# NCD *Insights*

Quality Characteristic Analysis & Trends
for the Natural Church Development Journey of

## DEMO CHURCH USA


The minimum barrel

**Current Pastor:** XY                    **Pastor since:** XY

| Date | Minimum Factor | Maximum Factor | Min - Max Difference | Average |
|---|---|---|---|---|
| Current   10/1/2004 | 42, Empowering Leadership | 60, Loving Relationships | 18 | 51.625 |
| | | | Change 3 - 4 | -1.125 |
| 8/29/2003 | 38, Inspiring Worship Service | 69, Loving Relationships | 31 | 52.75 |
| | | | Change 2 - 3 | +10.250 |
| 1/3/2002 | 33, Passionate Spirituality | 56, Empowering Leadership | 23 | 42.5 |
| | | | Change 1 - 2 | -4.000 |
| 8/30/2000 | 31, Need-oriented Evangelism | 63, Loving Relationships | 32 | 46.5 |

# How to use NCD Insights

## 1. Essential Reading to Use NCD Insights Effectively

### 1.1 Why this resource?

Your church is a dynamic, living organism whose health is constantly changing. All actions in your church at every point in time, especially decisions by leadership, result in the church's health improving or declining. No matter how healthy your church is, there are always areas for improvement. NCD Insights provides a more detailed picture of church life so you can track that dynamic change and stay focused on current and emerging health issues.

Growing the church is a partnership with God. NCD Insights helps you fulfill your role of identifying existing and potential barriers to health. Regular, accurate identification of barriers, and taking effective steps to remove them, maximizes the potential for ongoing growth.

### 1.2 The NCD Insights numbers

The statistical scale for all NCD Insights graphs is the same as the one used for the basic profile graph of the eight Quality Characteristics. Based on scientific research each quality is broken into four areas which are computed from the pertinent questions (from lay and pastor's questionnaire). The results are standardized scores, not percentages, based upon a standardization for your country that is updated annually. The result for each area can be directly compared with the results for all other areas. The statistical model is as follows.

- The "average" church will score 50: above 50 means above average health and below 50 means below average health.
- 70% of churches score between 35 and 65.
- Scoring 65 or higher puts your church in the top 15% of churches. This shows a high degree of health.
- Scoring 35 or less places your church in the lowest 15% of churches.
- It is possible to get less than zero and more than 100.

### 1.3 Recognize strengths and weaknesses are relative

For a proper perspective on the health of individual scores, you must compare them with the results for the rest of the country and not just the other results in your profile. Do this using the scale on the left side of the page (see 1.2 above).

For example, you may score 58 for "Friendly Church" area while all other results for Need-oriented Evangelism are over 65. On this comparison alone, you may conclude: "We are no good at being friendly with outsiders". A comparison with the rest of the country shows such a conclusion to be untrue.

### 1.4 Avoid trying to do your own calculations

It is not possible to average the results for questions related to a characteristic and generate the overall result for that characteristic. There are two main reasons for this.
- The questions that are taken for each area are not disclosed.
- The results do not include the contributive weightings of each area towards the overall result for a characteristic.

### 1.5 Line graphs

Some graphs use a line format so it is easier to compare multiple profiles and identify trends. The lines connecting individual dot points are not statistically relevant.

### 1.6 Accuracy

Completed profiles are regularly added to the database in your country and a new national standardization is issued by the Institute for NCD every year. This ensures the ongoing statistical accuracy of all detailed analyses.

The anonymity of the survey process also contributes to accuracy because respondents feel that they can say exactly what they think.

## 2. Getting the Most from NCD Insights

The principal function of NCD Insights is to help you accurately identify existing and potential barriers impeding healthy growth. Highlights of NCD Insights include:

- NCD Insights appeals to a broad spectrum of local church leaders by providing a more detailed picture for each quality but not distracting the viewer with individual questions.
- NCD Insights draws from both lay and pastor's questionnaires.

### 2.1 Where to begin

The most helpful information regarding the key health issues is found in the following five pages:

- Cover page - containing summary information
- 'Quality Characteristic Current Profile'
- 'Current [Minimum Factor]'
- 'Current Highest 5'
- 'Current Lowest 5'

Having focused on the principal issues raised in these pages, particularly with respect to the Minimum Factor, the other graphs can be used to bring further insight to the information found on the above five pages and for addressing other specific ministry areas.

### 2.2 Suggested method of interpretation

The following is a proven method for interpretation. It involves placing individual results within the context of the whole profile and identifying unique issues by exploring connections between questions.

1. *Look within a Quality Characteristic*. Examine the results for a Quality Characteristic and ask questions such as:

- "Why is *this* result high and *that* result high?"
- "Why is *this* result low and *that* result low?"
- "Why is *this* result low but *that* result high?"

2. *Look across Quality Characteristics*. Use these same questions to draw connections between results across Quality Characteristics, revealing issues and barriers not evident from looking at each Quality Characteristic on its own. (The graph *Current Lowest 5* is helpful here.)

3. *Look for trends*. If the church has done two or more profiles, additional graphs are provided showing historical trends. These comparative graphs highlight:

- the immediate impact of actions taken to remove specific barriers;
- long term barriers (eg. cultural factors) not clearly evident in a single profile; and
- potential or emerging barriers.

4. *Look for strengths*. The *Current Highest 5* graph highlights the 5 areas where the church is healthiest. Celebrate these and consider them in plans to address the Minimum Factor.

### 2.3 All activity impacts health

If you have done two or more profiles, NCD Insights shows you the effect on the church's health of all activity in the church since the previous profile, whether you actively addressed the Minimum Factor issues or not. The 'Change' charts, in particular the *Highest 5 Changes Previous to Current* and *Lowest 5 Changes Previous to Current*, are helpful in this regard.

## 2.4 Thing To Consider

**Things to consider when looking at "Empowering Leadership."**

- It is empowering leadership NOT empowering pastor. Each church has many layers of leadership including, but not limited to: pastor, staff, board, power brokers, etc.
- Don't evaluate your leaders based on what a book says a leader should be. Rather, consider their gifts and passions and try to slot them in positions that allow them to work in the areas of their strengths.
- Read Ephesians 4: 11-13. Consider how your church and its leaders can better "build up the Body."

**Things to consider when looking at "Gift-oriented Ministry."**

- Gifts and talents are two different things. Gifts bring joy in service. Talents are just a skill that someone has. Sometimes gifts and talents are the same, many times they are not.
- Lack of involvement is different than lack of interest. Most people like to be asked to serve rather than just volunteer. How quickly does your church try to "plug in" new members?
- Read I Peter 4:10. What does this verse look like in your church. How can you do better.

**Things to consider when looking at "Passionate Spirituality."**

- Relationships that aren't growing are dying!
- Honestly look at your church and ask: "Do we consider the 'rules' of faith/church to be more important than our relationship with the Lord?"
- Is your church known in the community by what it stands for or by what it is against?
- Read Matthew 22:37. How can your church better live out this verse?

**Things to consider when looking at "Functional Structures."**

- Structures are not sacred! They are only a means to an end. Constantly evaluate.
- It is not enough to start something that works, it must replicate.
- Don't confuse meetings with ministry
- Read Ephesians 4: 15-16. Does this sound like your church?

**Things to consider when looking at "Inspiring Worship Service."**

- Church shouldn't hurt!
- There is no "best kind of music." Rather, one should ask, does the music in our service help us approach the living God?

- Performance vs. Participation. Are only a select few involved in the service? How can more of the congregation get involved?
- Tradition vs. Transformation. Try to honestly look at your service and ask yourself what elements of the service are done just because "we've always done it that way."
- Read Psalm 122: 1. How much rejoicing do you see in your church?

**Things to consider when looking at "Holistic Small Groups."**

- The term "small group" is not limited to the classic small group model. It could be any group where "holistic" needs are being met, such as a Sunday School class or a Ministry team.
- Effective small group ministries will serve as an entry point into the church for newcomers.
- Consider the relation this ministry has to other key areas in your church such as: passionate spirituality, need-oriented evangelism and loving relationships.
- Read Hebrews 10: 24-25. Does this sound like your church? Why or why not?

**Things to consider when looking at "Need-oriented Evangelism."**

- Does your church body match the makeup of the community it is in. People relate best to those most like themselves.
- Successful evangelism is culturally relevant.
- Build relationships first. People know when they are a project.
- Nothing beats genuine concern for your neighbors and their needs.
- Read I Corinthians 9: 19-23. What does "need-oriented" look like in your community?Things to consider when looking at "Loving Relationships."

**Things to consider when looking at "Loving Relationships."**

- Jesus said this was the most important commandment.
- Connected people are committed people.
- When needs are met, people want to serve.
- Encourage relationships across generational lines.
- Read John 13: 35. How noticeable is your love?

### 3. Copyright, presentations, confidentiality and disclaimers

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**3.2 Presenting this report publicly**

You may screen this report directly through a data projector. Open the file in Acrobat Reader, Select the 'View' menu, then 'Full Screen'. Use the up and down arrows on your keyboard to select the desired graphs.

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This report may only be used by the church whose data it contains or by the denominational leaders or the NCD coach who requested it on behalf of the church. Its contents are not to be revealed publicly without the express permission of the church concerned.

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The church whose data appears in this report has sole responsibility for:
- ensuring that the most up-to-date NCD Insights report is being used;
- determining who has access to it;
- ensuring that all who do have access read its contents accurately;
- all conclusions drawn from the report; and
- the consequences of any actions taken as a result of drawing those conclusions.

### 4. Questions?

If you have any questions, contact (i) your NCD Coach or (ii) the person in your denomination or association who has responsibility for NCD or (iii) the person who supplied you with the NCD Survey results.

If this is not possible, contact the NCD National Partner in your country. Contact details can be found on the NCD International website – *www.ncdnet.org*. At this website you will also find:
- additional information about NCD resources, research and coaching
- NCD news, videos and case studies from around the world
- answers to Frequently Asked Questions about NCD
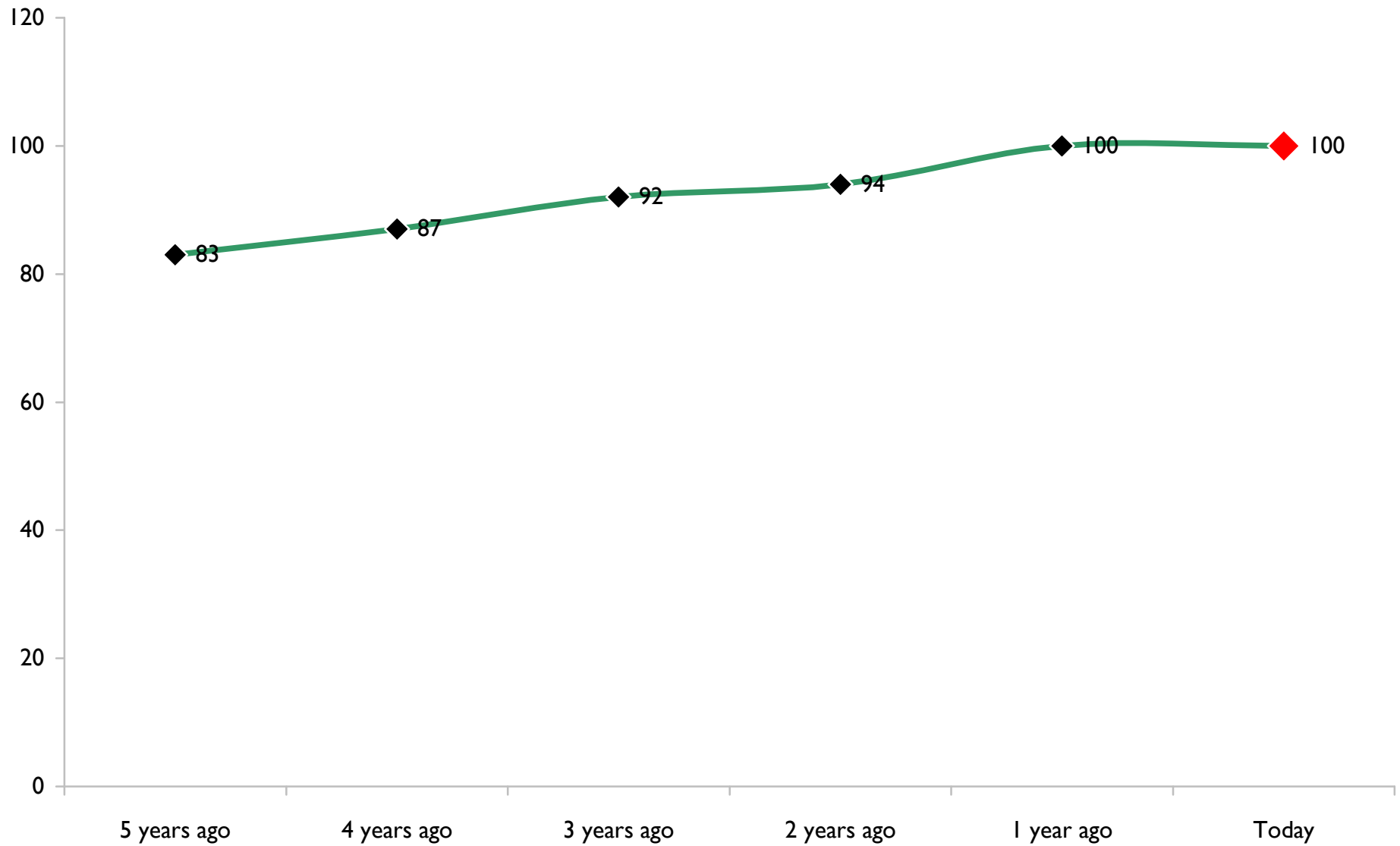- eNCDine - the Natural Church Development online magazine

Please do not directly contact the authors of NCD Insights or the Institute for Natural Church Development International. If your questions cannot be answered at the local level, they will be passed on by your NCD National Partner. Should you require more than a brief consultation on the contents of this report, please be prepared to negotiate a fee for the services provided.

We trust that you and your church will be blessed as you use this NCD tool for releasing the potential for healthy, sustainable, 'all by itself' growth.

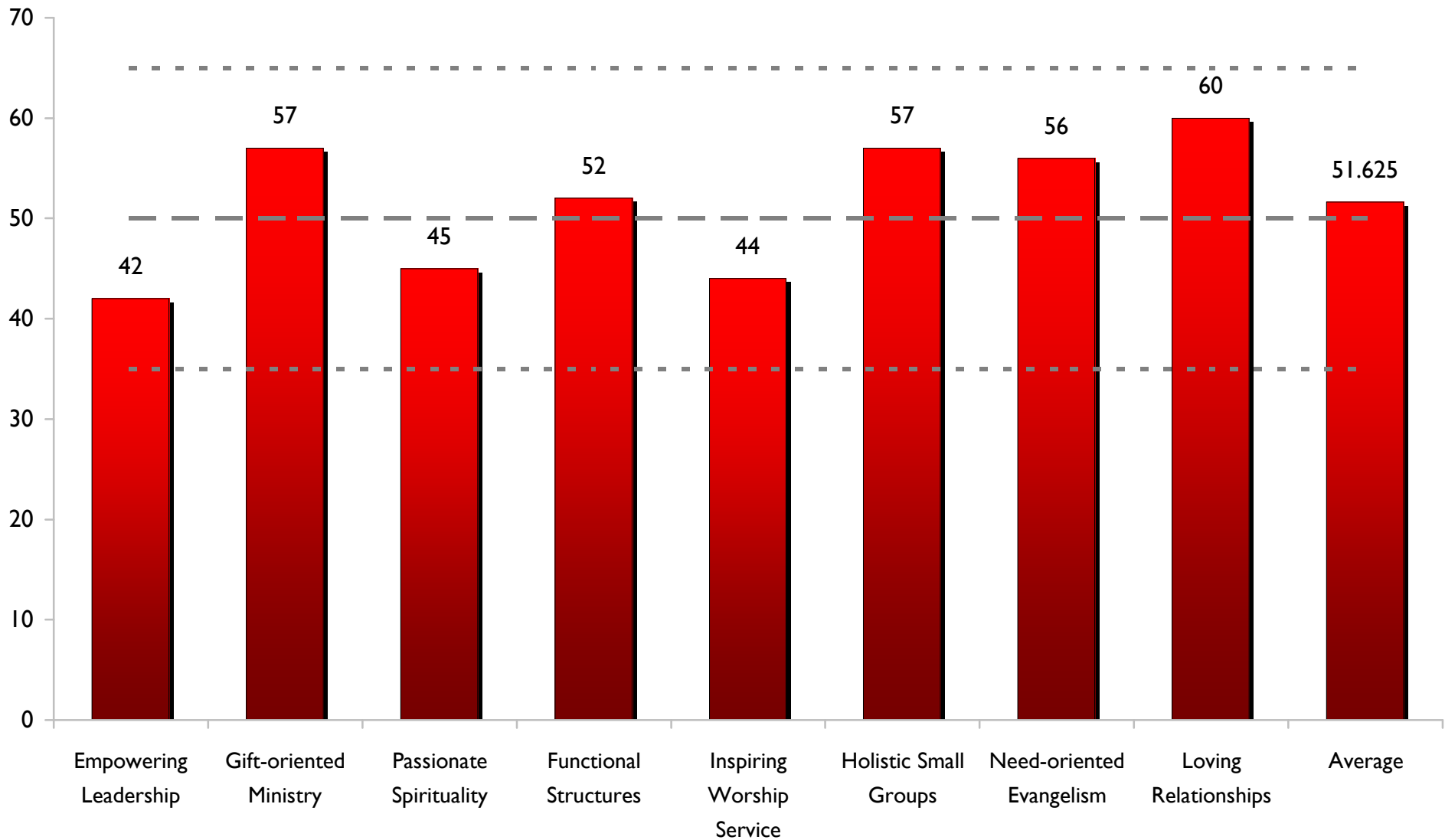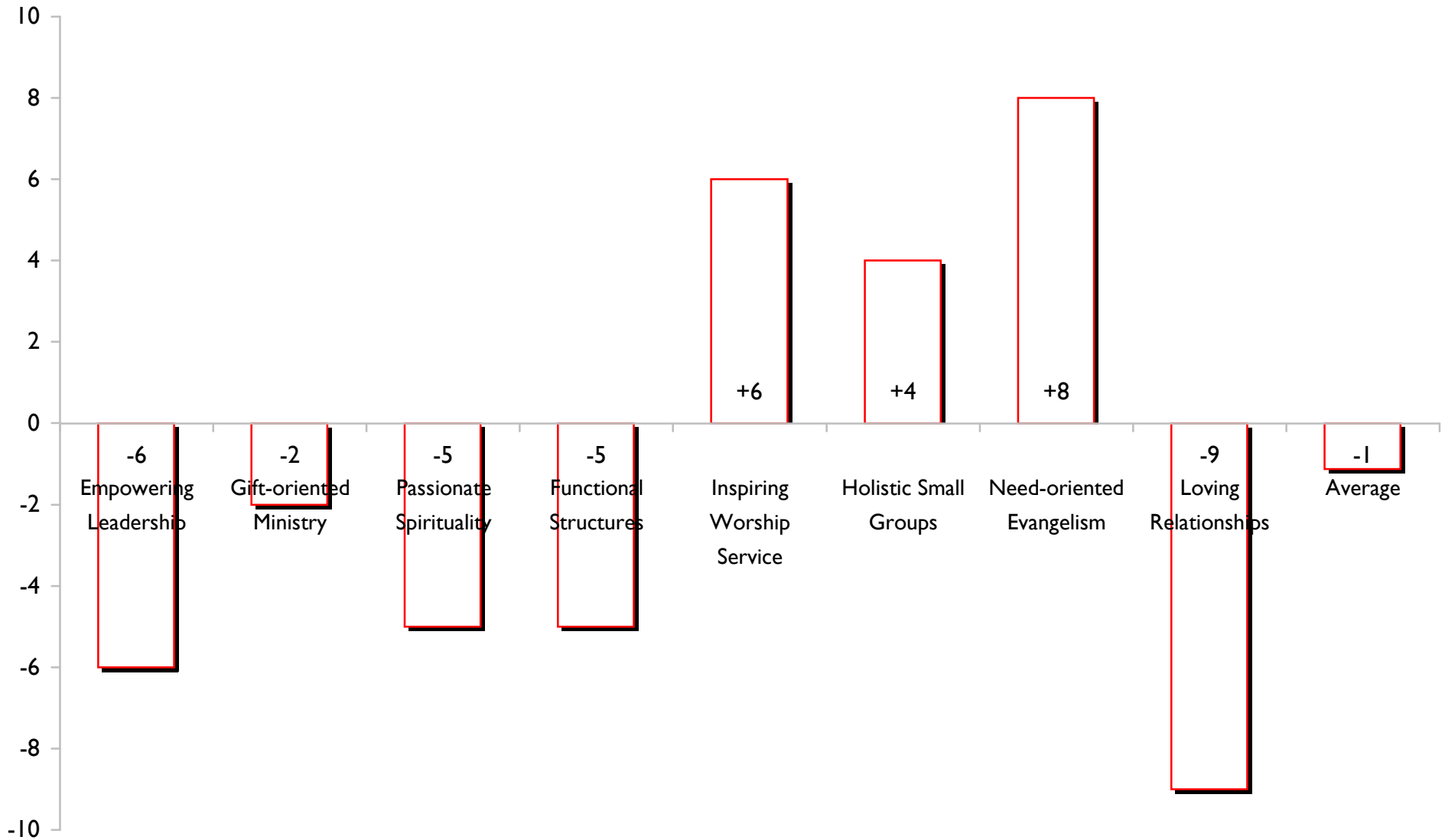**The NCD International Team**

# Attendance Growth



Chart showing attendance growth over time: 5 years ago: 83, 4 years ago: 87, 3 years ago: 92, 2 years ago: 94, 1 year ago: 100, Today: 100

# Quality Characteristic Current Profile

**Current**
- - - High (65)
— — Average (50)
- - - Low (35)

| Empowering Leadership | Gift-oriented Ministry | Passionate Spirituality | Functional Structures | Inspiring Worship Service | Holistic Small Groups | Need-oriented Evangelism | Loving Relationships | Average |
|---|---|---|---|---|---|---|---|---|
| 42 | 57 | 45 | 52 | 44 | 57 | 56 | 60 | 51.625 |

# Change from Previous to Current Profile



| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| -6 | -2 | -5 | -5 | +6 | +4 | +8 | -9 | -1 |
| Empowering Leadership | Gift-oriented Ministry | Passionate Spirituality | Functional Structures | Inspiring Worship Service | Holistic Small Groups | Need-oriented Evangelism | Loving Relationships | Average |
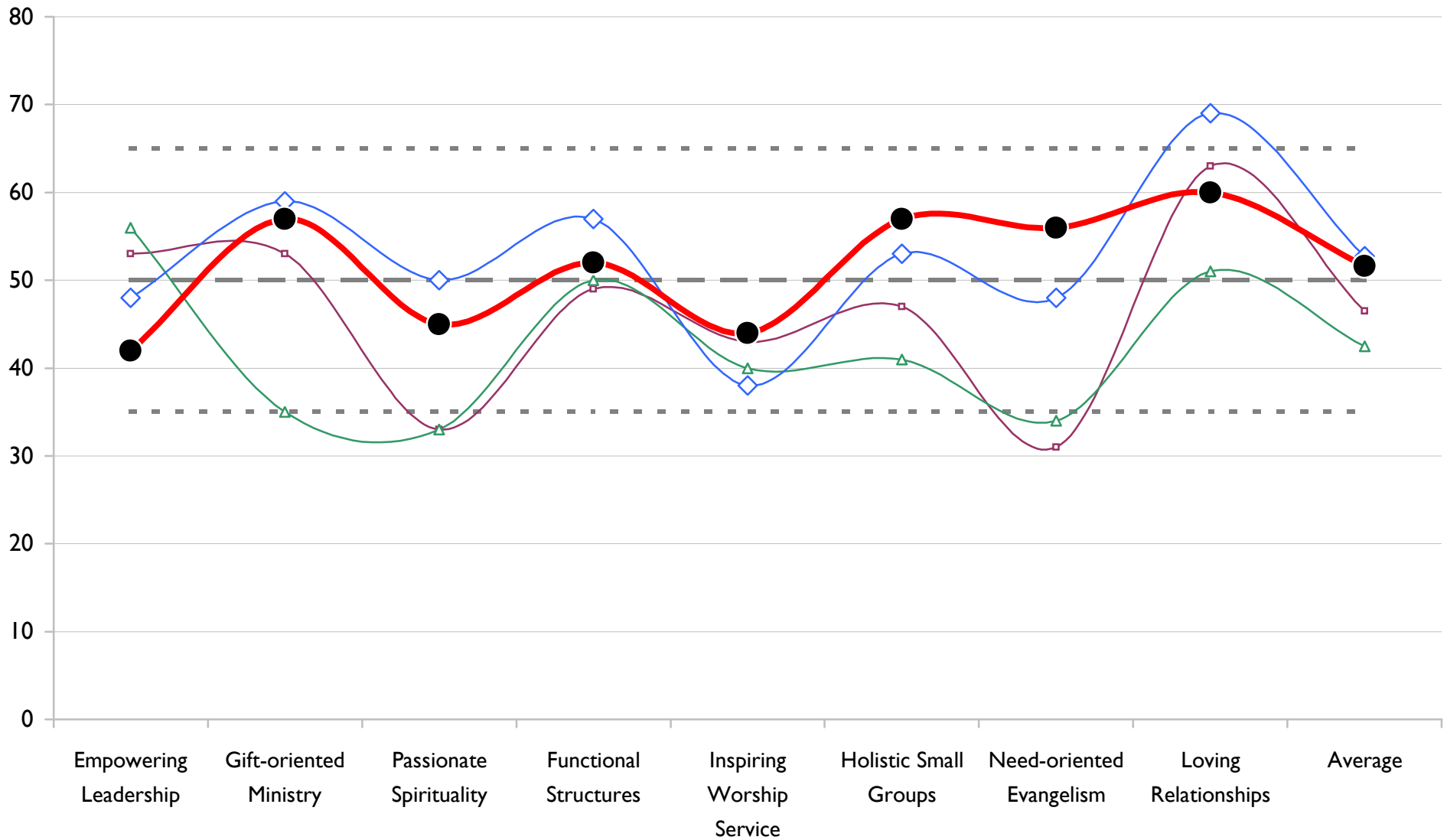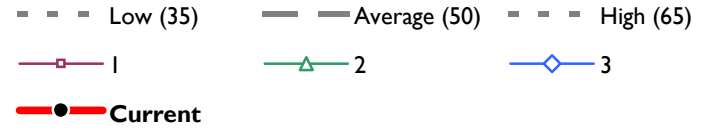
# Dynamic Progress

# Empowering Leadership Current Profile

**Current**
- - - High (65)
— Average (50)
- - Low (35)

61

57

46

32

Empowering Pastor / Leaders

Empowered Pastor

Delegation and Sharing of Ministry

Compelling Vision

# EL Change from Previous to Current



Chart values:
- Empowering Pastor / Leaders: +3
- Empowered Pastor: -23
- Delegation and Sharing of Ministry: -8
- Compelling Vision: +7
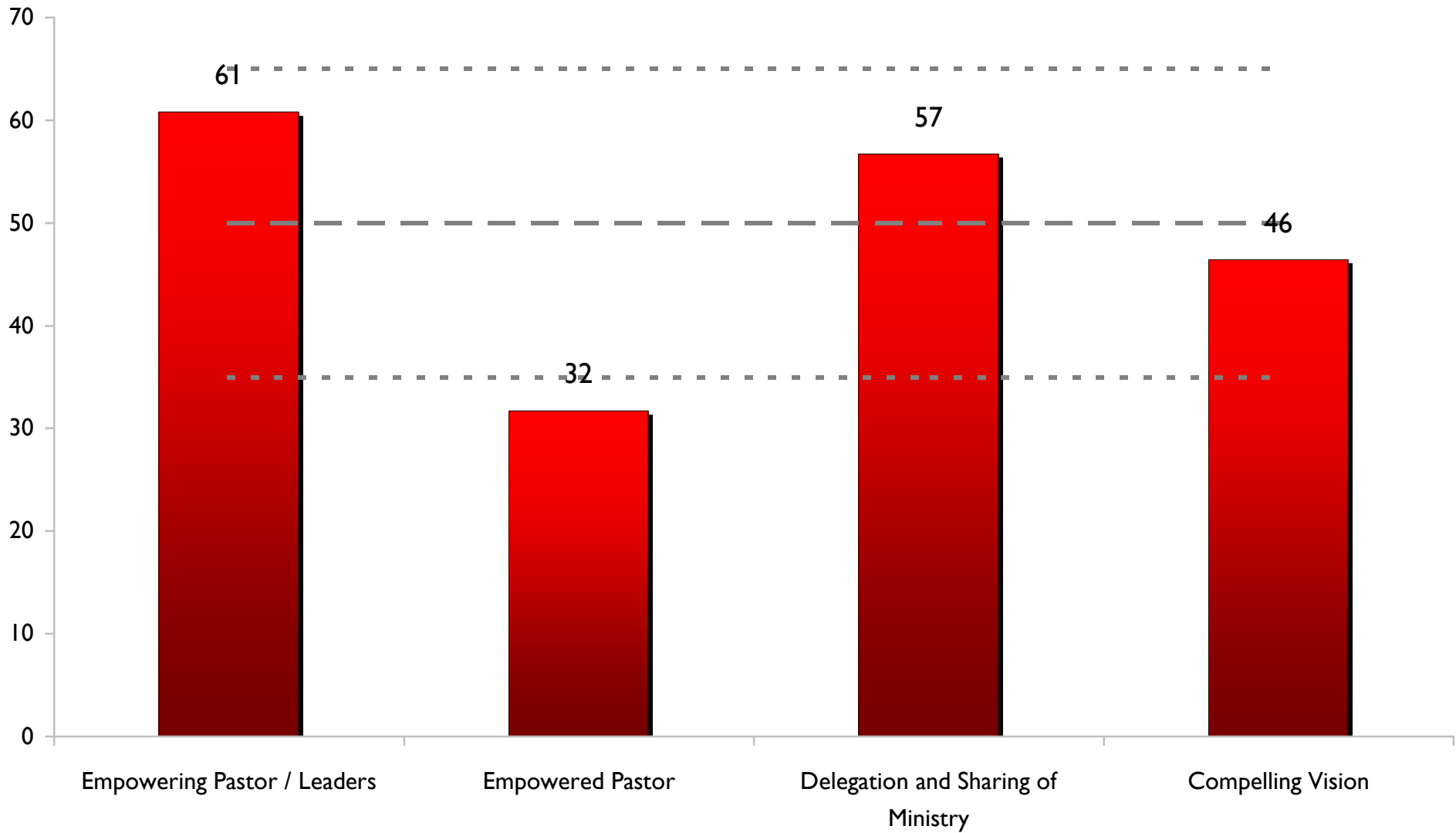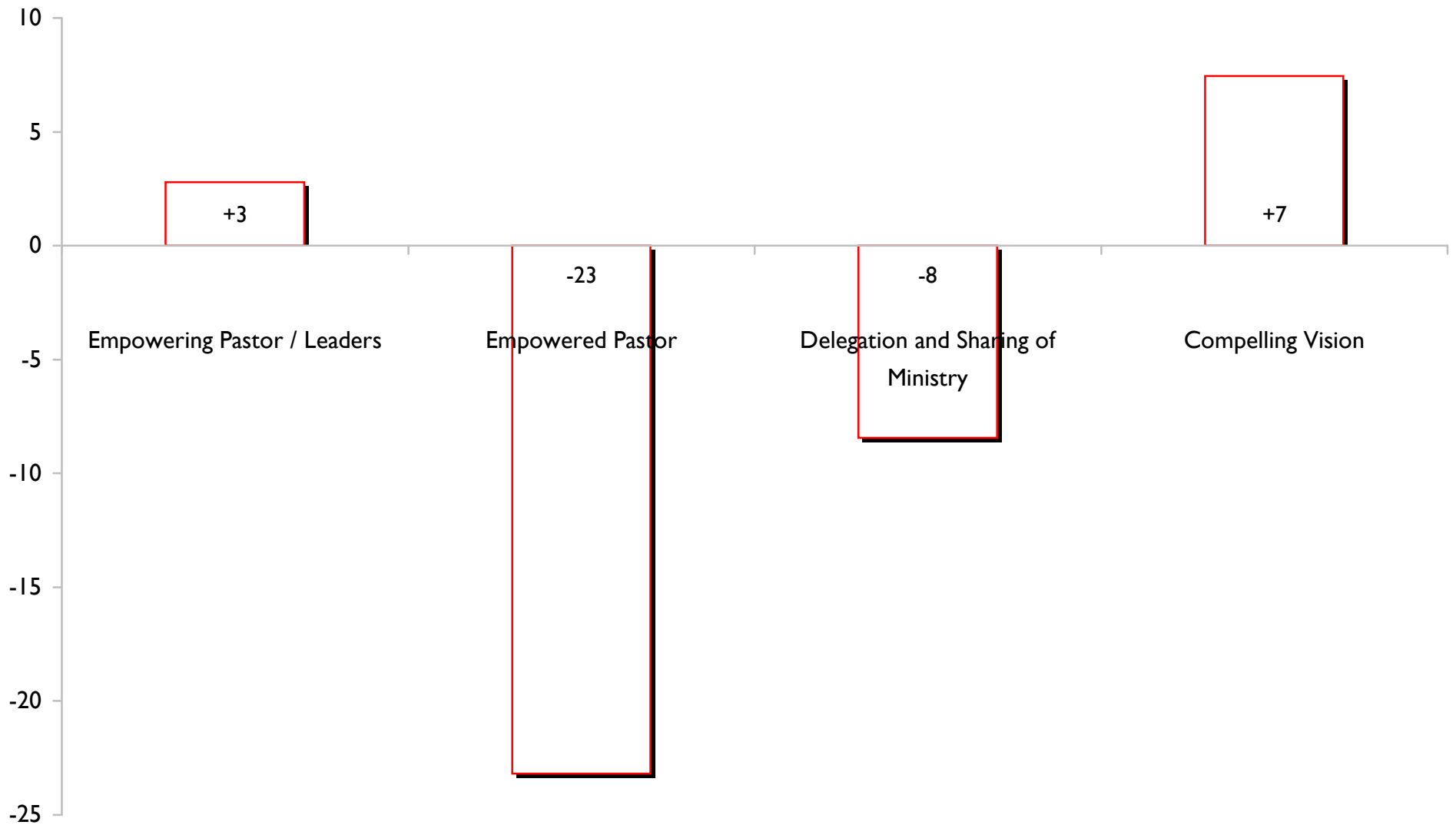
EL Dynamic Progress
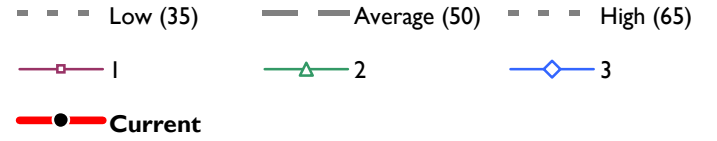
# Gift-oriented Ministry Current Profile

Legend:
- **Current**
- High (65)
- Average (50)
- Low (35)

Chart values:
- Integrating Gifts into Ministry: 49
- Significance of Ministry: 74
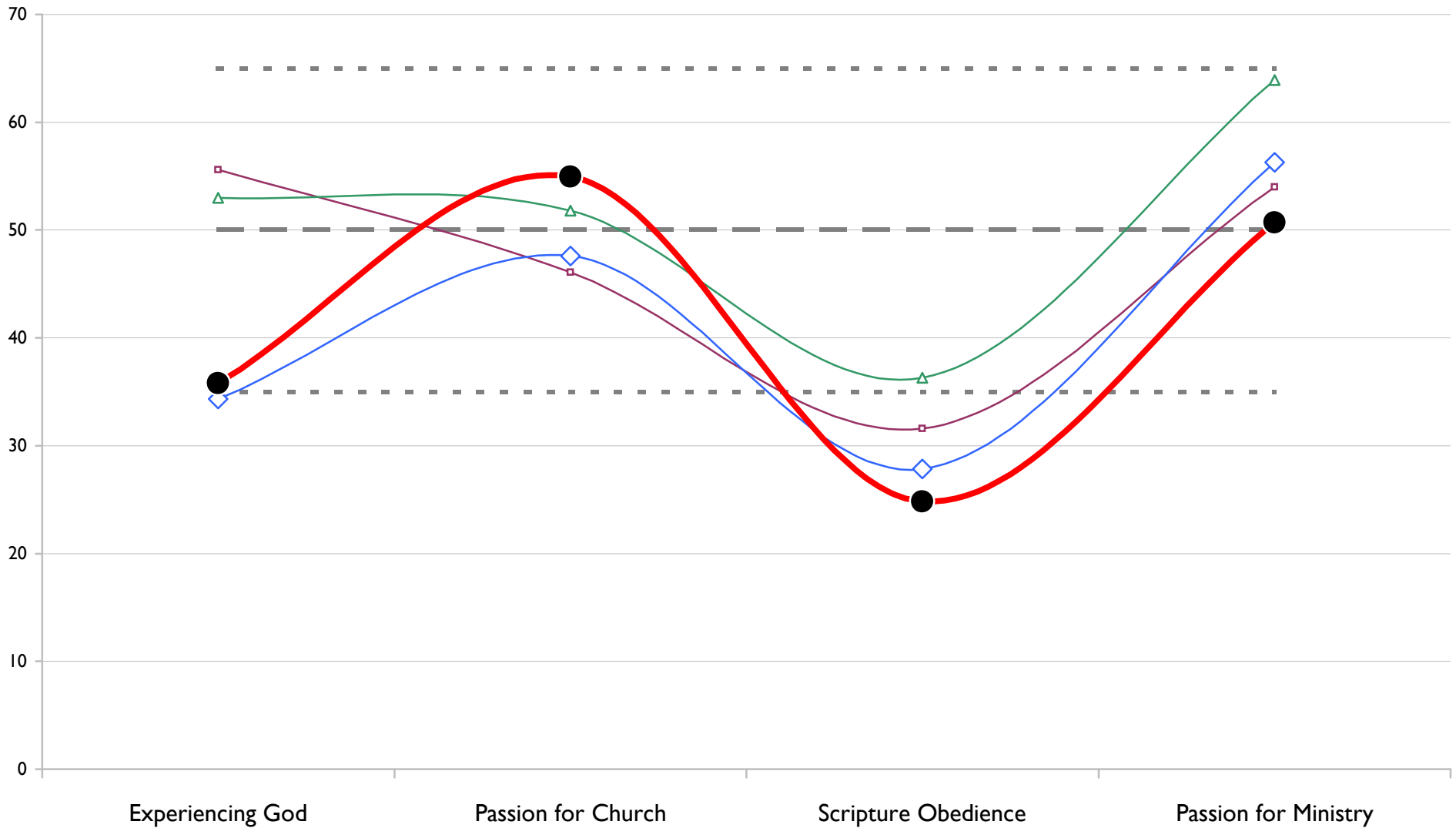- Support for Gift-oriented Ministry: 58
- Equipping for Gift-oriented Ministry: 53
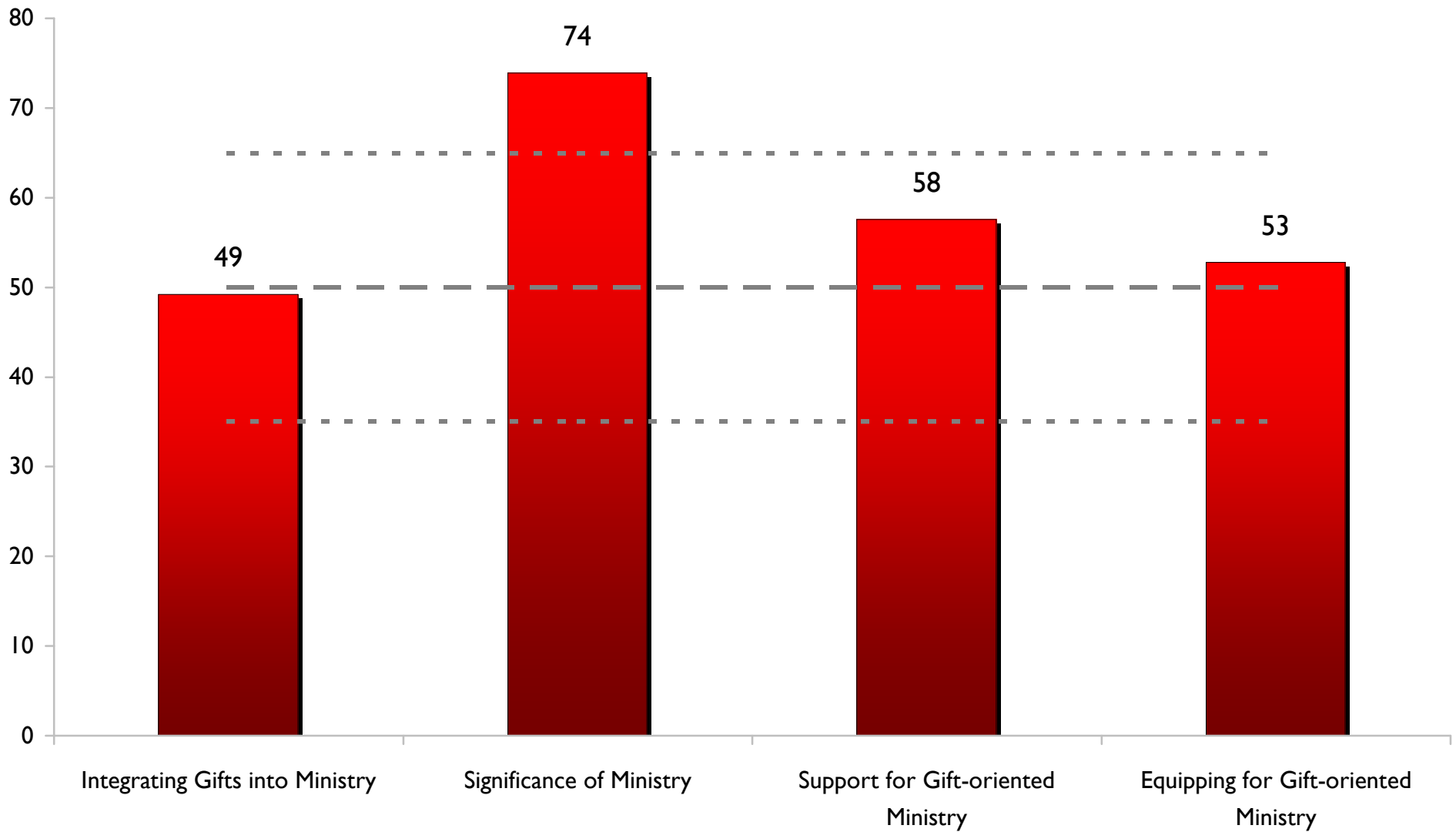
# GoM Change from Previous to Current

# GoM Dynamic Progress
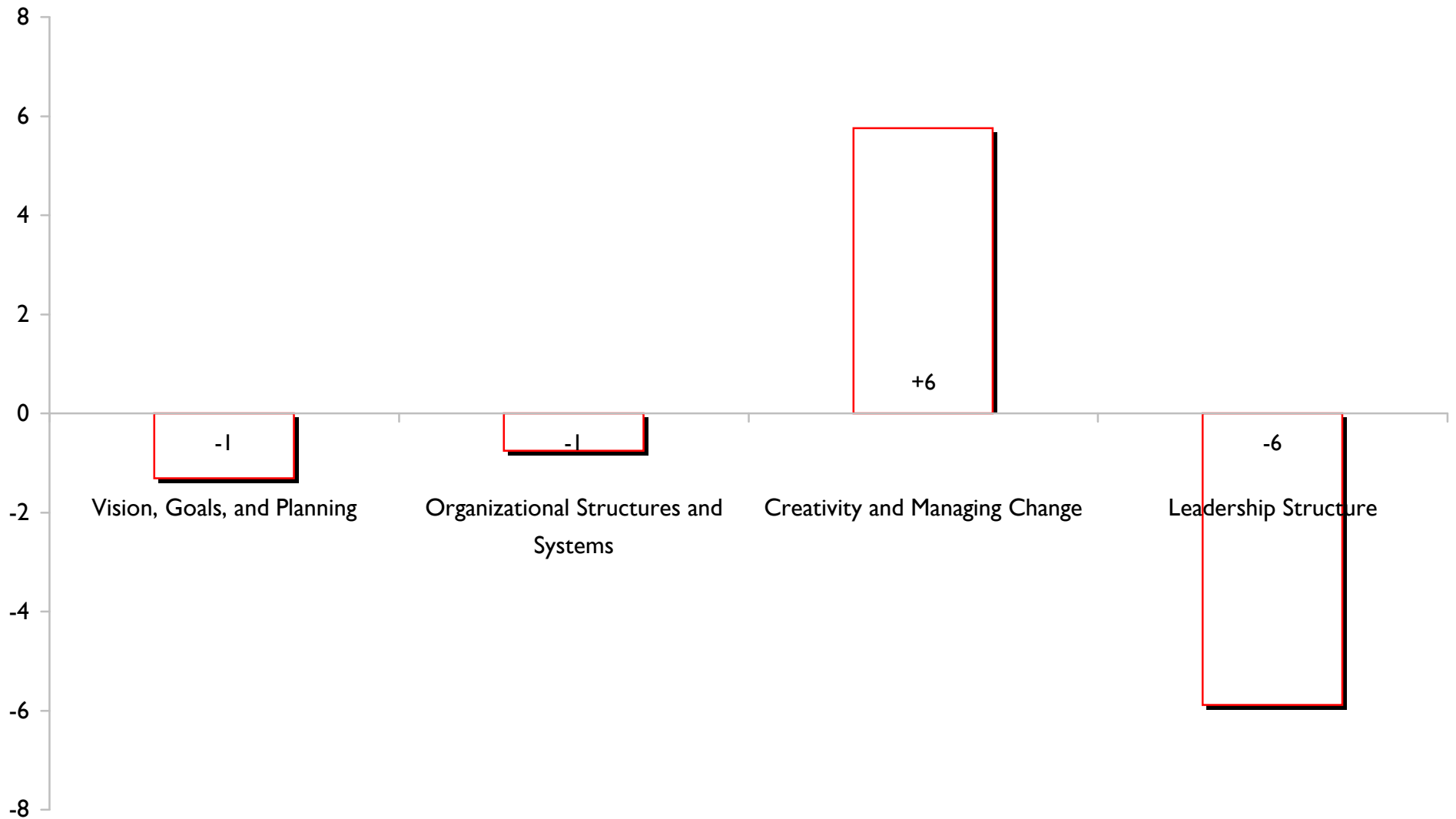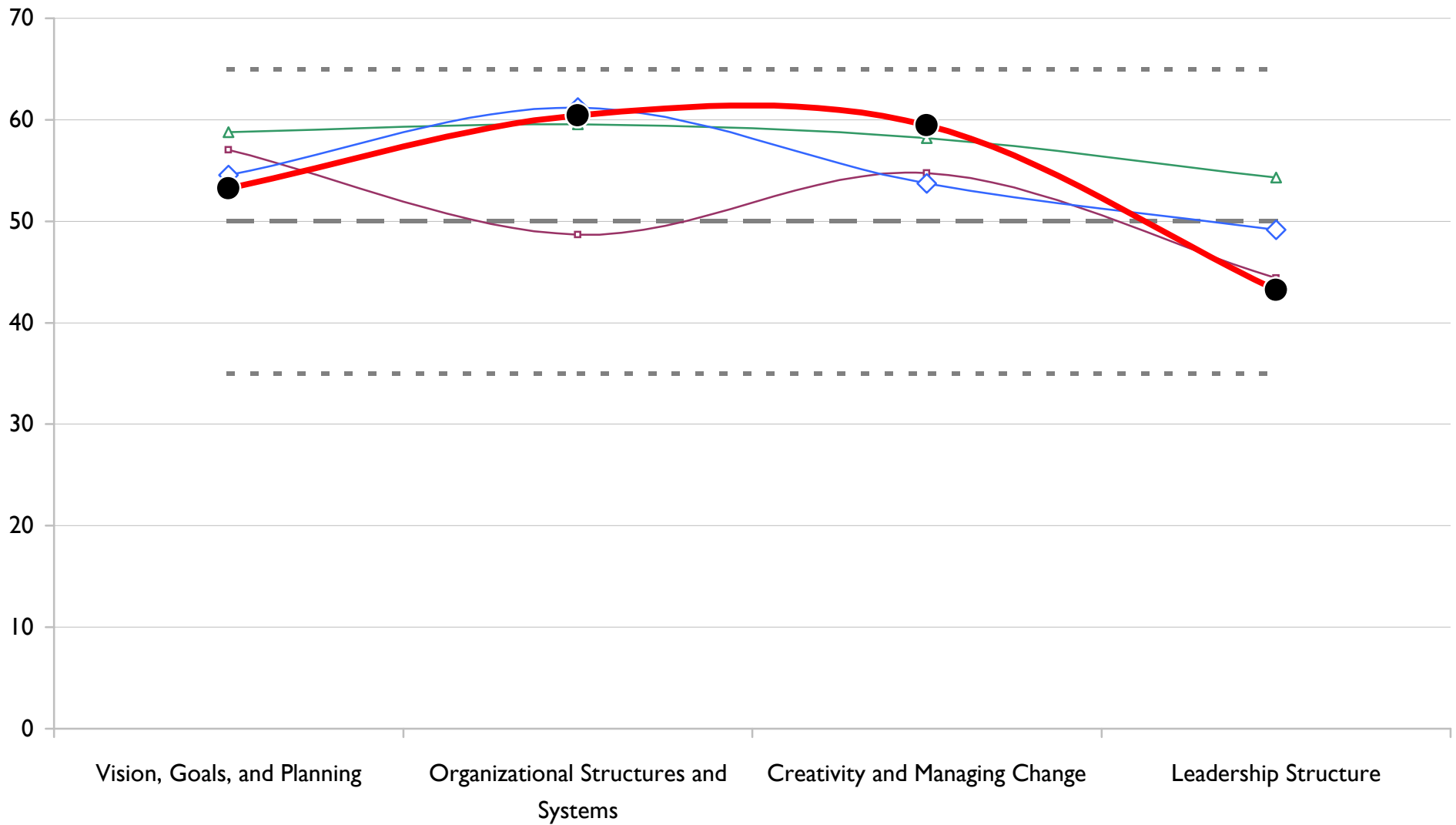
Low (35)  Average (50)  High (65)

1  2  3
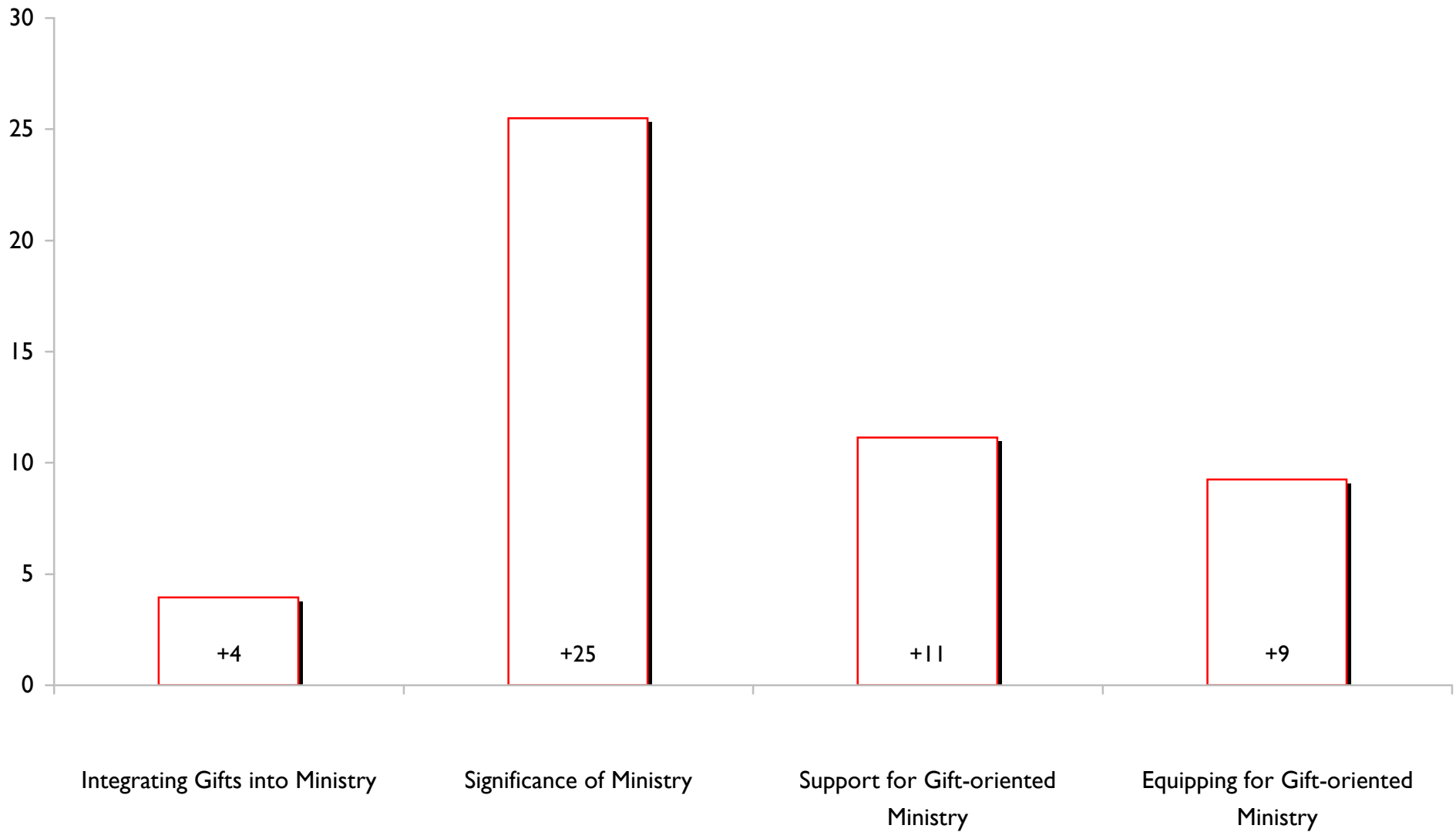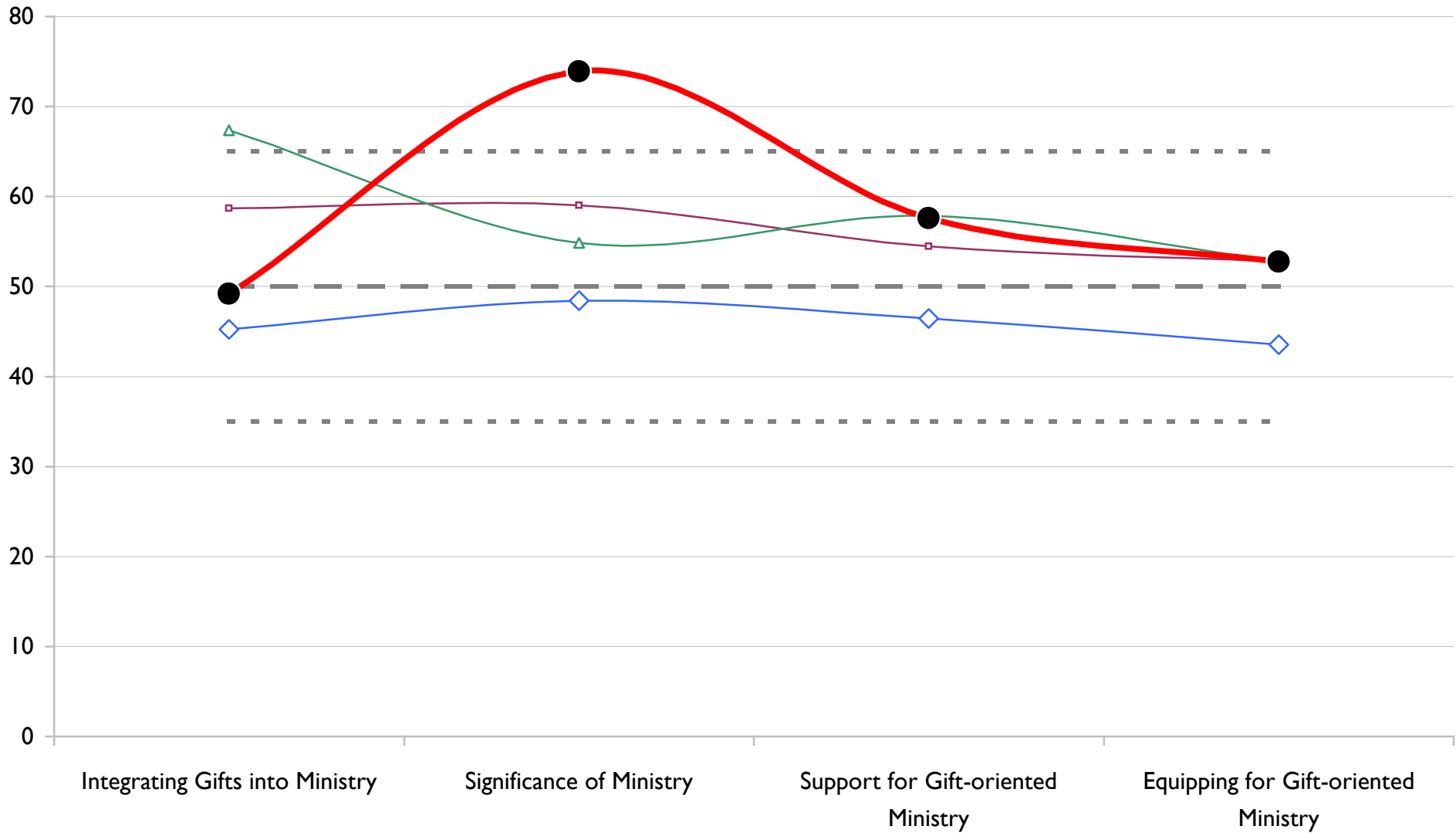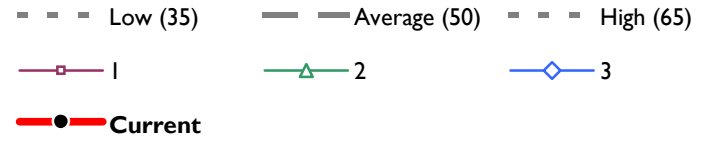
Current

# Passionate Spirituality Current Profile

**Current**
- - - High (65)
—— Average (50)
- - - Low (35)



| | Experiencing God | Passion for Church | Scripture Obedience | Passion for Ministry |
|---|---|---|---|---|
| | 36 | 55 | 25 | 51 |

# PS Change from Previous to Current



| | | | |
|---|---|---|---|
| Experiencing God | Passion for Church | Scripture Obedience | Passion for Ministry |
| +1 | +7 | -3 | -6 |
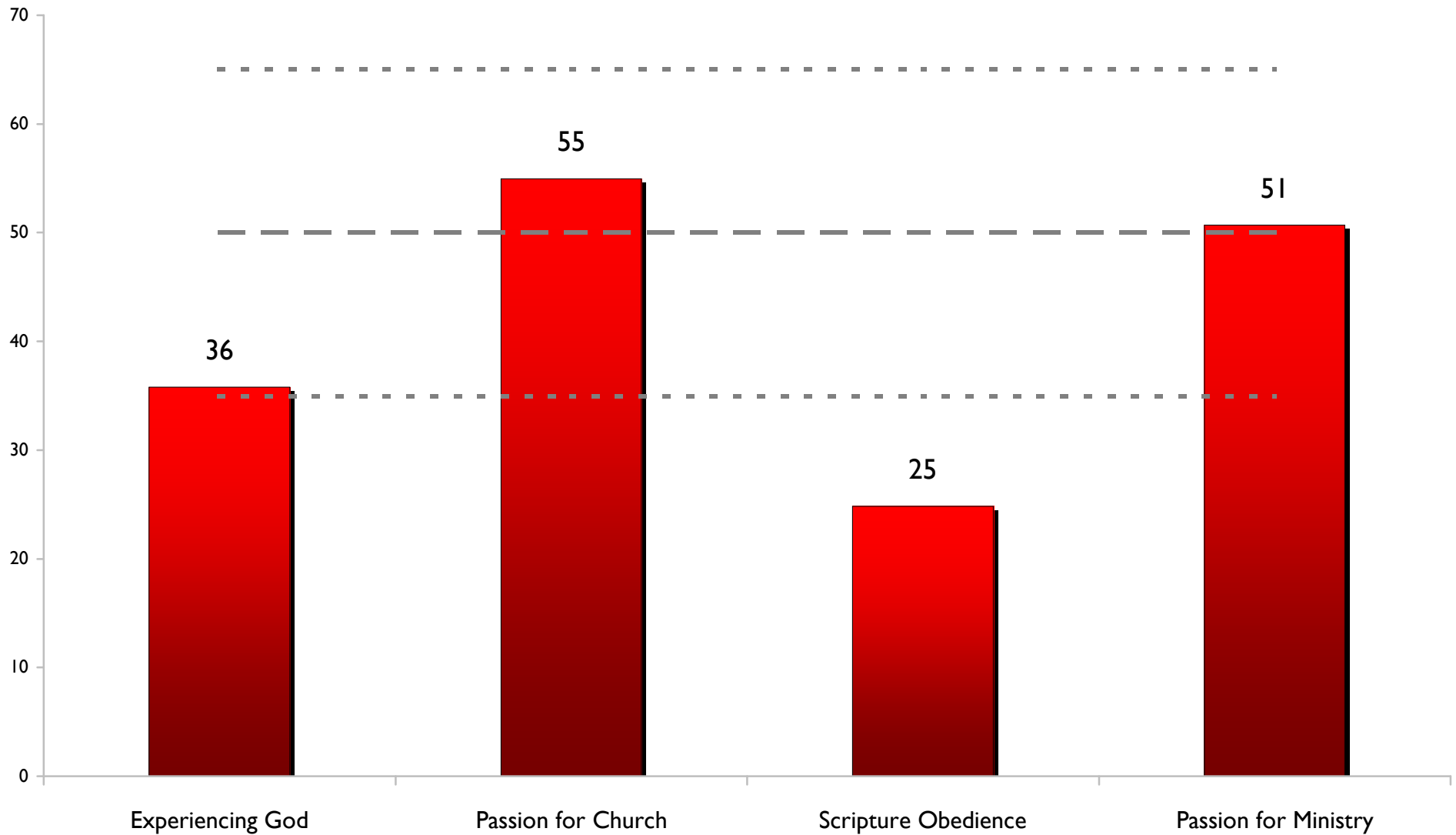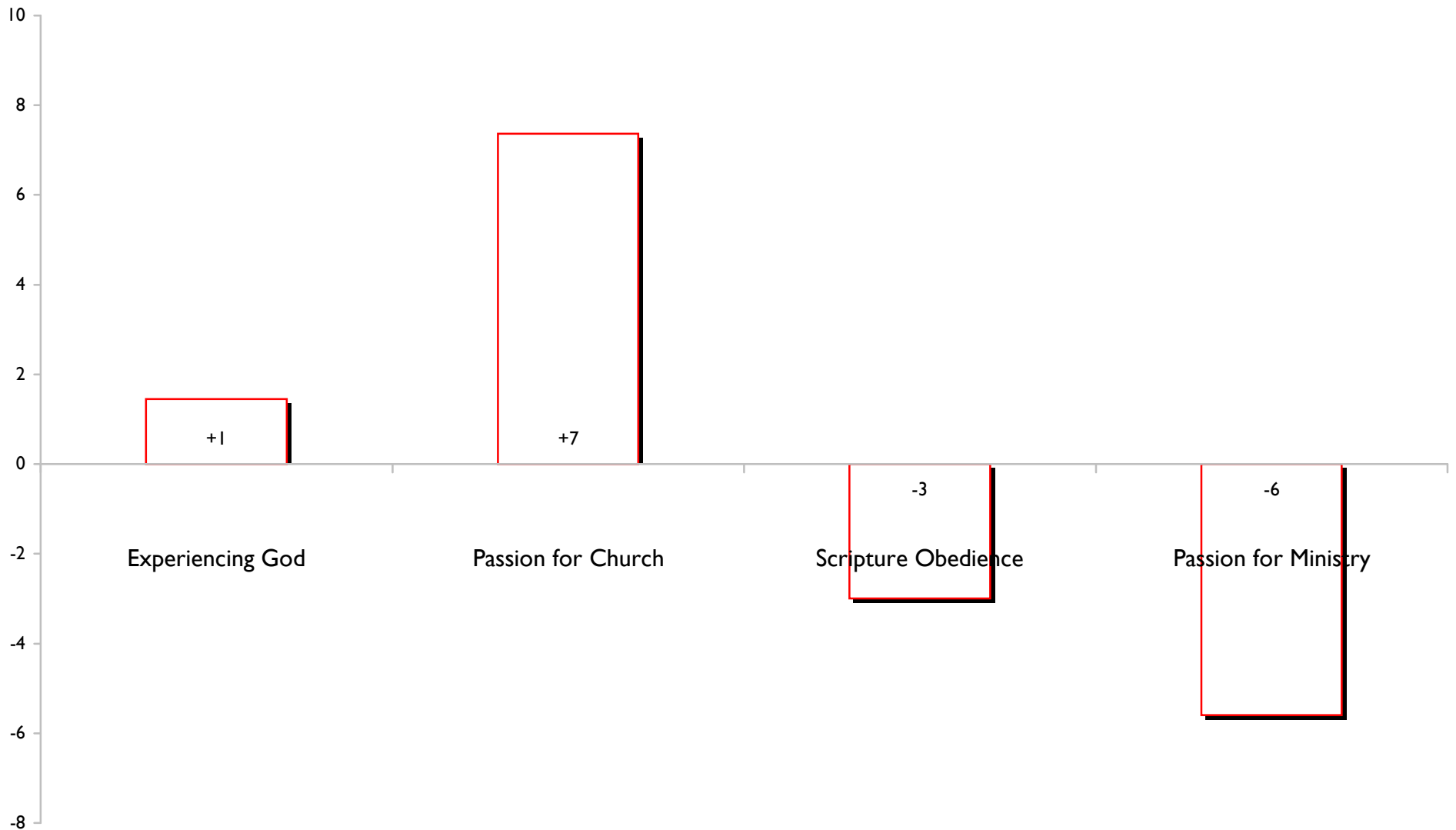
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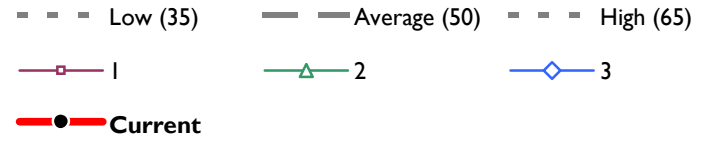
# Functional Structures Current Profile

Legend:
- **Current**
- High (65)
- Average (50)
- Low (35)

Bar chart values:
- Vision, Goals, and Planning: 53
- Organizational Structures and Systems: 60
- Creativity and Managing Change: 59
- Leadership Structure: 43

# FS Change from Previous to Current



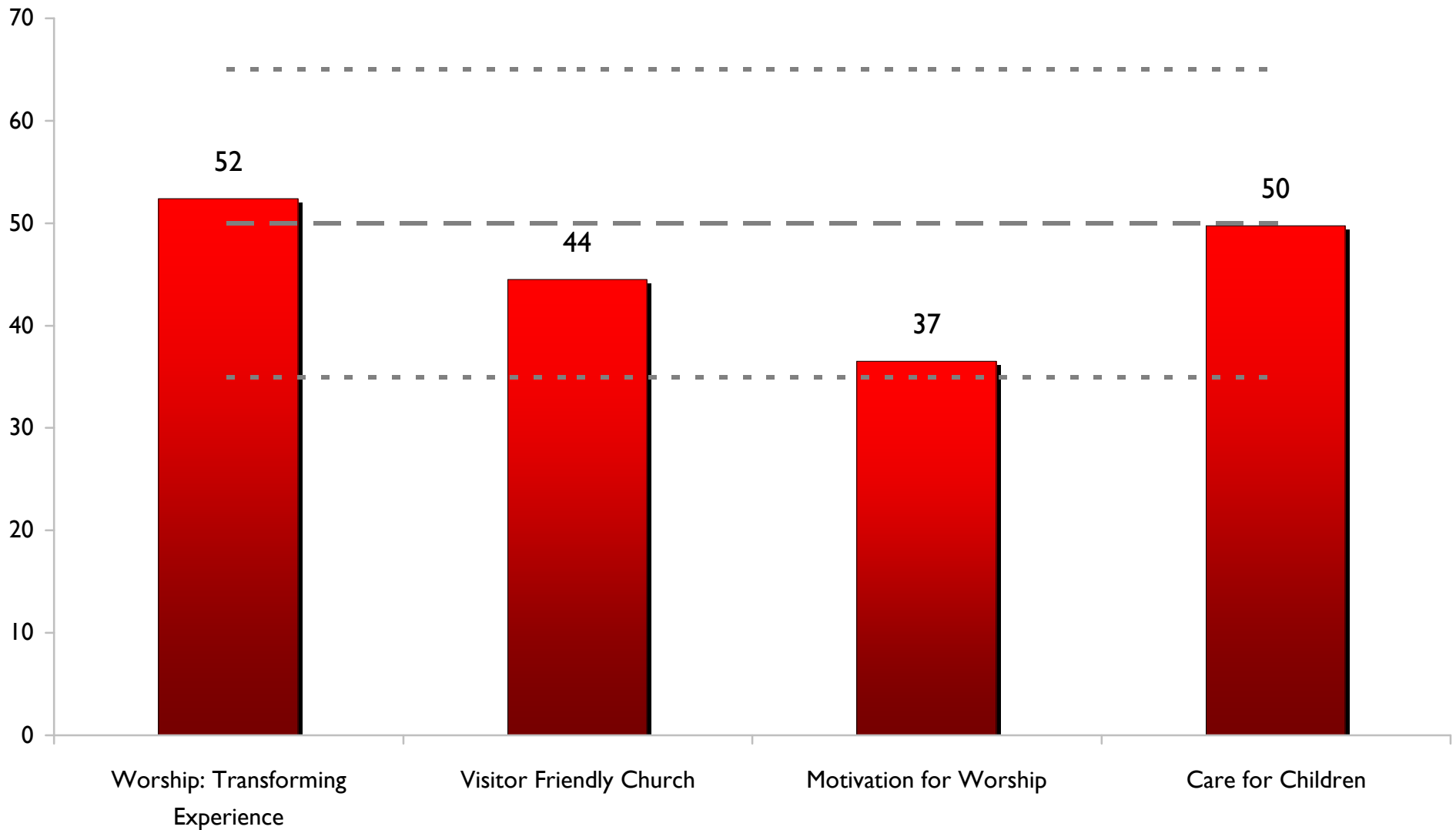| | | | |
|---|---|---|---|
| -1 | -1 | +6 | -6 |
| Vision, Goals, and Planning | Organizational Structures and Systems | Creativity and Managing Change | Leadership Structure |
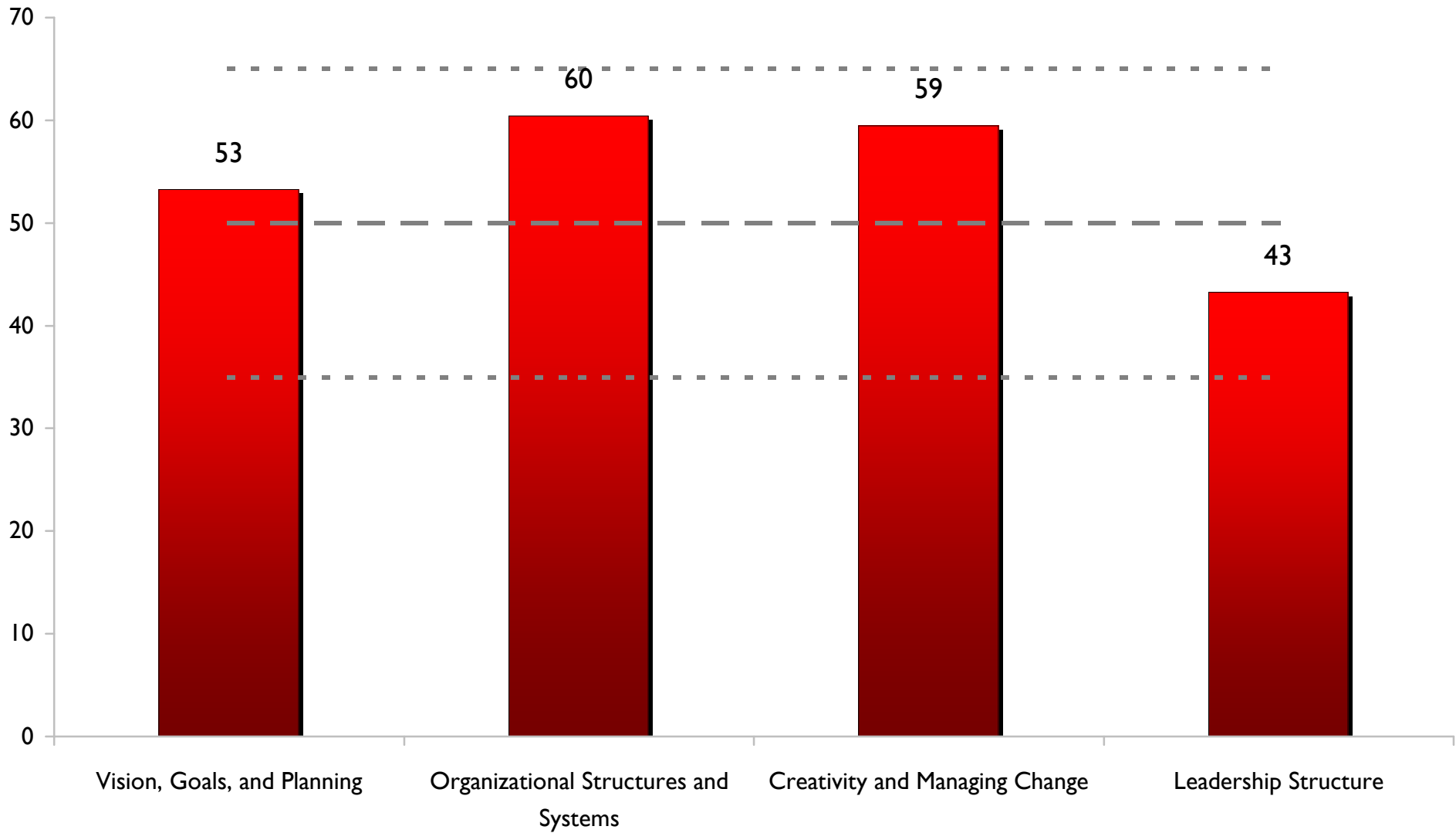
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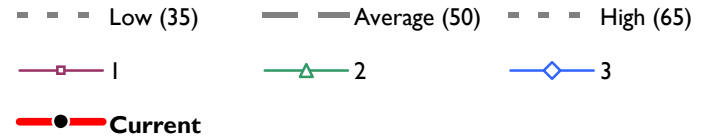
# Inspiring Worship Service Current Profile

Legend:
- **Current**
- High (65)
- Average (50)
- Low (35)

Chart values:
- Worship: Transforming Experience — 52
- Visitor Friendly Church — 44
- Motivation for Worship — 37
- Care for Children — 50

# IWS Change from Previous to Current



Chart showing IWS Change from Previous to Current:
- Worship: Transforming Experience: +3
- Visitor Friendly Church: +2
- Motivation for Worship: -10
- Care for Children: +5

# IWS Dynamic Progress

Legend:
- Low (35)
- Average (50)
- High (65)
- 1
- 2
- 3
- **Current**

Categories (x-axis):
- Worship: Transforming Experience
- Visitor Friendly Church
- Motivation for Worship
- Care for Children
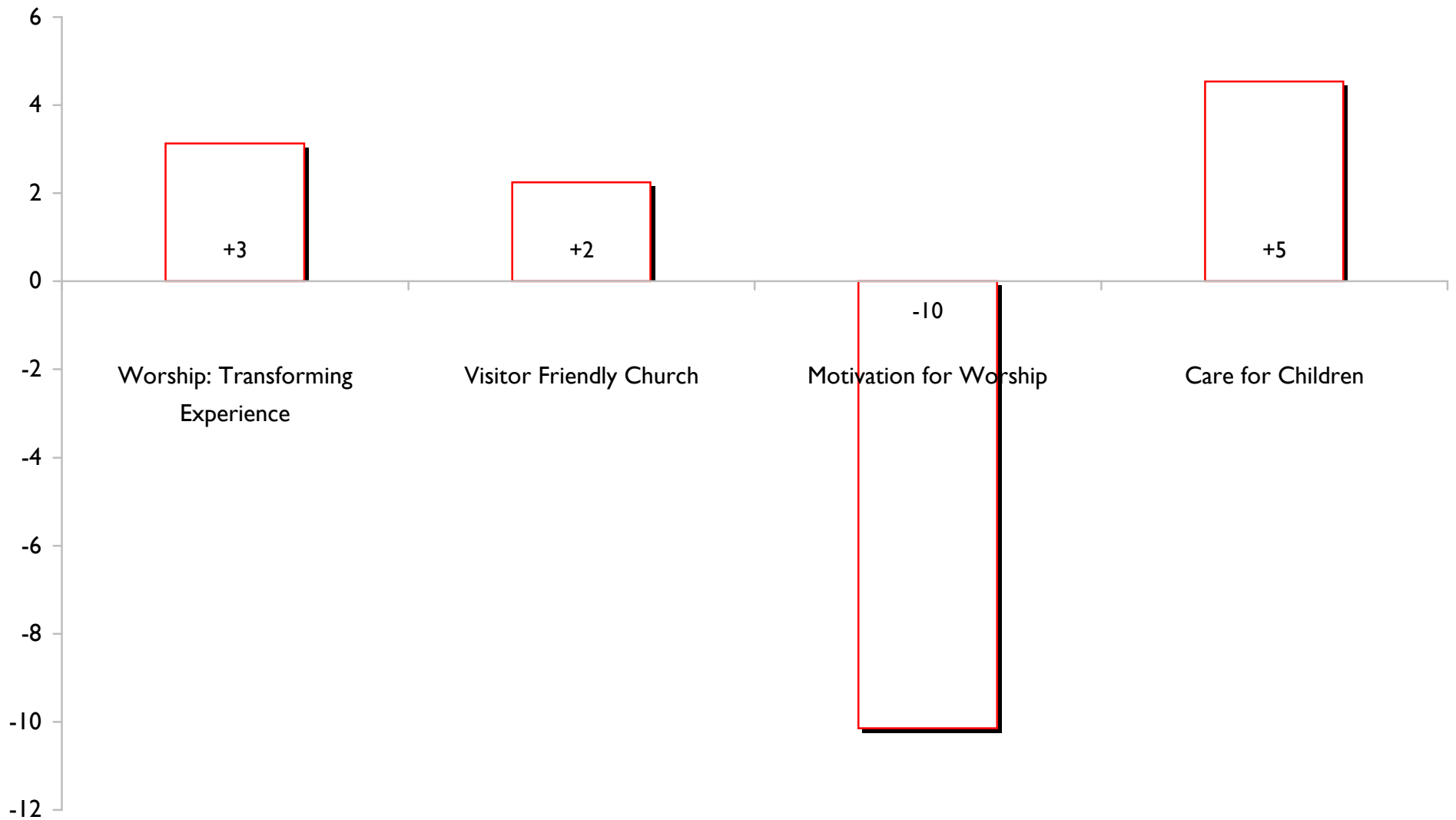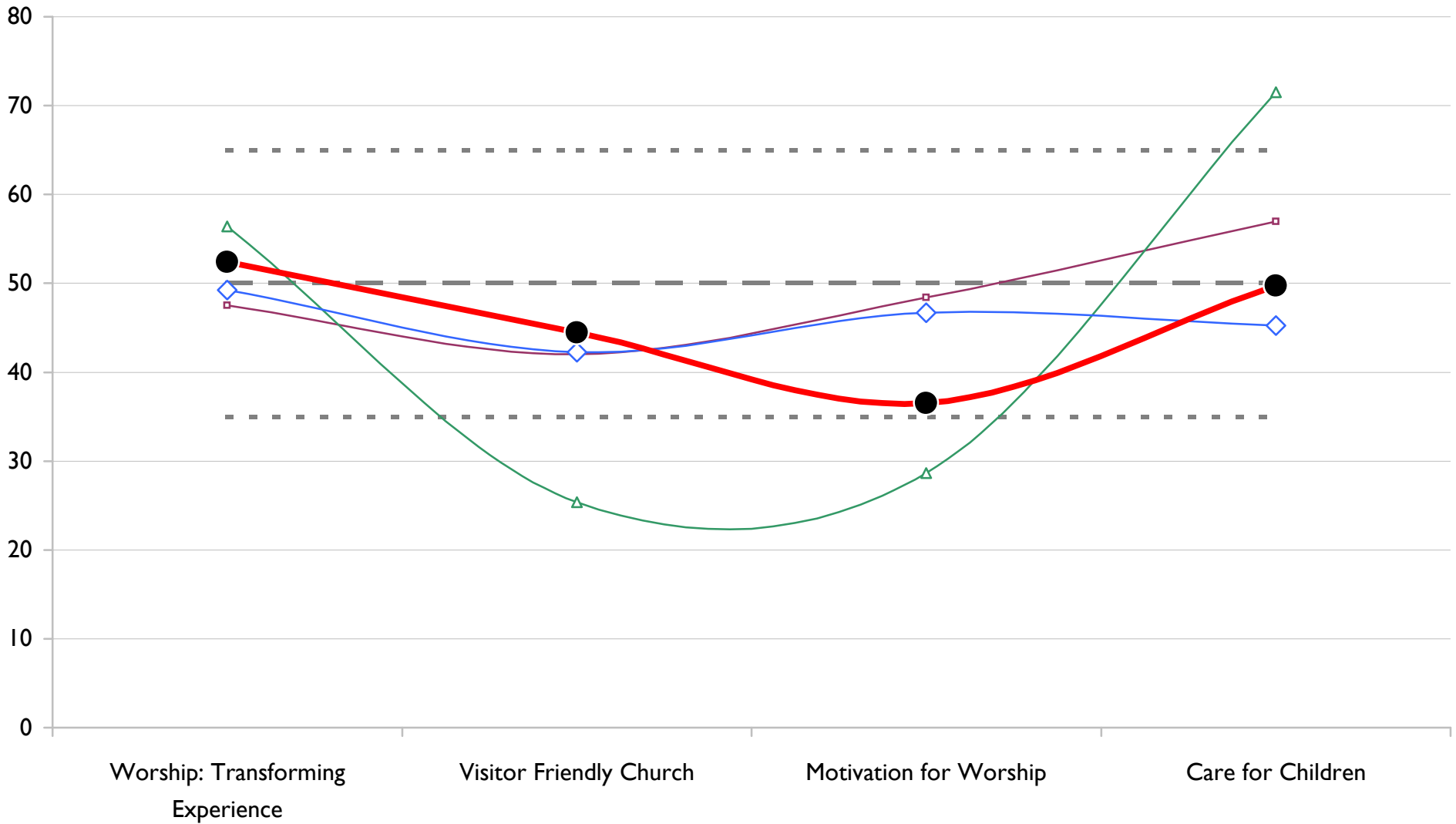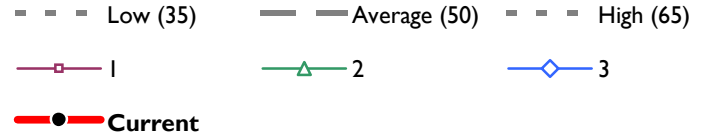
# Holistic Small Groups Current Profile

**Current**
- - - High (65)
- - - Average (50)
- - - Low (35)

Developing Spiritually-oriented Community: **56**

Multiplication of Disciplines, Leaders, and Groups: **50**

Group Integration: **58**

Group Relevance: **40**

# HSG Change from Previous to Current



| | | | |
|---|---|---|---|
| +8 | +1 | +16 | -17 |
| Developing Spiritually-oriented Community | Multiplication of Disciplines, Leaders, and Groups | Group Integration | Group Relevance |
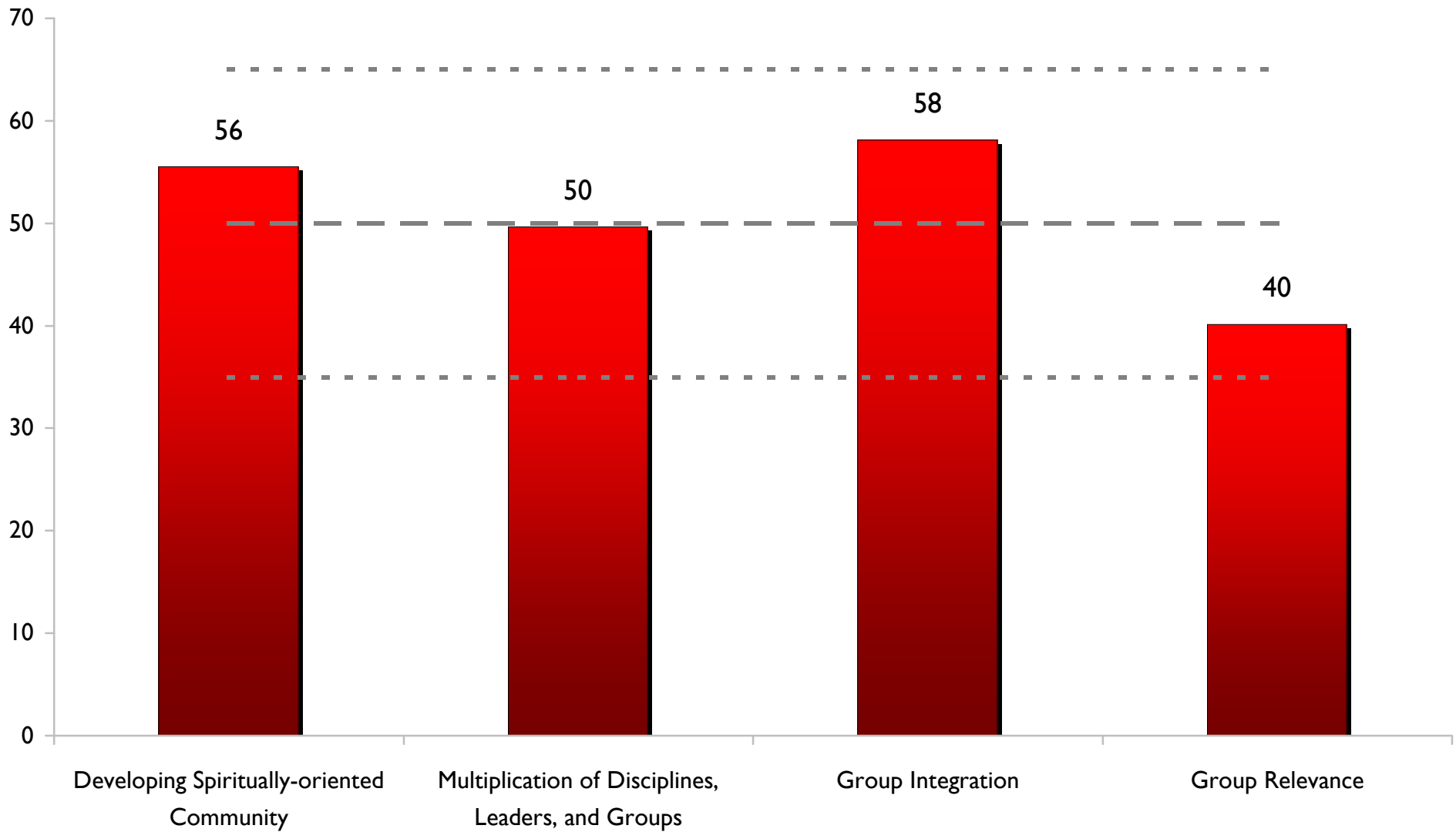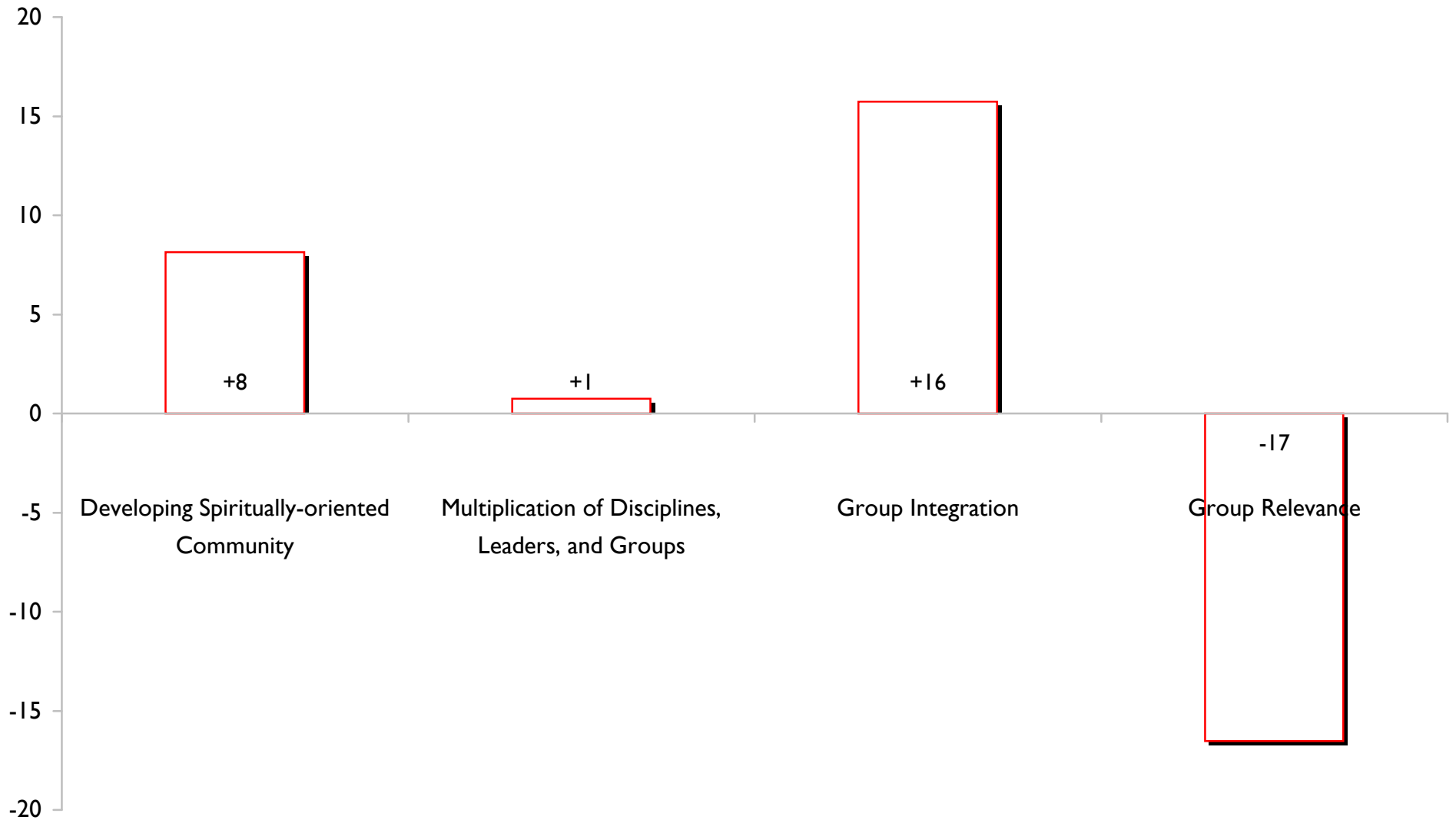
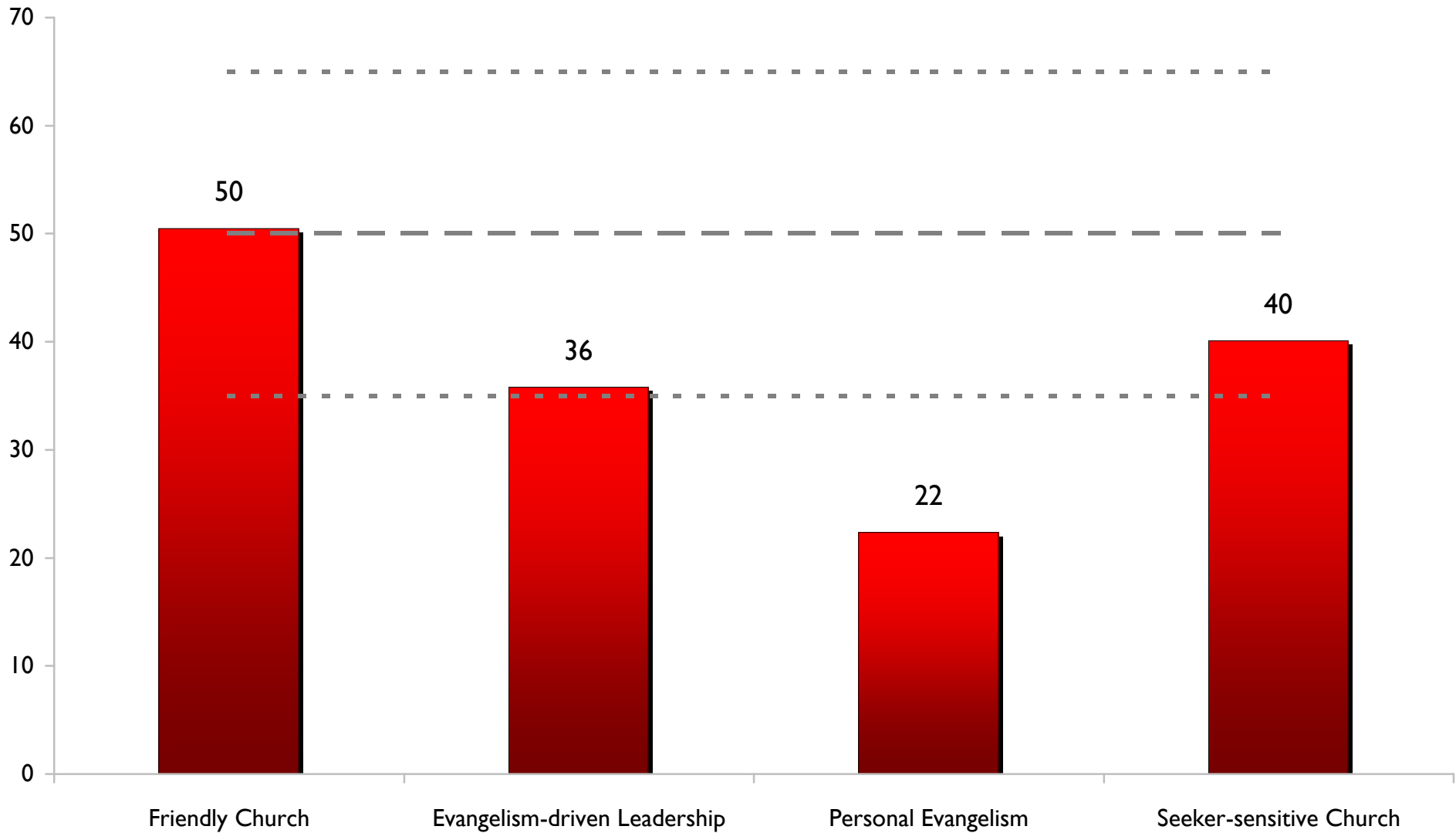# HSG Dynamic Progress
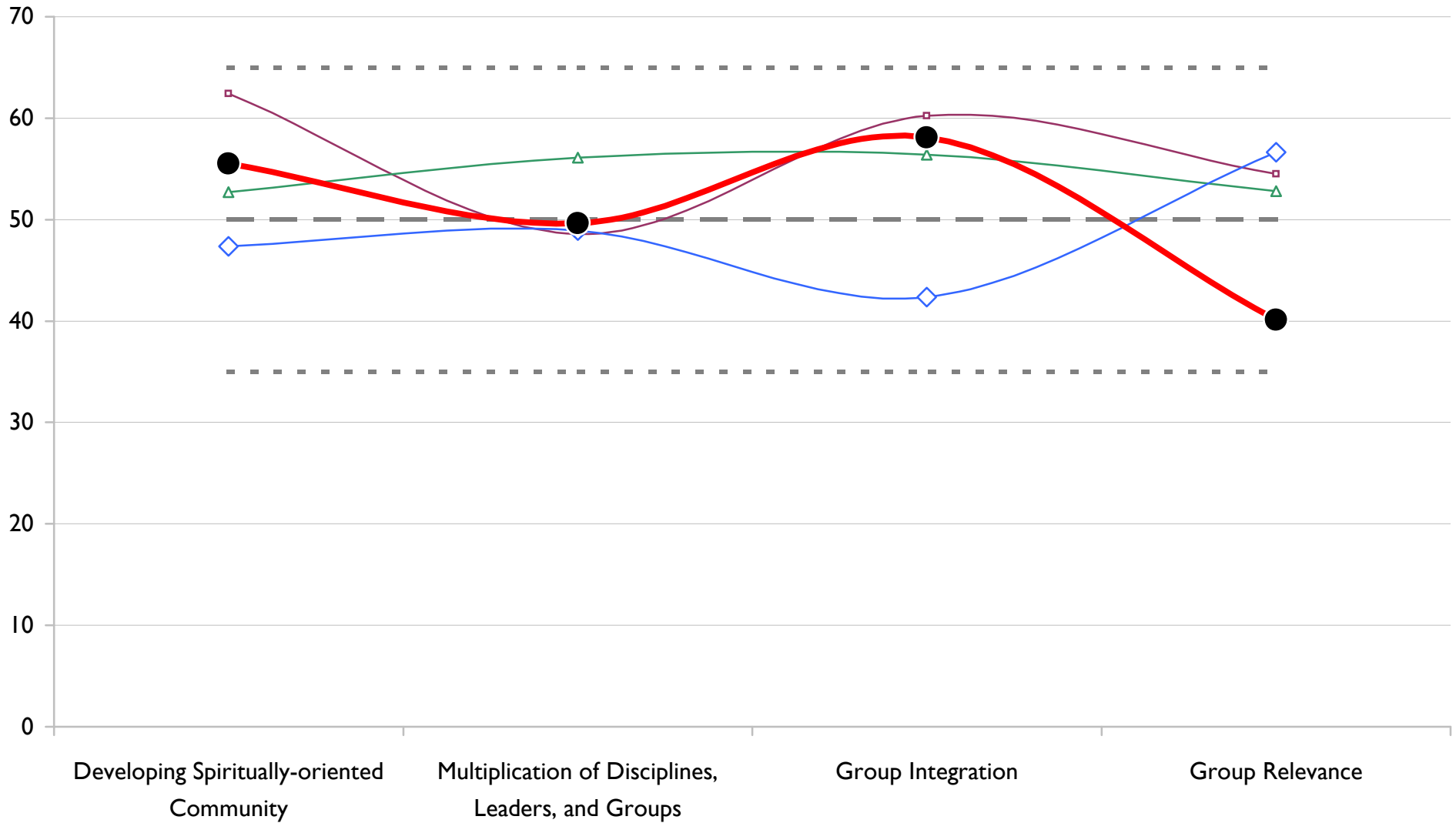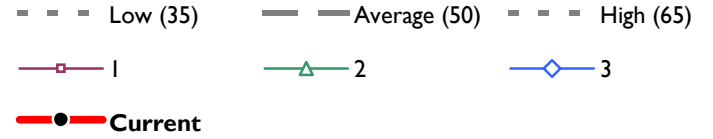
Need-oriented Evangelism Current Profile

Current
High (65)
Average (50)
Low (35)

50
36
22
40

Friendly Church     Evangelism-driven Leadership     Personal Evangelism     Seeker-sensitive Church

# NoE Change from Previous to Current



Friendly Church: -0
Evangelism-driven Leadership: -13
Personal Evangelism: -5
Seeker-sensitive Church: +6

NoE Dynamic Progress

Legend: ---- Low (35)  —— Average (50)  ---- High (65)  —□— 1  —△— 2  —◇— 3  —●— **Current**

Y-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80

X-axis: Friendly Church, Evangelism-driven Leadership, Personal Evangelism, Seeker-sensitive Church
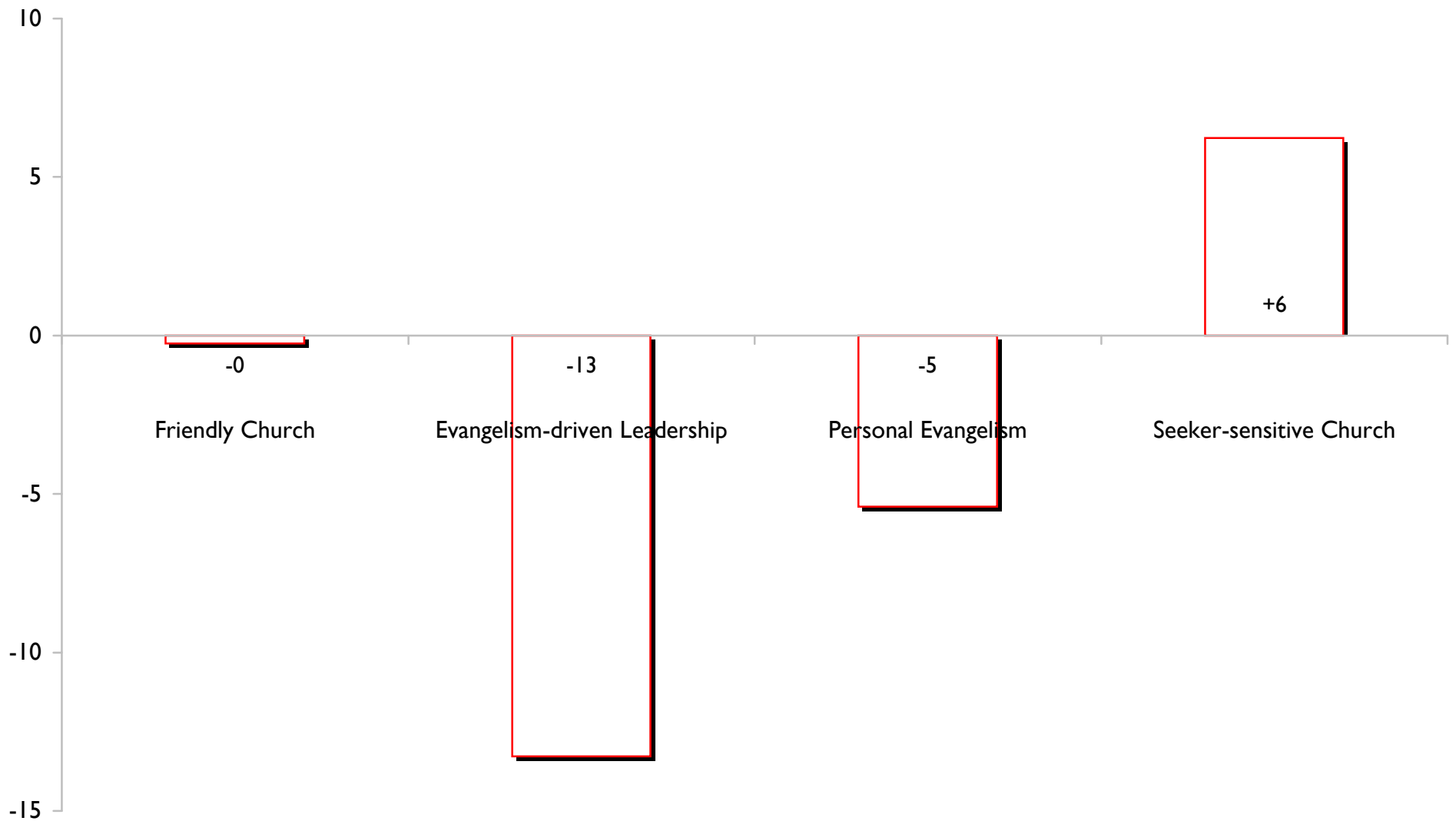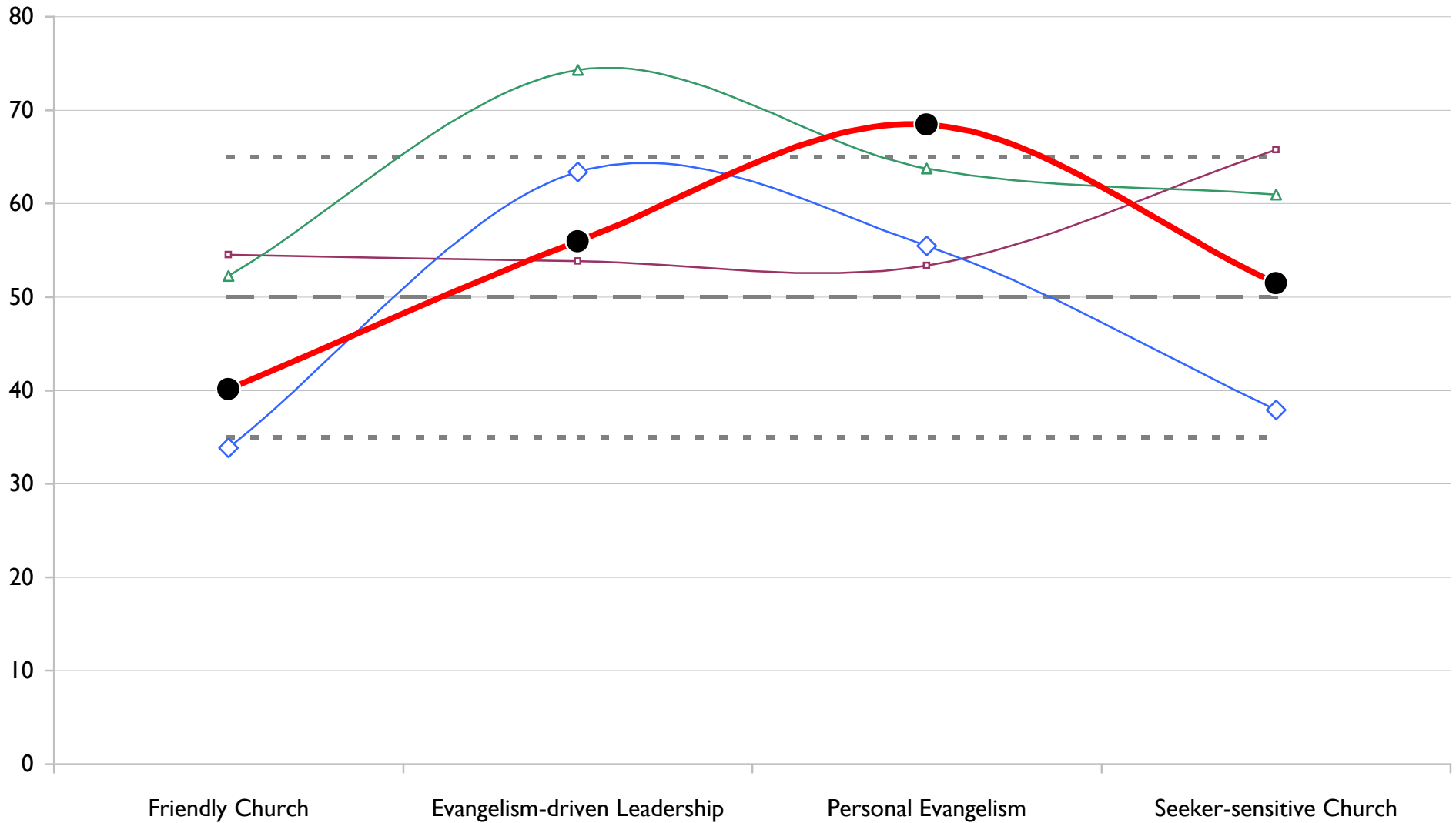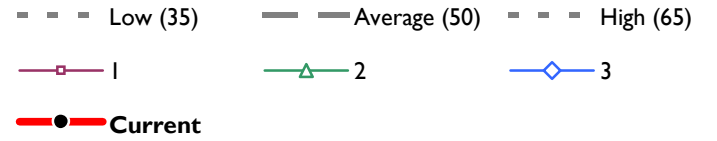
# Loving Relationships Current Profile

| Affirmation and Encouragement | Atmosphere of Joy and Trust | Interdependent Relationships | Conflict Resolution |
| --- | --- | --- | --- |
| 56 | 68 | 51 | 60 |

# LR Change from Previous to Current



| | |
|---|---|
| 15 | |
| 10 | |
| 5 | |
| 0 | +13    +14    +2 |
| -5 | -7 |
| -10 | |

Affirmation and Encouragement    Atmosphere of Joy and Trust    Interdependent Relationships    Conflict Resolution
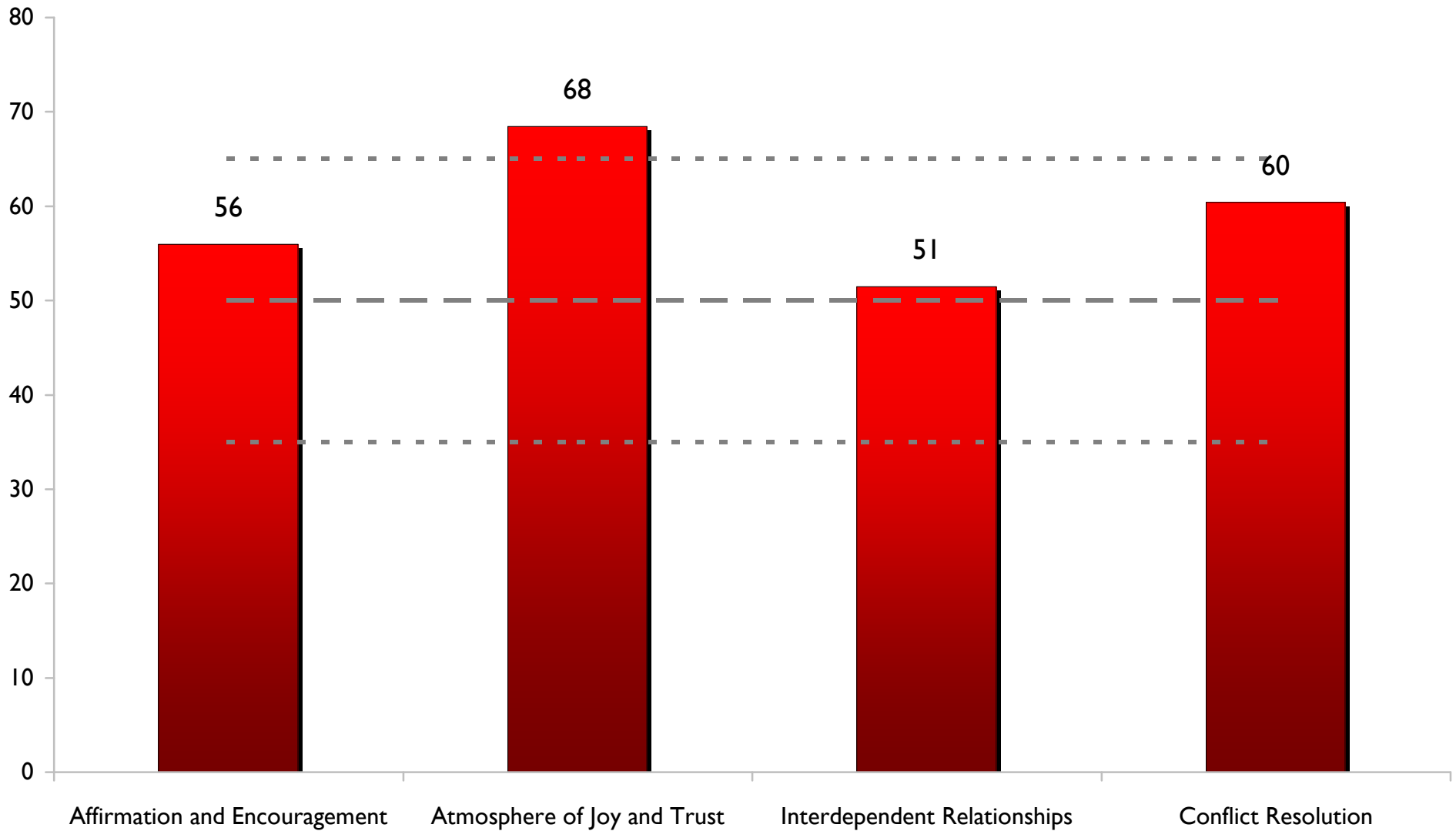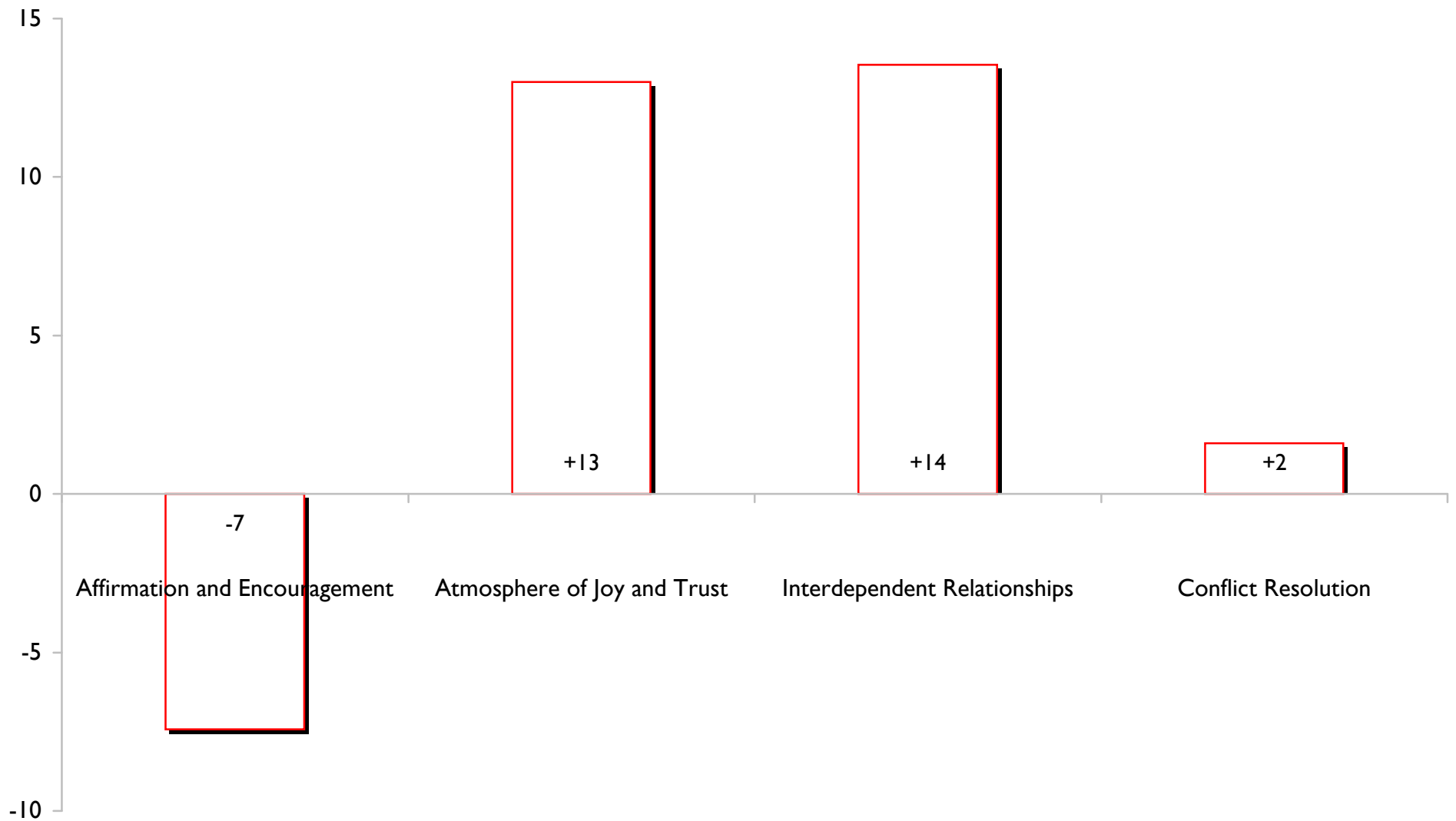
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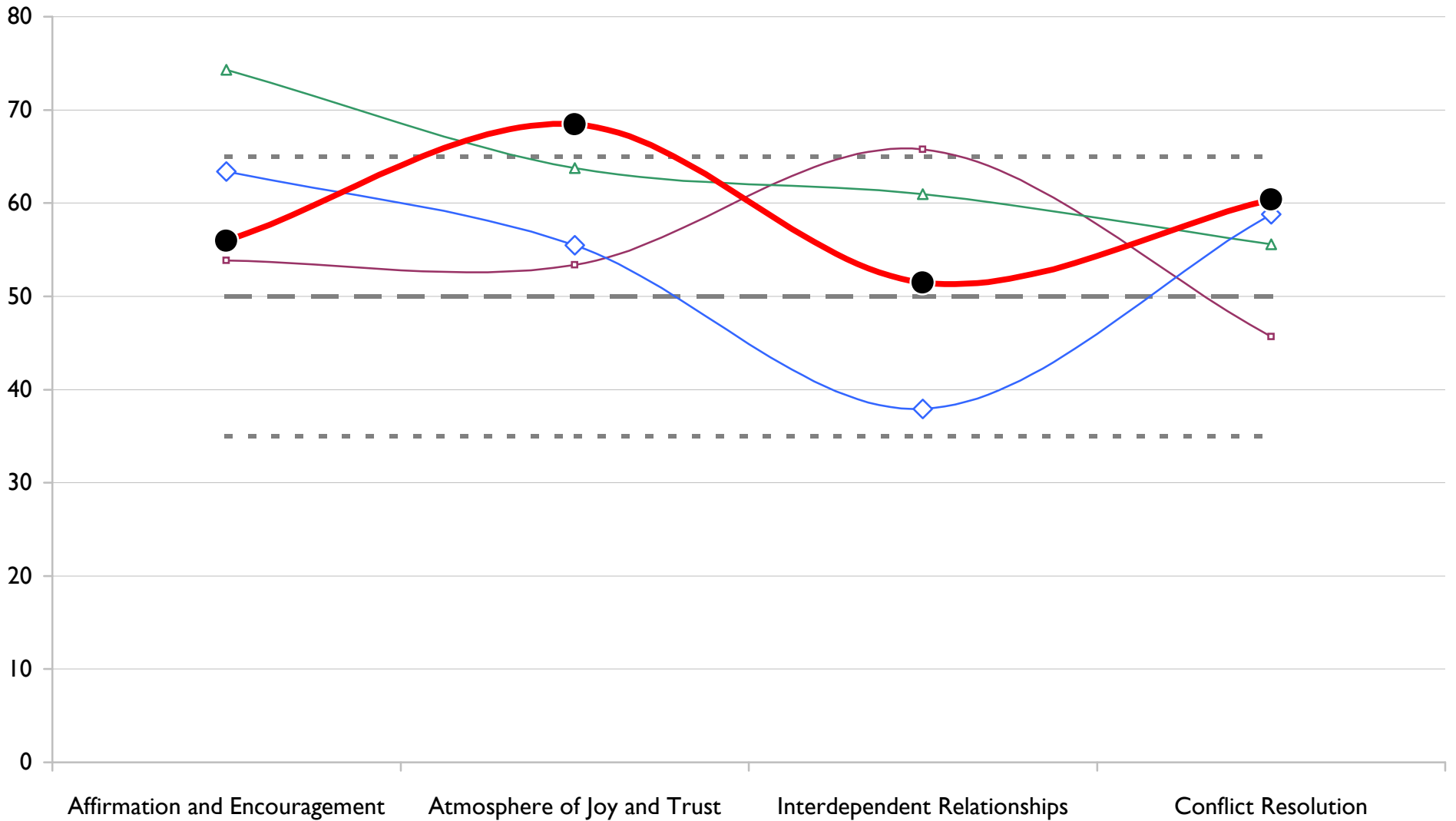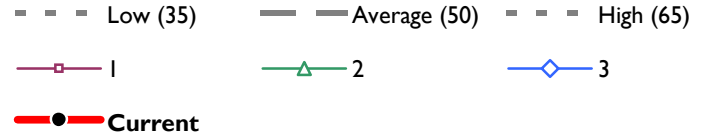
# Current Highest 5 Areas

Legend:
- Highest 5
- High (65)
- Average (50)
- Low (35)

Bar values:
- Significance of Ministry (GoM): 74
- Atmosphere of Joy and Trust (LR): 68
- Empowering Pastor / Leaders (EL): 61
- Organizational Structures and Systems (FS): 60
- Conflict Resolution (LR): 60
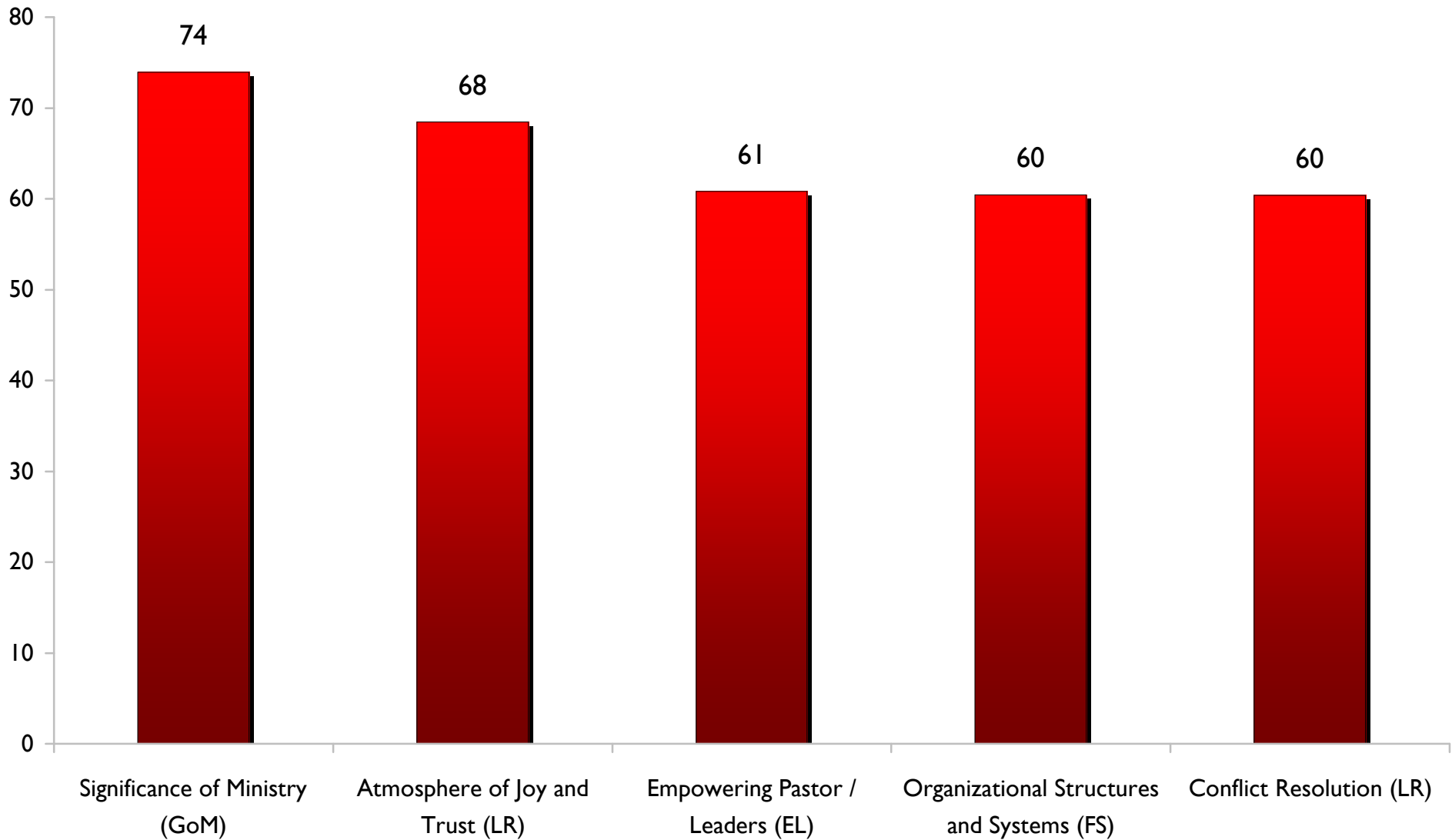
# Highest 5 Changes from Previous to Current

Significance of Ministry (GoM): +25
Group Integration (HSG): +16
Interdependent Relationships (LR): +14
Atmosphere of Joy and Trust (LR): +13
Support for Gift-oriented Ministry (GoM): +11
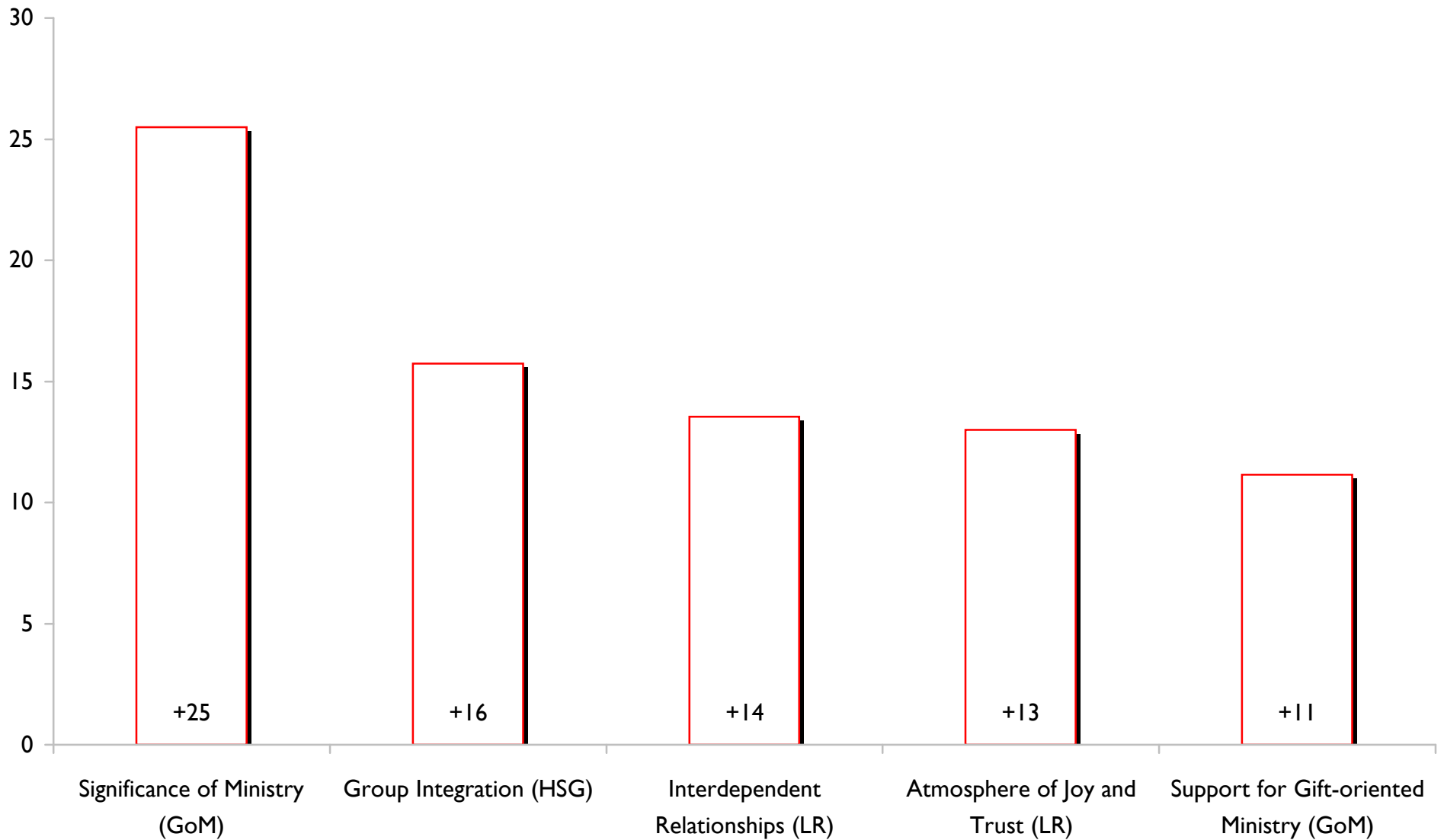
# Current Lowest 5 Areas

Legend:
- Lowest 5
- Low (35)
- Average (50)
- High (65)

Values by area:
- Personal Evangelism (NoE): 22
- Scripture Obedience (PS): 25
- Empowered Pastor (EL): 32
- Experiencing God (PS): 36
- Evangelism-driven Leadership (NoE): 36

# Lowest 5 Changes Previous to Current



Empowered Pastor (EL): -23
Group Relevance (HSG): -17
Evangelism-driven Leadership (NoE): -13
Motivation for Worship (IWS): -10
Delegation and Sharing of Ministry (EL): -8