



## Filling the Gaps with NCD

“We’re stuck!” The frantic call came in from Pastor Dave, desperate for help. “Our church got all excited about NCD, we took the survey, but when we got our results back everything tanked. Our minimum factor was loving relationships and because we’re not so good at it, we didn’t know where to go next. Some people just wanted to have a potluck and hope people were nice to each other, but most of us knew that wasn’t going to make a long-term impact on our church health.”

First I asked Pastor Dave if he had a coach to walk with his Church Health Team. “Well, we heard there were people trained as coaches but didn’t know where to find a coach.” I next asked if he was a member of CoachNet. “CoachNet? ... mmmm ... no.” Pastor Dave had heard about CoachNet, but just figured that was an added expense they could cut. “After all, this isn’t rocket science!”

By this time, I wasn’t surprised that Pastor Dave and his team were stuck. He had passed over two vital resources that were available to him.

After offering to coach him and his team, I asked Pastor Dave to begin a membership on CoachNet. When he logged in I directed him to the NCD Network under “My Networks.” As he started looking at all the resources available to him and his team, he was speechless. “I can’t believe all of this was right under my nose! But where do I start?”

First I directed him to a one-page document that contained a list of carefully crafted evaluation questions specifically about loving relationships. He quickly recognized the value of asking the right questions and could see how using these questions as a guide could move his team beyond the quick-fix potluck. We talked more about various strategic ways to use these questions and checked out some additional resources that could help him form focus groups.

I told him there was also an expanded resource on loving relationships that he could purchase for \$10 in the CoachNet store. As an NCD coach I had access to that document, so I let him see the *Minimum Factor Analysis Packet for Loving Relationships*. “This is worth the price of admission,” Dave quipped.

Pastor Dave was eager to share these resources with the church health team and to tell them about our new coaching relationship. One thing still worried him. “How do I help the team and our church treasurer understand the importance of hiring a coach?” I pointed him to document *Do we really need an NCD coach?* Ah, this was exactly what he needed!

We set our next coaching appointment and I prayed for him that the Lord would grant him wisdom and courage for the journey ahead. He thanked me for all my help and we each moved on with our day.

Pastor Dave isn’t unique. Many churches begin by taking the NCD survey, but then get bogged down and aren’t sure what to do next. CoachNet has evaluation questions and Minimum Factor Analysis packets for each of the eight quality characteristics. The one-page evaluation questions are free for CoachNet members, and the expanded packets can be purchased in the CoachNet store.

Still have questions? I’d be more than willing to dialogue with you. Write Jeannette Slater at [support@coachnet.org](mailto:support@coachnet.org).