

# How to Support and Develop Tribe Leaders

## What Does a Tribe Community Leader Do?

Let's begin with an overview of the three aspects of your role.

### Onboard Leaders

As a Tribe Community Leader, you personally lead an onboarding conversation with new Tribe leaders. During this conversation, you ensure the person is ready to lead, build a personal relationship, and help them decide upon next steps.

### Support Leaders

Each Tribe leader you onboard will remain under your support. You will periodically be prompted to check-in and audit the accuracy of group information. At least once every six months, you'll ask them a couple of key questions. These questions will equip you and the campus staff to then respond to the leaders' needs.

### Develop Leaders

TVC will cover your cost to personally use all five tools within your first year as a Tribe Community Leader. We'll explain each tool today, including how it will help you. As you begin to benefit from these tools, you'll introduce them to your Tribe leaders.

- Personality Type
- Spiritual Gifts Test
- BibleX
- YouVersion
- StrengthsFinder 2.0

## The 1-2-3 Plan of Supporting

You're in this role for a reason. You have so much to offer the Tribe leaders under your care. Your wisdom, prayer, leadership, and encouragement is what will keep many leaders going and what will help others thrive. While much of this may come natural to you, the 1-2-3 Plan is the key to confidently supporting your Tribe leaders. Here's how it works.

## **The 1: Connect once a month for a touch point when the life group is new**

Every month works because it's not so frequent that there's nothing new, yet it's often enough that you maintain consistency in your relationship. The touch point can be a text, an email, a call or a Facebook message (whatever works best). The goal of the touch point is to see how the Tribe leader is doing, let the leader know you are there if they need anything and encourage the leader. See some examples of things you could ask in this touch point:

- How can I pray for you and your group?
- How are you seeing God moving in your life or Tribe?
- What do you like most about your Tribe?
- How can I best support you this month?

Once the Tribe has been going for 3 months, check-in and ask the leader how often they would like you to connect with them. Let the Tribe leader be your guide for how often you are checking in. We want to support, but we also want to trust the leader and let them do their job. Let the Tribe leader know you will be checking in at a minimum quarterly to audit the Tribe for updated information and see how they are doing. For Tribes running for a short period of time please check in while the group is running.

## **The 2: Talk one-on-one with 2 questions every 6 months.**

Step one is a one-on-one conversation at least one time every six months. A one-on-one conversation helps you make a personal connection with each leader you support. Some of your leaders will want to get coffee or lunch, and others will prefer a brief conversation after a service at church. Some may at times want or need a phone conversation instead. Any of those options are fine. However, try to have these conversations in person if possible, and avoid email or messaging. You'll understand why as we move forward. As you start the conversation, make a personal connection. Catch up on family news, work, the kids, sports, hobbies, or whatever you've found that you have in common. Then, jump into your two questions. Let me explain the two questions, and then I'll show you why they'll make you a hero to Tribe leaders. Simplicity is important, resist the urge to complicate this process.

### **Question 1**

Your first question is always the same: “How are you feeling about your Tribe?” The words you and feel are key. Here’s why.

- You - The question seeks to discover how your leader feels. Not you. Not me. Not TVC. We challenge leaders to lead according to their vision, so the goal here is to uncover how well their experience matches their expectations.
- Feel - Our emotions play such a powerful role in determining our decisions. Tapping into your leader’s feelings is the best way to understand how things are going. Before we move on to question two, notice something. The focus is on the leader. This is what supporting your leaders looks like. If you’re worried (or excited) about being a full-sized Yoda, dispensing unlimited wisdom, we’ve got to work against that notion. If you follow the 1-2-3 Plan, your leaders will tell you what they need, and we’ll make sure you know how to help them find it.

**\*Your only must-have skills in these conversations are: listening and asking.**

### **Question 2**

The second question will depend on your leader’s response to the first question. You’ll pick which one of these three statements best describes their feelings, and use the follow-up question that goes with it.

- “It’s going well.” This person feels pretty good overall about how their Tribe is going. It’s not perfect, but they’re happy with it.
  - Your follow up question: “Is there anything I can do for you?” Now you’ve struck gold. The leader just told you what they need. If you help them with it, you’re hitting a home run. We’ll get to that.
- “It’s okay, but it could be better.” You can tell this leader wishes things were better. They may be positive, but over time they’ll lose motivation.
  - Your follow up question: “What one thing would bring the most improvement?” In a single moment, your leader has told you what’s causing them the most pain and what could help alleviate it. Imagine the impact of simply hearing them and then helping them.
- “It’s not going very well.” They’re frustrated and might be close to giving up. Don’t worry. This is a powerful discovery. Knowing this empowers you to lead well.
  - Your follow up question: “What’s your greatest challenge?” This question achieves two goals. First, the leader has to really discover what they’re up against. And second, you now hold the key to helping them remove the roadblock that’s causing the most pain.

**The 3: Repeat both steps continuously.**

## Why the 1-2-3 Plan Works

The 1-2-3 Plan puts your leader first and makes you their champion.

- It demonstrates care. People don't care how much you know until they know how much you care. Focusing on their feelings and needs reinforces how much we love and believe in our Tribe leaders.
- It uncovers a clear path. You asked the right questions to help your leader uncover their way forward. As a result, you gain your own obvious objective: to respond to their answer to the second question. Not more. Not less.
- It relieves pressure. There are no more "secrets to success," just a plan for success. Only help leaders uncover solutions to the problems they state. That's it. We're about to talk about how.

# The Plan to Develop Tribe Leaders

The 1-2-3 Plan is how you support your Tribe leaders. These five development tools are for any leaders' personal development. They'll make you a better leader, too. Great leadership begins with awareness of how God created us to uniquely lead others. I'll explain each tool, but first I want to pass on a few development principles we follow.

- Training and development are different. Training is about gaining skills—skills like leading a Tribe, onboarding a leader, and leading a conversation. Development is about increasing self-awareness and taking next steps.
- Leaders own their own growth. Don't force your leaders to use these tools. They have to want to use them and believe they matter. Simply share how these tools have impacted you (because they will).
- Tools work best in relationship. If your Tribe leader uses a tool, reach out to celebrate and discuss their results. Let them talk a lot, ask if they have any questions about their results.
- Development is caught not taught. By using these tools and talking about your results, your leaders will get interested. We're covering the cost for you because we believe in you and the power of self-awareness.

## The Tools

- Personality Type - This free online Personality Type Assessment is a great tool to help you gain more self-awareness into your personality and characteristics.
- Spiritual Gifts Test - Identify your unique God-given spiritual gifts.
- BibleX - BibleX helps people become more familiar with the Bible.
- YouVersion - Bring the beauty and truth of the Bible into everyday life. With the YouVersion Bible App, read, and share verses and Bible studies.
- StrengthsFinder 2.0 - StrengthsFinder 2.0 is an online assessment that helps you identify what your top five strengths are among those most recognized in today's culture. (small fee required, but WELL worth it. We cover the fee for you)

**\*Find these Development Tools at [www.tvclifegroup.com/personaldevelopment](http://www.tvclifegroup.com/personaldevelopment)**

## Frequently Asked Questions

- Can I tell my Tribe leader the two questions ahead of time?
  - Yes. Many leaders will prefer that. Before you meet, say something like, “I’ll be most interested in how you’re feeling about your group, and what I can do to help. Be thinking about that, and we’ll catch up when we meet.”
- What if I can’t get a leader to meet with me?
  - When you onboard your leaders, tell them you want to connect at least every six months. If a leader isn’t responsive, let your Campus Leader or Campus Pastor know, and decide together what to do.
- How can I find resources to help my Tribe leader?
  - Rely on your experience to help your leaders. You may be surprised how many relevant resources and relationships from which you’ve benefitted. Also, always remind leaders of [www.tvctribe.com](http://www.tvctribe.com) where they can find tips and resources.
- How will I help my leader face personal issues?
  - Usually, your leader will need your care, love and concern more than anything else. You’ll have many meaningful opportunities to strengthen and encourage your Tribe leaders. Remember, be present and listen.
- When should I involve my Campus Leader or Campus Pastor?
  - Call anytime you need or want help. We are here for your questions or to discuss how to support a leader through a situation. Whenever a leader is ready to give up, that’s always a good time to reach out.
- How many groups will I support?
  - That depends on the margin in your life. It should be at least five, but if you’re able, it could be up to 20. It also depends on your leaders. Some leaders will require more of your time. We’ll talk through this individually to see what is best for you.
- What’s the best way to keep in touch with leaders?
  - One of the best ways to show you care is to ask your leader how you can be praying for them. Then, follow through and pray for your leaders throughout each week. Maybe a different leader each day. Also, don’t forget your leader touch point, drop them a call, text, or email to check in.