

# **Cultural Commitments of the Frontline Staff Team**

Or...Guiding Principles of the Frontline Staff Team

## **1. Run Towards the Tension**

We believe trust is built by addressing tension directly. Rather than letting conflict linger, we actively engage it, knowing that unresolved tension erodes relationships. Because of the Gospel, we are free to address hard things with grace, ensuring a culture of clarity and unity.

## **2. Faithful Presence Over Productivity**

We value being faithfully present with one another and with those we serve over simply checking off tasks. Relationships and spiritual formation matter more than efficiency. We prioritize depth over speed and faithfulness over results.

## **3. Work Diligently, Steward Faithfully**

While we value faithful presence, we also recognize that we are called to steward the gifts, time, and opportunities Jesus has entrusted to us with faithfulness. We work hard, knowing that our efforts are an act of worship and service to God. Faithful stewardship means we balance being present with others while also giving our best to the work set before us. Laziness has no place in our ministry, as we seek to honor God by using our gifts fully, managing our responsibilities well, and pursuing both relational depth and fruitful productivity.

## **4. Talk to Each Other, Not About Each Other**

We foster a culture of direct communication. When issues arise, we speak with the person involved, not with others. This practice guards unity and ensures that misunderstandings are handled maturely and biblically.

## **5. No “meetings after the meeting”**

We believe in addressing concerns during team discussions, not in side conversations afterward. This prevents misunderstandings and gossip. If something feels unresolved, we commit to revisiting the issue with the group rather than taking it elsewhere.

## **6. Assume the Best**

Love leads us to assume the best of one another, especially in moments of tension. We approach each other with curiosity, not accusation. If there's a misstep, we believe in seeking understanding before assigning motives and making judgments.

## **7. Relational Framework for Team and Ministry**

Relationships are at the core of our team and ministry. We are committed to being both friends and coworkers, recognizing that trust and relational depth strengthen our ministry fruitfulness and the health of the church.

## **8. Uncommunicated Expectations are Almost Always Unmet**

We understand that unmet expectations are often the result of unspoken ones. We commit to communicating our expectations clearly and asking, “Is this fair and realistic?” before holding someone accountable.

## **9. Someone is Always Being Developed**

Our commitment to equipping others means we prioritize development over perfection. We're okay with things not always being at their peak performance if it means we're investing in someone's growth. Excellence remains a goal, but development takes precedence.

## **10. Appropriate Vulnerability Breeds Trust**

We believe that appropriate vulnerability creates deeper trust within the team. By sharing our struggles and stories, we foster a culture where it's safe to be authentic and known, which enhances both personal and team growth.

## **11. Encourage Each Other and Celebrate Wins, Big and Small**

We actively encourage each other, recognizing that specific encouragement strengthens and builds up the team. We celebrate all wins—big or small—because every step forward matters. By acknowledging growth and success, we cultivate a culture of gratitude, motivation, and joy in seeing God at work through us.

## **12. Commitment to Generational Faithfulness**

We are a part of something bigger than ourselves that will, by the grace of Jesus, outlive all of us. We are committed to building a foundation of faith that will outlive us, ensuring the next generation is equipped to carry the mission forward. This requires a “flock-first” mentality, where we prioritize the long-term spiritual health of our people over short-term gains or personal preferences. We invest in deep formation by discipling, equipping, and empowering others, understanding that our work today lays the groundwork for a faithful legacy tomorrow.