

# People: Neighbor-Love at Work

## Executive Summary:

- On job, work w/ people; ability to handle relationships will **define** our success as Christian in workplace
- Serving people is the purpose of work (God always orchestrating events for right relationship w/ Him & w/ each other)
- Relationships are messy business, poor people skills #1 reason CEO's fail, and are messes worth making
- "Right relationship" active ingredient is **LOVE**; it's the difference that attracts to Christian faith
- If **LOVE** is the key, how did Jesus love? The heart of LOVE = **SERVICE**
- What about difficult to love people?
  - Attitude of non-retaliation & tolerance
  - Thermostat vs thermometer; measure culture and change "temperature" vs simply recording it
- Do we just grin & bear it?
  - If unable to express disagreement constructively and resolve conflicts when problems, then you will stuff it; results in building grudges then tend to blow unexpectedly
  - When Jesus saw something wrong, he fixed it
  - We are called to live with an attitude of **GRACE**; live generously w/others, forgiving w/out them asking
- What does neighbor-love look like at work?
  - Peter Drucker: "Purpose of business is to create & keep customers
  - Jesus: Create & keep customers = love and serve
  - Don't lower expectations of you, but increase expectations of myself

**Big Idea:** For every person in your life, you can be a man of grace or a man of grudge, but not both!

- Peter Drucker: "1/3 new hires = excellent, 1/3 = average, 1/3 = failures"
- Therefore, need to decide up front on how handle employees who fall short of expectations
  - Grin & bear it or confront in love & truth?
  - written job description (i.e. your ten commandments)
  - daily expectations (i.e. written policy manual)
  - instruct employee on desired form and frequency of communication
- Similarly, if you're an employee who doesn't have the clarity above, it's okay to initiate
- What about employees who meet and exceed expectations? Don't forget them!
- Can't be gracious and hold a grudge at the same time!**
- Intentionally look for ways to encourage employees (and employers, too)
  - be creative
- Think "TEAM"; teammates vs. rivals
  - if not getting along in a key relationship, recommend "*Crucial Conversations: Tools for Talking When Stakes are High*" by Patterson, Grenny, McMillan and Switzler

**Bottom Line:** As Christians who participate in the workplace, we need to figure out how our faith will be expressed in the way treat customers, employees and bosses. How will we do things differently because we follow Jesus?