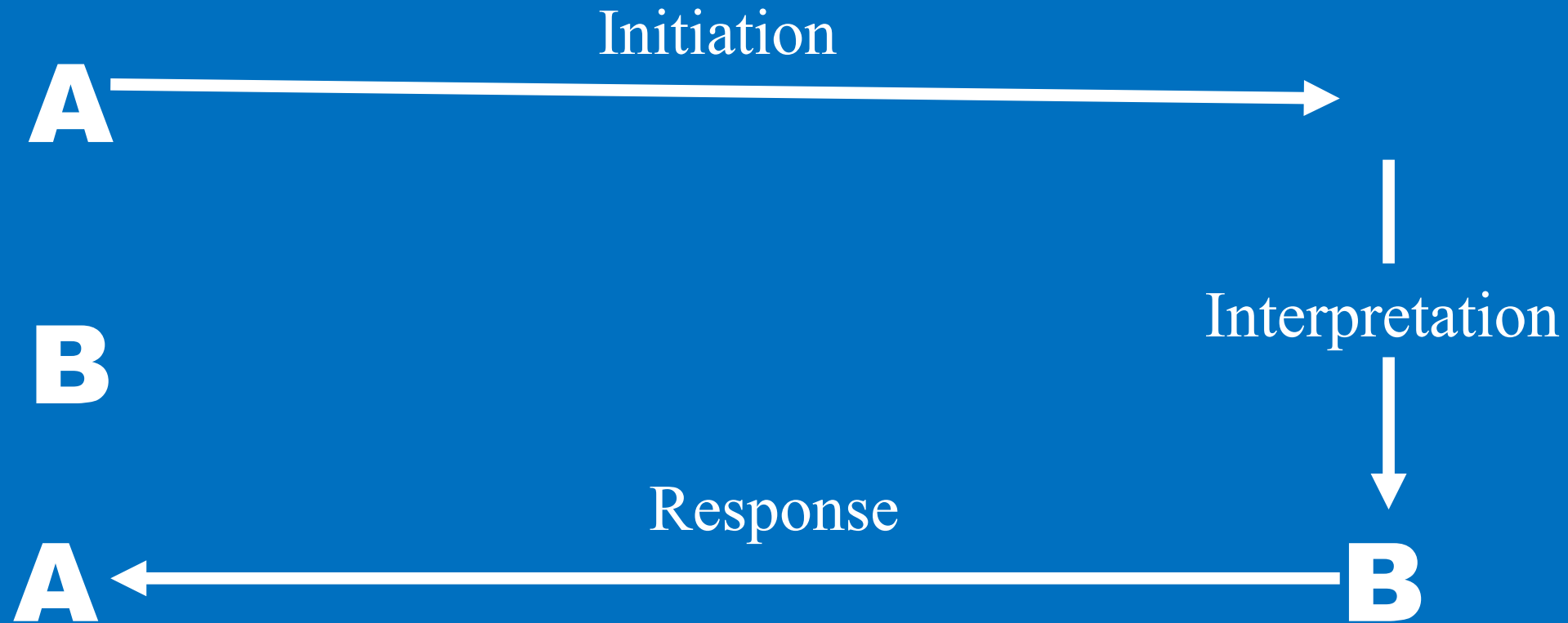
Managing Expectations

- Leadership: a right given to an individual by the followers because they identify with his/her values.

Managing Expectations

- 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

Managing Expectations is About Communication



Managing Expectations is About Communication

- Response is based upon interpretation of the sender's message
- A major component of interpretation is expectations

Managing Expectations is About Communication

- Factually and morally right or wrong?
- Appropriate or inappropriate?
- Keep or violate the relationship covenant?

Causes of Unmet Expectations:

Failure to Clarify & Communicate Expectations

- Assuming everyone knows the expectations
- Unspoken expectations
- Unrealistic expectations
- Failure to know and follow social norms

Conclusion

Managing expectations is one task of a servant leader.

Conclusion

Because servant leaders are concerned about what is best for all members of the team, they communicate their expectations to them.

Conclusion

As a shepherd they solicit and listen to their flock's expectations.

Session 3:

Communication Tools

Presenter: Rev. Mark Richardson