### **FACINGYOURGIANTS**



**FACING YOUR GIANTS IN** 

# BUSINESS





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## **BUSINESS**

'Blessed is the man who walks not in the counsel of the wicked, nor stands in the way of sinners, nor sits in the seat of scoffers; but his delight is in the law of the LORD, and on his law he meditates day and night...in all that he does, he prospers.' Psalm 1:1-3 ESV

What an amazing promise! There actually is a way to live in which we can experience God's blessing in whatever we do. This lifestyle can begin as we delight in God's Word, think about the Word, and are guided by its principles.

After much prayer, we are now launching *Facing Your Giants in Business*. Many people around us may appear to be riding an emotional rollercoaster, battered by the ups and downs of the business world. Many feel like victims, as if they are pawns, sometimes with little control.

However, the Bible reminds us that we all have choices. We all make critical decisions every day about what we allow into our minds, who we listen to, what we watch and read, and what we believe

As we choose to believe God's Word, we will experience stability and fruitfulness; just like a firmly planted tree that yields fruit in its season, God will pour His blessings into our lives.

I believe that *Facing Your Giants in Business*, which has been put together specifically for those of you who are working in the business world, will help you to engage in the Scriptures daily and, therefore, will help you to face the challenges that business brings. Remember, living according to biblical principles will make you stable, fruitful, and prosperous.

I trust that you will enjoy your enclosed copy of Facing Your Giants in Business. Please feel free to send your thoughts to me at ucb@ucb.co.uk.

Every Blessing,

**David L'Herroux -** Chief Executive. United Christian Broadcasters

P.S If working your way through this booklet raises any issues and you would like prayer, please do contact UCB Prayerline. You can find out more at ucb.co.uk/pray or ring us on 01782 363 000

# Handling the pressures of leadership

'I face daily the pressure of my concern for all the churches.' 2 Corinthians 11:28 NIV

Preachers prepare sermons, teachers plan lessons, accountants crunch numbers, and mechanics fix engines. But there's no institution of higher learning that can fully prepare you for the pressures of leadership. That only comes through on-the-job training. Paul lists the pressures of leadership along with being whipped, beaten, stoned, betrayed, and shipwrecked. It's one of the reasons why more than 21 per cent of pastors say they wouldn't go into ministry if they had their time over. As author Zig Ziglar said, 'It's lonely at the top.' If you're a leader in any area of life - and most of us are whether we realise it or not – the buck not only stops at your door, but you can't move it with a bulldozer. As a leader you will hear little when things go according to plan, but when they don't go well, watch out. Leaders draw criticism as surely as a picnic draws flies. Influencing others always comes at a price. A leader will pay the cost in time, thought, and trust. The instalments look like daily risk taking, visionary thinking, diligent working, and problem solving. But the biggest cost is dealing with people. especially those who may wear the same uniform but aren't on the same team. Paul refers to it this way: 'In danger from false believers' (v. 26 NIV). If this is what you are experiencing today, here's what God said to Moses: 'Stand near me... As my glorious presence passes by, I will hide you in the crevice of the rock and cover you with my hand' (Exodus 33:21-22 NLT). What's the answer to the pressures of leadership? A consciousness of God's presence in your life.

#### **PRAYER POINT**

Lord, help me to seek Your presence when I am feeling lonely in leadership. Give me the wisdom and the endurance to lead well and bring You glory. Help me fight discouragement with Your truth so that I can live out the calling You have placed upon my life. Amen.



# Leader, here's God's way

'If you do this...you will be able to stand the strain.' Exodus 18:23 NIV

Why do we insist on doing everything ourselves? Three reasons: 1) We're afraid others won't do the job as well as we do – but how else are they going to learn? 2) We're afraid they will outshine us. The Bible says, 'In honour preferring one another' (Romans 12:10 KJV). 3) We think God expects us personally to do it all. Moses' father-inlaw told him: 'Listen now to me and I will give you some advice... You must be the people's representative before God and bring their disputes to him...But select capable men from all the people...and appoint them as officials over thousands, hundreds, fifties and tens. Let them serve as judges for the people at all times, but let them bring every difficult case to you; the simple cases they can decide themselves. That will make your load lighter, because they will share it with you. If you do this and God so commands, you will be able to stand the strain, and all these people will go home satisfied' (Exodus 18:19-23). So evaluate what only you can do, and delegate what others can do. If the job's too big for you, take it as a sign that God is telling you, 'Don't try it alone!' That doesn't mean dump the work on just anybody. If you pair the wrong person with a iob that makes no sense to them, disaster will ensue. You must: 1) find the right person; 2) give them the right job; 3) trust them to do the right thing. Do those three things and vou'll live long enough to eniov the fruits of your success.

## The power of influence

'Demetrius is well spoken of by everyone – and even by the truth itself.'
3 John 1:12 NIV

Compare these two stories: the first is about a major cross-country race in Malaysia that covered a seven-mile course. Two hours after the race began there wasn't a runner in sight, so the officials became concerned. When they sent out a car to find them, they discovered that all of them were at least six miles away, running in the wrong direction. What happened? The runner leading the pack took a wrong turn at the fifth check point. And all the others followed him. The second story is about a sociology class that conducted a study of 200 young people from the inner city of Baltimore. It concluded, 'Not one of them has a chance.' Twentyfive years later a sociology professor did a follow-up study, and located 180 of the original 200. Of that number, 176 had become doctors, lawyers, ministers, and successful business people. When he asked each of them how they were able to escape their predicted future, they all pointed to one teacher. The professor found that teacher, and asked her what she'd done to make such an impact on them. She just smiled and said, 'I loved them, and they knew it!' Paul writes, 'Love never fails' (1 Corinthians 13:8 NIV). John Maxwell says, 'During your lifetime you will directly or indirectly influence the lives of at least 10,000 other people.' The question you need to ask yourself is: 'How will I influence them?'

#### **PRAYER POINT**

Father, I know I can't do everything on my own. If there is arrogance or pride in my heart, please reveal it to me and root it out. Give me the wisdom to lead others with love and humility. I know that You have designed Your people to work together, so help me delight in the unity of team work. Amen.



### **Teamwork!**

**'So built we the wall...for the people had a mind to work.'** Nehemiah 4:6 KJV

On 29 May, 1953, Tenzing Norgay, a Sherpa born in Nepal, and Edmund Hilary, a New Zealander, accomplished what no other human beings ever had – they stood at the top of Mount Everest, the world's highest peak. Could they have made it without a great team? No way! Tenzing tells the story: 'For each level we reached, a higher degree of teamwork was required. One group would exhaust themselves just getting the equipment up the mountain for the next group. Two-men teams would work finding a path, cutting steps, securing ropes, spending themselves to make the next leg of the climb possible for others. You don't climb a mountain like Everest by trying to race ahead on your own or by competing with your comrades. No, you do it slowly and carefully by unselfish teamwork. Certainly I wanted to reach the top myself; it was the thing I'd dreamed of all my life. But if the lot fell to someone else I would take it like a man. not a cry-baby. Where would Hilary and I have been without the others? Without the climbers who made the route? The Sherpas who had carried the loads? Those who had cleared the path ahead? It was only through the work and sacrifice of them all that we had our chance at the top.' How do you build a business, a ministry, and a career? The same way you climb a mountain – through others. Teamwork makes the dream work. so today ask yourself: 'Who belongs in my life?'

## Welcome this change!

'The things we can't see now will last forever.'
2 Corinthians 4:18 MSG

We enjoy the blessings of change, but not the process of change. We're creatures of habit. We form our habits, and our habits form us. Then we start to see things exclusively from our own perspective. And when that happens – we stagnate. The truth is, without change there is no growth. When you have the right attitude every experience – positive and negative - becomes an opportunity for progress. Think about it: trees need more than sunshine to produce fruit. Rainy seasons are productive seasons too, and they always precede the harvest. You don't have to like rain, you just have to understand its purpose and benefits. The Bible says that every day 'the Lord...makes us more and more like him...we are changed into his glorious image' (2 Corinthians 3:18 NLT). But to become like Jesus you must follow wherever He leads. That means following Him through the wilderness of temptation, the pain of rejection, the forfeiting your reputation, the surrendering your will, and being ready to go to the place of crucifixion where you die to all forms of self-centred living. Following Jesus may mean being in a different location tomorrow than you are today. Once you grasp this principle, you'll stop fearing and resisting the changes taking place in your life and start seeing God at work in them. Paul says: 'Even though on the outside it...looks like things are falling apart...on the inside...God is making new life...The things we see now are here today, gone tomorrow. But the things we can't see now will last forever' (2 Corinthians 4:16-18 MSG).

#### PRAYER POINT

Lord, I know that I have habits (some I might not even be aware of) that shape my perspective, but I pray that You would convict me of any thoughts that are causing me to be stagnant. Help me, instead, to embrace change with joy so that I can bless others and become more like You every day. Amen.



### Learn to be more flexible

'I have become all things to all people so that by all possible means I might save some.'

1 Corinthians 9:22 NIV

Your principles should be set in concrete, but not your methods. Never stop asking, 'Is there a better way?' Knowledge in most fields is doubling every five years, so any programme that old should be brought in for an examination, an overhaul, and possibly the last rites! As great as Henry Ford was, he had poor people-skills. He believed the Model T ended the need for any other car. When people started saving to him, 'We'd like a different colour,' he answered, 'You can have any colour you want – as long as it's black!' And that's when his business began to decline. If what you're doing isn't working, you can: 1) look for somebody or something to blame; 2) rationalise, so that you can live with it more easily; 3) find comfort in the fact that others are in the same boat: 4) be willing to change. In the film Five Easy Pieces. Jack Nicholson goes into a restaurant and asks for a side order of toast. When he's told it's not on the menu, he comes up with a creative solution. He orders chicken salad on toast, then instructs the waitress. 'No mayonnaise, just butter and hold the chicken salad,' If you're too rigid, you'll break (or go broke). Paul's great success can be summed up in one verse: 'I have become all things to all people so that by all possible means I might save some' (1 Corinthians 9:22 NIV). Learn to be more flexible!

# Ask, 'Is there a better way?'

'The Lord will command the blessing on...all to which you set your hand.' Deuteronomy 28:8 NKJV

Almost anybody can spot the problem, discuss the problem, and complain about the problem. But a solution-oriented person looks for ways to solve the problem. Murray Spangler was such a person. As a department store cleaner, he decided that the only way to overcome the boredom of his job, which consisted of sweeping floors, was to find a more innovative way to do it. Plus, he had the added incentive of being allergic to the dust he was sweeping every day. Then a thought came to him: 'Instead of sweeping up the dust, maybe there is a way to suck it up.' Where do such creative thoughts come from? God, our Creator. And since you are His offspring, He will share His ideas with you. Spangler's questions led him to invent a crude but workable vacuum cleaner. He then sought out an old friend in the leather business to finance the manufacturing of his invention. The man's name was H.W. Hoover. Not only did Hoover vacuum cleaners become very popular, but 'hoovering' became for at least one generation synonymous with sweeping floors. Built into every obstacle is an opportunity; every question, an answer; every problem, a solution. So don't be afraid to question methods, systems, and equipment and ask, 'Is there a better way?' The world has been enriched by people who dared to ask that question. And you can be such a person, for God promises to bless 'all to which you set your hand'.

#### **PRAYER POINT**

Father, I am sorry for any time where I was too afraid, or busy, or close-minded to challenge the status-quo. I know that You are the God of miracles, and I want to bring You glory by doing my best in every situation. Please give me the courage to ask big questions and to pursue big solutions. I know that Your ways are higher than my ways, so help me to approach my problems with faith in You and not fear of failing. Amen.



## Who says it can't be done?

'Rise up; this matter is in your hands...take courage and do it.'
Ezra 10:4 NIV

Until 1954, all the leading medical journals said that the fourminute-mile was not humanly possible. Doctors warned athletes of the dire consequences of attempting it. Coaches encouraged their runners to do their best – but to forget about achieving it. Yet, that same year, Roger Bannister broke the 4-minute mile! Forty years later. Eamonn Coghlan of Ireland did it too – at age 41. Not long after that, Kip Keino of Ethiopia almost did it – at age 55. Who says it can't be done? Dr Gerry Lynch says, 'When vou believe vou can, vou activate...motivation...commitment... confidence...concentration...and excitement...all of which relate directly to achievement. In reality, whether you think you can or you can't - you're right!' (See Proverbs 4:23.) Does that mean it's easy? No! The path to personal achievement is uphill all the way. Furthermore, if you don't learn to see failure as an acceptable part of success, you won't even get out of the starting gate. Whether it's athletics, academics, business, ministry, sales or anything else, keep this in mind – aeroplanes and kites rise faster when they fly into the wind! You grow stronger physically. mentally and spiritually only when resistance and opposition test you. That's why the Bible says, 'Blessed is the man that endureth...for when he is tried, he shall receive the crown' (James 1:12 KJV).



## Live a life of integrity

'The integrity of the upright will guide them.'
Proverbs 11:3 NKJV

After leading the Nation of Israel for forty years, the prophet Samuel didn't get a retirement party and a gold watch. He got something much better in the form of this commendation: 'You have not cheated or oppressed us' (1 Samuel 12:4 NIV). He led them, instructed them, and blessed them, but not one time did he take advantage of them. How refreshing! How remarkable – particularly in today's world of business and politics. C.S. Lewis said, 'Education without values, as useful as it is, seems rather to make a man a more clever devil.' So before you set your goals, determine your values. Values are like guard rails on the motorway; they keep you from veering off the road and over the edge. They determine how far you'll go on questionable issues. Knowing what matters and what you truly value is the key to living a life of meaning and purpose. For most of us the problem isn't having values, the problem is living them out. We all value honesty, integrity, and forgiveness, but when we're pressed, do we really live them out especially when it costs us? Pursuing a life of values comes with a price. But what we get in exchange is the ability to hold our head high during the day and sleep well at night. And perhaps just as important – it allows us to relax and be ourselves. The mental toll of cheating, lying, and stealing is draining. Trying to remember the lie vou told someone last week, so that today's lie will match up. can literally wear you out. When you live a life of integrity, you don't have to worry about such things!

#### PRAYER POINT

Lord, thank You so much for sending Your Son to die so that my sin could be forgiven. And because I get to live in eternity with You, I want to bring You glory with my actions here on earth. Help me to not just value integrity but to live with integrity. Please guide me so that my actions would be righteous and bring honour to Your name in all areas of my life. Amen.



### **Conviction and credibility**

'Watch me...Follow my lead...do exactly as I do.'
Judges 7:17 NIV

On the eye of his spectacular victory over the Midianites. Gideon told his army of three hundred men, 'Watch me...Follow my lead...do exactly as I do.' What would happen if you said that to the people who know you? Would you have to qualify that statement by saying, 'Follow me in business, but not my family life'? Or, 'Follow my professional advice, but not my personal lifestyle'? To earn respect and be worthy of following, you need two qualities that really matter. The first is conviction: conviction is a set-in-concrete belief that you live by and refuse to compromise on. A pragmatist adjusts his or her beliefs and actions to things like the bottom line, or not making waves, or being liked and accepted. A man or woman of conviction won't do that. Early one morning. Scottish philosopher and religious sceptic David Hume was observed hurrying to hear evangelist George Whitefield. When asked if he really believed what the great evangelist preached, Hume replied, 'Certainly not! But he does, and I want to hear a man who truly believes what he says!' Author Larry Phillips said: 'There's a noticeable difference between steel and tin – especially when hit. Genuine heartfelt convictions simply come across as "words of steel". There's a determined resolve in the tone...We need to be reminded that we can't fake convictions! [People] will always discern the difference between words of steel and the sound of tin – no matter how hard the tin is hit!' People know the difference between your core values and your intellectual concepts. If you don't have a deep conviction about what you're saying, why should they?

# Your strength and strategy for living

'He gives power to the weak.' Isaiah 40:29 NKJV

When the battle continues to rage with no end in sight, you grow weary. Is that where you are today? Are things that once ran smoothly no longer working? Have you done all you know to do but it hasn't helped? What should you do? Spend more time with God in prayer, and listen to Him as He speaks to you through His Word. As long as you don't give up within, victory is assured without. It's a matter of replenishing your strength by drawing on God's strength, refocusing your faith towards victory, and '[calling] to remembrance' God's promises (Psalm 77:6 NKJV). When vou feel overwhelmed by trouble in your marriage, your business, your health, your job, or your finances, stand on these two Bible promises: 'He gives power to the weak and strength to the powerless. Even youths will become weak and tired, and young men will fall in exhaustion. But those who trust in the LORD will find new strength. They will soar high on wings like eagles. They will run and not grow weary. They will walk and not faint' (Isaiah 40:29-31 NLT), 'We were crushed and overwhelmed beyond our ability to endure, and...thought we would never live through it. In fact, we expected to die. But as a result, we stopped relying on ourselves and learned to rely only on God...And he did rescue us...We have placed our confidence in him, and he will continue to rescue us' (2 Corinthians 1:8-10 NLT). Instead of trying to escape the situation, seek God and He will give you strength and a strategy to come out of it stronger.

#### PRAYER POINT

Father, I bring all my weariness and lay it at Your feet. I know that I cannot 'do it all' on my own. I declare that Your promises are truth and life, and I thank You that You alone are all I need. Please grant me the strength to get through struggles in all areas of my life so that in my weakness, You are still glorified. Amen.



## Keep pressing on

'Blessed is the one who perseveres under trial because, having stood the test, that person will receive the crown.'

James 1:12 NIV

Most successful people are usually just 'hungrier and thirstier'. What we desire – they pursue! Napoleon was born in abject poverty. In school his friends made fun of him but he devoted himself to his books and excelled in his studies. Eventually he became the brightest student in the school. Before he was through he conquered most of the world. If a seedling tree has to fight its way up through stones and hard soil to get to sunlight and air, then wrestle with the storm and the frost to survive, its root system will be strong and its timber valuable. Understand this: it is impossible to succeed without going through adversity. Impossible! If you are successful and have not experienced adversity, you can be sure that someone else has experienced it for you. If you are experiencing it without succeeding, there is a good chance somebody else will succeed one day because of you. Either way, there is no success without adversity. The true test of your character is seeing what it takes to stop you! Dr G. Campbell Morgan tells of a man whose shop was burned down in the great Chicago fire. The next morning he arrived at the ruins carrying a table, set it up in the middle of the charred debris and put up a big sign which read. 'Everything lost except wife, children and hope – business will resume as usual tomorrow morning!' You need that same spirit!

## **Afraid of failing?**

'I was afraid, and went and hid your talent.' Matthew 25:25 NKJV

What would you attempt today if you weren't afraid of failing? In Matthew 25:14-30, a wealthy businessman entrusted his entire estate to three key workers. He gave the first five talents, the second two talents and the third one talent. Now when you realise that in Bible times, one talent was about 15 years' salary, you begin to grasp what an opportunity this was. It was a defining moment that gave each of them the opportunity to a) test their skills in the market; b) develop personal initiative; c) practise good judgment; d) profit from their investment. And two men did exactly that; but the third was afraid of failing. He decided to play it safe, so he buried his talent. Note: he wasn't judged for what he did; he was judged for doing nothing. In fact, Jesus called him wicked and lazy! (See Matthew 25:26.) Fear of failure will always make you want to bury your gift. Unless you've the courage to start, you're already finished! When God commissioned people like Moses, Gideon, Deborah, and Esther, they all had to overcome their natural fears. So will you! Fear of poverty made Jacob deceive his father. Fear of starvation made the Israelites want to run back to Egypt. Fear of their critics made the disciples forsake Jesus in His darkest hour, and it made Peter deny Him three times! Refuse to let fear stop you! How you use the gifts God's given you is a matter of the utmost importance. The truth is, it's the basis upon which you'll be judged!

#### PRAYER POINT

Lord, I repent of any fear which I have allowed to sway my thoughts and decisions. I know that fear causes me to forget the greatness of Your power, and so I ask You now to renew my spirit and help set my mind afresh. I pray that I would, instead, tackle each challenge with courage and faith in the God I serve! Amen.



### Should you invest?

'Whoever watches the wind will not plant; whoever looks at the clouds will not reap.'

Ecclesiastes 11:4 NIV

Should you risk investing, or wait for a 'lucky break' that could make you rich overnight? Solomon answers, 'Ship your grain across the sea: after many days you may receive a return' (v. 1 NIV). That means invest prayerfully and wisely, and be patient because it may take 'many days' before you'll get a return. The get-richquick mentality isn't scriptural. 'Invest in seven ventures, ves. in eight; you do not know what disaster may come upon the land' (v. 2 NIV). So invest, but diversify: allow for market fluctuations. This is a play-it-wise approach, not a play-it-safe one. Be faithdriven instead of fear-driven. Fear allows the unpredictable to determine your actions. Godly wisdom, plus faith, is the key to investing. Waiting for 'the ideal time' will keep you paralysed. Success isn't in the absence of challenges, it's having the wisdom to manage them and keep moving forward. The Bible says. 'Whoever watches the wind will not plant; whoever looks at the clouds will not reap.' If you let the odds immobilise you. you'll never sow – which means you'll never reap. The bottom line is this: life is full of unknowns, and just 'as you do not know the path of the wind, or how the body is formed in a mother's womb...you cannot understand the work of God' (v. 5 NIV). You don't have to know it all or be able to predict the outcome. Just seek God, then act on the wisdom He gives you (see James 1:5). You don't have to understand how He's going to work on your behalf – you only need to believe He will!

### Take the risk!

'Give it to the one who risked the most.'
Matthew 25:28 MSG

Remember the three stewards who were each given a sum of money to invest? The first two doubled theirs; the third buried his in the ground. The first two were promoted: the third was fired. 'Get rid of this "play-it-safe" who won't go out on a limb' (v. 28-30 MSG). Could there be a more powerful incentive to taking a risk of faith based on what God promised you? You say. 'But what if I fail?' Failure trains you for success! It can show you what you need to change in order to move forward. Think of it this way: as a redeemed child of God you have a security net that allows you to fail safely. But if your reputation and self-worth are all tied up in knots over some failed enterprise, you'll not be motivated to try again. It's human nature to want to feel good, to succeed, to win the prize, to move forward. But just like a world-class athlete backs up to gain the momentum to run faster, sometimes a few steps backward now will fuel your progress later. And here's something else to keep in mind: God assesses our accomplishments differently than people. A failure in the eyes of men is often a success in the eves of God. Remember Noah? Before the flood he looked like a loser: afterward he became the most successful man on earth. Your most fulfilling reward isn't human approval - it's God's 'Well done, good and faithful servant!' (Matthew 25:21 NIV). So take the risk!

#### **PRAYER POINT**

Father, Your approval is more valuable than anyone else's. Help me keep that perspective every day so that I can take the right risks – risks based on wisdom and faith, not fear or vanity. Grant me the mindset of an eternity with You, not a temporary life in my current circumstances. Amen.



## Giving and receiving

'Give, and it shall be given unto you.'

Luke 6:38 KJV

Many of us want to give to people we love and causes we believe in. But fear stops us. We're afraid that if we give. we might not have enough left for ourselves. So instead of sowing, we hoard our seed and miss the harvest God promised us. Why? Because on some deeper level we wonder if God would actually bless someone like us. Jesus said, 'Give, and it shall be given unto you; good measure, pressed down, and shaken together, and running over.' If a bank promised that kind of return on your investment you'd beat a path to their door, right? But banks can fail and bankers can't always be trusted, whereas God has never broken a promise! Here's an important Bible truth: when you open your hand to God, He opens His hand to you. And God has a bigger hand! But as well as learning how to give, you must learn how to receive. Jesus said, 'Good measure...will be poured into your lap' (NIV). When God gives back to you. He often does it through people. All kinds of people! So don't let pride or prejudice stop you from receiving from others, because God wants to give them a harvest on the seeds they sow into your life. Don't circumvent the harvest – yours or theirs. Never hesitate to give to a true servant of God. 'Believe in the Lord your God, and you shall be established; believe His prophets, and you shall prosper' (2) Chronicles 20:20 NKJV). When God moves you to sow a seed, it's because He has a harvest for you to reap. Don't miss it!

# The need for good communication

'I appeal to you...that you be perfectly united in mind and thought.'

1 Corinthians 1:10 NIV

A man walking down a street one day noticed someone struggling with a washing machine in the doorway of his home. When he volunteered to help, the homeowner was overloved. After several minutes of fruitless struggle the man said to the homeowner, 'We'll never get this washing machine in there.' To which the homeowner replied in amazement. 'In? I'm trying to get it out!' Cooperation is impossible without good communication. And that principle holds whether it's in your home, your business or your church. Never assume that anybody 'knows' anything. The truth is, some people are afraid to admit that they don't know lest they be ridiculed. Others need more time and personal attention before they 'get it'. If you're a fast-tracker with a day timer and a short fuse, people won't feel comfortable asking for your help. So, if the job's not getting done correctly, the problem could be your inability to communicate clearly and consistently, rather than their inability to do the job properly. Without clear communication two things happen: 1) The right people get discouraged and give up, like one worker who complained, 'I feel like I'm part of a mushroom farm; left completely in the dark and fed manure from time to time!' 2) The wrong people become empowered, and chaos results. So, if there's strife and confusion where you live and work, rather than harmony and clear direction, go back and read Paul's thoughts on good communication: 'I appeal to you...that you be perfectly united in mind and thought.'

#### **PRAYER POINT**

Lord, grant me the humility to listen to others well so that I can communicate effectively. Give me the words to speak in a way that people can easily understand. And above all, help me communicate in a way that brings productivity and unity in my work place!

Amen.



## How to negotiate well (1)

'There is...A time for every purpose under heaven.'

Ecclesiastes 3:1 NKJV

In order to negotiate well, it helps to understand what's happening on both sides of the table. People seldom buy a product for the reason you want to sell it. If you show more interest in making a profit than meeting their need, you'll fail. So here are a few things to keep in mind when negotiating with someone: 1) The right attitude. Nobody likes being taken for granted, coerced, and pressured. 2) The cost involved for others. There's a world of difference between negotiating with someone who has so much money that whatever the cost they can afford it, and someone who is sacrificing because they really need your product. If you want a long-term customer rather than a short-term sale, practise the Golden Rule: 'Whatever you want others to do for you, do for them' (see Matthew 7:12). 3) The proper timing. Solomon tells us there's 'A time to gain, and a time to lose' (Ecclesiastes 3:6 NKJV). Whether you're asking for a raise or trying to sell a product to a customer, timing is all-important. When someone is hungry, lonely, angry, tired, stressed, or in a crisis, you risk losing out, whereas if you'd waited for the right time, chances are you'd have won. Does God really care about stuff like that? Yes. 'God cares about honesty in the workplace: your business is his business' (Proverbs 16:11 MSG). As a follower of Christ, you want both sides to walk away feeling they were treated fairly.

## How to negotiate well (2)

'Both riches and honour come from You.'

1 Chronicles 29-12 NK IV

To negotiate well, you should do these three things: 1) Talk to God before vou talk to others. Involve Him in all your decisions. The Bible says, 'Both riches and honour come from You, and You reign over all. In Your hand is power and might; in Your hand it is to make great and to give strength to all.' 'Also, every man to whom God has given riches and possessions, and the power to enjoy them and to accept his appointed lot and to rejoice in his toil – this is the gift of God [to him]' (Ecclesiastes 5:19 AMPC). If God can negotiate the price of our salvation at the cross, don't you think He's qualified to help you negotiate successfully in business? 2) Think longterm. When someone feels 'burned' in their business dealings with you, you may make a sale but you'll lose a repeat customer. Billionaire Sam Walton said he rarely invested in a company because of where it would be in eighteen months. Instead he invested in companies that would still be successful ten years down the road. You may be irreplaceable today - but you won't always be. And if you pressure your boss for a raise by threatening to leave, your short-term gain may result in long-term loss, 3) Don't be pressured into anything. Run from the salesperson who insists, 'This is the last day of this sale!' Generally speaking, when you return a month later they'll still do a deal! In many instances they need your purchase more than you need their product. Your opinion deserves to be heard and respected. Just make sure it's at the right time, in the right atmosphere, and with the right attitude.

#### **PRAYER POINT**

Give me discernment, Lord, to know when the time is right to negotiate. Posture my heart with integrity and courage so that I not only listen well to others but I also have the strength to speak what's on my mind. Be present, Father, in all my dealings so that whatever is good and right will prevail in the end. Amen.



## The importance of good communication

'Teach these truths to other trustworthy people who will be able to pass them on to others.'

2 Timothy 2:2 NLT

Here's a bit of time-tested wisdom that will help get you the results you want in life: become a good communicator. Whether you lead in the church, the workplace, or the home, you must take the time to communicate clearly with people in order to succeed. One of the things virtually every employee wishes he or she had with superiors is better communication. Unfortunately, when those employees become managers, they forget to communicate with those they manage. This isn't the case of Sally Frame Kasaks, who became CEO of the Ann Taylor clothing store franchise. She placed a new emphasis on quality products and on 'more and better communication with employees at all levels'. Within a year, sales rose over 30 per cent. Paul Kahn had a similar agenda when he became chairman and CEO of Safeguard Services. He had his head of operations, Richard Interdonato, change the internal company strategy to emphasise three things: 1) Open doors. Leadership became more accessible to employees. 2) Visibility. Interdonato spent about 40 per cent of his time 'just talking with people'. 3) Sharing information through a daily newsletter and frequent open forums with employees. It worked. Within a year, earnings increased by 13.1 per cent. When you're on top, always remember the issues that are important to those below you. Why? Because no matter how great your vision may be, without the cooperation and commitment of those below you, your vision will never be fulfilled. Paul, who was a great communicator, wrote, 'Teach these truths to other trustworthy people who will be able to pass them on to others.'

## CUSTOMER SERVICE

## Serving 'Jesus-style'

'We serve God whether people...despise...or praise us.' 2 Corinthians 6:8 NLT

Kelli B. Trujillo writes: "I'm not your servant!" I half-grunted, half-spoke to one of my kids as I got on my hands and knees to pick up pasta he'd decided to deposit on the floor...Then a thought struck me: I sure hope Jesus didn't hear me say that! Unfortunately, this attitude towards servanthood extends beyond cleaning the floor. Most of the time, serving others just rubs me the wrong way. If it's some extra-meaningful project where you can practically hear the soundtrack of inspirational, feel-good music...and experience a rush about how great you are...it's not difficult. But what about the service Jesus talked about...that involves getting no credit...and waging a battle against your selfish impulses?' Harry E. Fosdick said, 'No steam drives anything until it's confined. No Niagara is turned into power until it's tunnelled. No life grows great until it's focused, dedicated and disciplined.' Serving 'Jesus-style' means saying, 'I no longer live, but Christ lives in me' (Galatians 2:20 NIV). Paul was jailed, whipped, stoned, shipwrecked, and robbed, yet he said: 'We serve God whether people honour...despise...slander...or praise us. We are honest, but they call us impostors. We are ignored, even though we are well known. We live close to death, but we are still alive. We have been beaten, but we have not been killed. Our hearts ache, but we always have joy. We are poor, but we give spiritual riches to others' (2 Corinthians 6:8-10 NLT). The Bible says Jesus 'for the joy set before him he endured the cross...and sat down at the right hand...of God' (Hebrews 12:2 NIV). And that same Spirit enables you to serve others by drawing on His strength.

#### **PRAYER POINT**

Lord, You came to earth, fully God yet fully man, to die on the cross for our sins. Thank You that You are the ultimate servant. I pray that I never grow complacent with the beautiful grace You've shown in serving me. Please shape my heart to delight in serving others so that I can become more like You every day. Amen.



## Sitting or serving?

'Who is greater, he who sits at the table, or he who serves?' Luke 22:27 NKJV

The world reveres wealth, power, talent, and fame. And sometimes it regards service as demeaning. But Jesus used a different vardstick when He asked His disciples, 'Who is greater, he who sits at the table, or he who serves?' Then He answered the question by saying, 'I am among you as the One who serves.' Paul said that Jesus 'emptied himself by taking on the form of a servant' (Philippians 2:7 GWT). To be a servant you must first be emptied of self-centredness, and that calls for dving to self. As Christians we like to call ourselves servants. but how do you react when you're treated like one? In the upper room the disciples all looked for a prominent place to sit. but Jesus looked for a place to serve! And as they waited to be served. He took a basin and washed their dirty, calloused feet. Can you imagine how they felt? The world bases importance on the number of people serving you, but God is much more interested in the number of people you are serving. He honours those who minister selflessly without complaining or seeking recognition. The truth is, it takes more character to serve others than to sit around waiting to be served. So here's the question: are you doing more 'sitting' than 'serving' these days? If so, it's time to ask God for a selfless spirit and a servant's heart, and start looking for opportunities to serve wherever He places you. Why? Because Jesus lived to serve and His Word to you is, 'A servant is not greater than his master' (John 15:20 NKJV).

## **Serve someone today**

'Through love serve one another.' Galatians 5:13 NKJV

Before He went to the cross, the Bible says that 'Jesus...took off his outer clothing, and wrapped a towel around his waist. After that, he poured water into a basin and began to wash his disciples' feet, drying them with the towel that was wrapped around him' (John 13:3-5 NIV). Then He said, 'I have set you an example that you should do as I have done for you...Now that you know these things, you will be blessed if you do them' (vv. 15-17 NIV). What a lesson! Love can't be manifested in isolation. It can't be done sitting alone in front of a TV or PC. To quote the singer Michael W. Smith: 'Love wasn't put in your heart to stay. Love isn't love till you give it away.' Note, Jesus 'showed them the full extent of his love' (see v. 1 NIV). How? By donning a servant's towel. And where can you do that? Anywhere! How about tomorrow at the office, the warehouse, or the job site? Your workplace can become a sacred place where God's presence blesses the mundane, day-to-day routine, because the love of God within you wears a servant's towel. 'Let me make those copies for you...I'll cover your calls while you run to school to bring your son his lunch box...you look like vou're going through a rough time, and I'm a pretty good listener. I may not have all the answers, but I know Someone who does.' Paul bottom-lines it: 'Through love serve one another.' So go out of your way to serve someone today.

#### **PRAYER POINT**

Lord, I pray that You would give me new opportunities to serve people around me – whether it's at work, at home, or even at the shop! Show me how I can be a blessing to others, not for my gain but for Your glory. Amen.



## Always try to serve others

'With good will doing service, as to the Lord, and not to men.' Ephesians 6:7 KJV

A reporter once asked the famous American singer, Marian Anderson, to name the greatest moment in her life. She could have talked about the private concerts she gave at the White House for the Roosevelts, or her command performance for the king and gueen of the United Kingdom. Instead, she shocked the reporter by saying, 'The greatest moment in my life was the day when I was able to go home and tell my mother that she wouldn't have to take in washing anymore.' We are all innately self-centred, thinking first about our own interests. That's why we must be 'transformed by the renewing of [our] minds' (Romans 12:2 NIV). Psychologists talk about *natural* behaviour and *learned* behaviour. When you're naturally negative, you must learn to be positive. When vou're naturally fearful, you must learn to be courageous. When you're naturally selfish, you must learn to be generous. God wants you to go through life looking for opportunities to bless others: 'Therefore, as we have opportunity, let us do good to all, especially to those who are of the household of faith' (Galatians 6:10 NKJV). And you're not just to do it to people, you're supposed to do it through people and unto the Lord. 'Not with eyeservice, as men-pleasers, but as bondservants of Christ, doing the will of God from the heart, with goodwill doing service, as to the Lord, and not to men, knowing that whatever good anyone does, he will receive the same from the Lord' (Ephesians 6:6-8 NKJV). That means what you make happen for others, the Lord will make happen for you!

# MAKING.

### Seventeen words

'Think on these things.' Philippians 4:8 KJV

At a retirement dinner for a successful executive, there was a lot of good-hearted teasing of the guest of honour before he got up to speak. He told a few jokes of his own before he started to reminisce about his successes and failures, and the reasons behind them. 'Let me tell you why I've enjoyed such success,' he said. 'Years ago I had a great boss and mentor. One day he gave me his business card. On the back, he'd written seventeen words. He told me that whenever he had a tough decision to make, or was in a predicament, he'd read each of these words. Then he'd close his eyes, pray, and be guiet. Each time he did, something amazing would happen: one of the words would jump out at him and steer him in the right direction. He told me that for forty years these seventeen words never failed him. And I'm here tonight to tell you that in the last forty years, they've never failed me either.' Then he passed out his business cards, and here's what was written on the back of each one (read this slowly and thoughtfully): The seventeen words that will never fail you are: prepare...listen...smile...love...choose...focus...believe...relax... act...forgive...prav...trust...change...persist...accept...risk...wait! And now the power of these seventeen words has been passed on to vou!

#### **PRAYER POINT**

Father, thank You that You are always ready and waiting to hear me. I ask that You would strengthen my discipline of coming to You in prayer. I want You to be the first one I turn to when I don't know what to do next, because I know that You are my source of wisdom, and You will guide my path. Amen.



## **Spirit-led thinking**

'We have the mind of Christ.'

1 Corinthians 2:16 NKJV

The Bible says: 'Eve has not seen, nor ear heard, nor have entered into the heart of man the things which God has prepared for those who love Him. But God has revealed them to us through His Spirit' (1 Corinthians 2:9-10 NKJV). Do you 'love' God? If so, He will reveal His thoughts to you. What an advantage! Paul writes, 'These things we also speak, not in words which man's wisdom teaches but which the Holy Spirit teaches, comparing spiritual things with spiritual' (v. 13 NKJV). Don't make the mistake of limiting 'spiritual things' to prayer, Bible reading, and church activities. This promise applies to every area of your life including your family, your finances, your career, etc. The Bible says, 'We have the mind of Christ.' That means when you face a problem, you can pray, 'Lord, help me to see this the way You do.' When you need to make an important decision you can pray, 'Lord, reveal to me what I don't know and teach me what I need to learn so that my decision is in line with Your will and what's best for everyone concerned.' Instead of confining God to church and so-called 'spiritual activities', ask for His help in every area of your life. Psalm 46:10 says, 'Be still and know that I am God' (NKJV). That means you must be still long enough for Him to put His thoughts into your mind. When it happens – and it will – you'll never want to think any other way.

### Take time to reflect

'In the day of adversity consider.' Ecclesiastes 7:14 NKJV

The digital age has great advantages. Through emails, texts, and tweets we can communicate quickly. The disadvantage is that it doesn't cultivate in us a desire to think about things deeply. You can't microwave personal growth; it requires a slow cooker. The Bible says, 'In the day of prosperity be joyful, but in the day of adversity consider: surely God has appointed the one as well as the other.' By taking time to reflect: 1) You gain confidence in decision making. Ever made a snap decision and later wondered if you did the right thing? Reflective thinking can help to defuse that doubt. It also gives you confidence for the next decision. Once you've reflected on an issue, you don't have to repeat every step of the thinking process when you're faced with it again. You've got mental road markers from having been there before. 2) You clarify the big picture. Reflective thinking encourages us to go back and spend time pondering what we have done and what we have seen. To keep from making the same mistake over and over. you must stop and examine the process that led to it. In other words, reflection helps you to see the big picture. 3) You take a good experience and make it a valuable experience. They say we learn by experience. No, we learn from evaluated experience. An experience becomes valuable when it informs and equips us. That's why daily prayer and Bible reading are so essential. You'll understand things in God's presence that you won't understand any other way.

#### PRAYER POINT

Lord, I know that You are in no rush, and You would rather I do things the right way than the 'fast' way. Please grow in me the Spiritual fruit of patience so that I can take the time to reflect on things properly and grow into the person You want me to be. Amen.



### Be decisive

'A double minded man is unstable in all his ways.'

James 1:8 KJV

If you're afraid to make a decision in case it's wrong, read this Scripture: 'If any of you lacks wisdom, let him ask of God, who gives to all liberally... and it will be given to him. But let him ask in faith, with no doubting, for he who doubts is like a wave of the sea driven and tossed by the wind. For let not that man suppose that he will receive anything from the Lord; he is a double-minded man, unstable in all his ways' (vy. 5-8 NKJV). President Reagan enjoyed telling the story of how he learned to make firm decisions. When he was a boy, his aunt sent him to a cobbler to have a new pair of shoes made for him. When the shoemaker asked, 'Do you want a square toe or a round one?' he hemmed and hawed, so the cobbler said, 'Come back in a day or two and tell me what you want.' Later the cobbler saw Reagan on the street and asked what he had decided about the shoes. 'I haven't made up my mind yet,' he answered. 'Very well,' the cobbler said, 'your shoes will be ready tomorrow.' When Reagan got the shoes, one had a round toe and the other a square toe! Reagan said, 'Looking at those shoes every day taught me a lesson. If you don't make your own decisions. somebody else will make them for you.' Worst case: if you get it wrong, you'll learn what not to do next time. Bottom line: to succeed in life you must pray for wisdom, and then make a decision.

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