

SESSION 2

GODLY LEADERSHIP: PEOPLE BEFORE NUMBERS

Main Question:
How should a Christian lead people?

Your business is not just made up of products, buildings, computers, inventory, and financial statements.

Your business is made up of people.

Customers are people.

Employees are people.

Vendors are people.

Business partners are people.

And every person has value because they were created in God's image.

"So God created mankind in his own image." - Genesis 1:27

1. LEADERSHIP IS SERVING

Jesus completely changed the definition of leadership.

"Whoever wants to become great among you must be your servant." - Matthew 20:26

Christian leadership is not:

"How many people work for me?"

It is:

"How many people am I helping become better?"

Your position gives you authority.

Your character gives you influence.

2. LEAD WITH HUMILITY

Pride can destroy leadership.

"Pride goes before destruction, a haughty spirit before a fall." - Proverbs 16:18

Christian leaders should be willing to say:

"I don't know." "I was wrong." "I'm sorry."

"What do you think?" "How can I help you?"

Humility does not make a leader weak. It makes leadership trustworthy.

"Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves." - Philippians 2:3

3. HIRING PEOPLE

Hiring is one of the most important decisions a business owner makes. Do not hire only because someone can perform a task.

Look for:

Character

"Whoever walks in integrity walks securely." - Proverbs 10:9

Competence

"Do you see someone skilled in their work?" - Proverbs 22:29

Faithfulness

"Whoever can be trusted with very little can also be trusted with much." - Luke 16:10

Teachability

A person who is willing to learn can become incredibly valuable to an organization.

Cultural Alignment

Ask: "Does this person's character support the values we want our company to represent?"

4. DON'T SHOW FAVORITISM

Christian businesses must treat people fairly.

"But if you show favoritism, you sin and are convicted by the law as lawbreakers." - James 2:9

That means decisions regarding hiring, promotion, compensation, discipline, and opportunity should be handled fairly and professionally.

In the workplace, biblical principles of fairness should be applied consistently while also following applicable employment laws and regulations.

5. PAY PEOPLE FAIRLY

The Bible speaks strongly about treating workers fairly.

"The worker deserves his wages." - Luke 10:7

And:

"The wages you failed to pay the workers who mowed your fields are crying out against you." - James 5:4

A Christian business owner should never intentionally exploit employees.

Ask:

Are we compensating people fairly?

Are we honoring our commitments?

Are we creating a healthy workplace?

6. DEVELOP YOUR EMPLOYEES

Your responsibility is not simply to hire people. You should help them grow.

Paul told Timothy:

"What you have heard from me... entrust to reliable people who will also be qualified to teach others." - 2 Timothy 2:2

This gives us a powerful leadership model:

Learn -> Practice -> Develop -> Multiply

A strong Christian business develops people.

Train employees in:

- Technical skills
- Customer service
- Communication
- Leadership
- Problem solving
- Accountability
- Teamwork
- Professionalism
- Ethics

Business Question:

If your employees stay with you for five years, will they be better because they worked for you?

7. CORRECTION SHOULD RESTORE, NOT HUMILIATE

Every organization needs accountability. But correction should be handled with wisdom.

"Wounds from a friend can be trusted." - Proverbs 27:6

And:

"A gentle answer turns away wrath." - Proverbs 15:1

Don't embarrass employees publicly.

Don't correct people out of anger.

Don't use your authority to intimidate.

Correct clearly.

Coach consistently.

Document appropriately.

Give people opportunities to improve.

8. CUSTOMER SERVICE IS MINISTRY

Jesus said:

"Do to others as you would have them do to you." - Luke 6:31

That principle applies directly to customer service. Treat customers the way you would want to be treated.

Christian customer service means:

- Listen

- Be respectful
- Be honest
- Communicate clearly
- Solve problems
- Take responsibility
- Don't overpromise
- Follow through
- Treat difficult customers with dignity

You may not always be able to give a customer what they want. But you can always treat them with respect.

SESSION 2 DISCUSSION

- 1 What type of leader are you today?
- 2 What do your employees need most from you?
- 3 Are you developing future leaders?
- 4 How do you handle difficult employees?
- 5 What does excellent customer service look like in your company?
- 6 Would your employees describe you as a servant leader?

SESSION 2 ACTION STEP

Choose **one employee** and intentionally invest in their development this week.

Ask them:

"What is one thing I can help you improve?"