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It's All About Relationships

Feature Article by
Derek C. Ford
page 12

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It's All About Relationships Page 13

Every day we have the choice of maintaining wholesome relationships with God, our children, our extended family, our colleagues and business partners.



To Trust or Betray...That is the Question

It is the small incremental transactions of daily life where trust is built, and in the minor and major betrayal that trust is destroyed.



2012 Texas Ministry Conference Recap

"As far as information provided in the workshops and networking with peers, this is the best..."
Chris McClaugherty,
Facilities Manager
South Main Baptist
Church, Pasadena.



What Are Your Kids 3 Greatest Needs?

This could be the foundational bedrock that all parenting hinges on...figuring out what our kids greatest needs are and learning how to carry out their needs.



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People and businesses are no longer boxed into restrictive norms, and like yesterday's dress codes, it's time to rethink our expectations of our auditors.

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The mobile devices we use—smartphones, tablets, and notebook computers—are an integral part of our everyday life. They make us more efficient and productive, for which we're grateful, and some of their apps are even fun and entertaining!

Keep your contact information current. The lifeline of communication to our members is through correct contact information, i.e. key contact names, phone numbers and e-mail addresses. Send all updates to danbishop@churchco-op.org. Help us keep you informed of the latest in events and savings from our vendors.

Editors Note: For submitting articles, artwork or comments about this publication, please contact:

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From the Director

In the Bible, the word 'relationship' appears twice in Judges and once in Romans. Considering the importance of the concept, it seems to be a small number of occurrences. In His wisdom, our Lord found other ways to emphasize what we acknowledge is essential to our faith and our culture. He focused on relating to everyone personally, not merely talking about it. Yet another example of how actions can speak more loudly than words.

Our relationships manifest themselves in many ways. In 1987, our CO+OP began to relate members and vendors for a two-fold purpose:

- Help member ministries save money on the goods and services they were already buying; and
- Help vendors grow their businesses.

Twenty-five years later, we are still here because the concept works. Ministries are saving real dollars on big- and small-ticket items. Vendors are helped by the commitment of our members. It's just good stewardship.

This month we have four new vendors for you. Take a look at their ad presence in this issue. Without exception, each of them received glowing reports from the referrals we checked.

- **Comfort Systems USA (South Central)** specializing in HVAC, refrigeration and plumbing in the Houston area. Page 47
- **AFS** – Athletic Flooring Specialists emphasizing TarkettSports resilient flooring for multipurpose facilities, as well as wood floors. Serving the Houston area and South Texas. Page 10
- **RCS Flooring** emphasizing all kinds of floor covering, including TarkettSports resilient flooring, as well as carpet and other flooring methods. Serving the Fort Worth area, and North and West Texas. Page 10
- **Total Recreation Products (TRP)** providing playground design and equipment for churches, schools and municipalities. Serving Texas and Louisiana. Page 34



In our August issue, you'll be able to read more about these new vendors, and our existing CO+OP vendors, in a special issue devoted to all the vendors that make our CO+OP possible. In the meantime, check out the ads of these new vendors and give them a call. The values are exceptional.

Call us to help you find sources for your needs.

Kind regards,
Dan Bishop
Executive Director

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NACBA

2012 Meetings

Alamo Chapter – San Antonio

Meeting on the second Thursday of each month at 11:30 a.m.
Contact: Dave Thomas, 210-828-6425
davidt@stlukes-sa.net
www.nacbaalamo.org

Texas Capital Area Chapter - Austin

Meeting at Hyde Park Baptist, Speedway @ Austin, 4th floor
Second Thursday of each month at 12 Noon
Contact: Marshall Smith 512.476.2625
msmith@fbcaustin.org

Dallas Chapter

Meeting on the third Thursday of each month in the Dallas Metroplex at 11:30 a.m.
Contact: Larry Wright 972-727-8261
larryw@fumcallen.org
www.nacbadallas.org

Fort Worth Chapter

Meeting on the third Thursday of each month, time varies.
Contact: Leonard Harris, 817-332-3191
lharris@st-andrew.com
www.gfwnacba.org

Houston Metro Chapter

Meeting on the third Thursday of each month at 11:15 a.m.
Contact: Nancy Smith, 713-526-1188
nancys@cepc.org
www.nacbahouston.org

Heart of Texas (HOT) NACBA Chapter - Waco - Temple - Killeen Area

Meeting on the third Tuesday of each month at 11:30 a.m.
Contact: Rick Cadden, CCA
hotchapter@gmail.com

For more information on a Chapter meeting in your area, visit the NACBA website, www.nacba.net

From the Editor

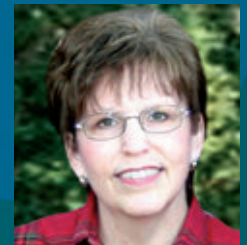
Relationships are essential if we want to live our lives to the fullest. In fact, relationships should be our top priority. There is an underlying characteristic of good relationships. Good relationships involve both sides. While one side can take initiative, it still requires the other side to make the relationship a good one. Only by working together can a relationship reach its full potential.

We reach our full potential when we apply the principals of a good working relationship. The first step is to start with ourselves. It's difficult to change someone else, but we can always change ourselves. When we change, others notice and will eventually do the same to you. Some additional principals are:

1. View the relationship as an opportunity to give
2. Be willing to listen to the other person
3. Be willing to admit mistakes
4. Be willing to change
5. Be a supporter of the other person
6. Be open to the other person
7. Have integrity

If you practice the above, you will be a good relationship builder. Speaking of relationships, this issue is all about relationships—our relationship with God, our families, our friends and our co-workers. Whether you are enjoying the blessings of the relationships in your life or experiencing some challenges in your current relationships, I hope you will enjoy reading the thoughts of our contributing authors on this important topic.

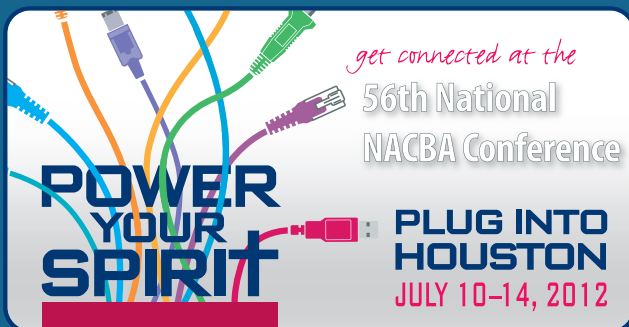
New relationships are made and established relationships are rekindled each year at our annual Texas Ministry Conference. This year was no exception and we knew you would want to see and hear about it. Read what others are saying about TMC 2012, and view some pictures of those enjoying the event and relationships on pages 20-26. Get a sneak preview of TMC 2013 on page 27.



I hope you enjoy this issue as you consider the relationships God has placed in your life. If you want to share some additional thoughts regarding the articles or other contents in this issue, send them to editor@churchco-op.org. We will publish your comments with your permission.

Thank you, contributing authors and vendors who made this issue possible. It really is all about relationships!

Patti Malott
Managing Editor



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By Michael Bernstein

Building Relationships: The Value of Trust

Trust has become an extremely valuable commodity in the business world and particularly in the energy business. With the hundreds of so called “energy experts” calling on businesses, including churches and nonprofits of all kinds, it can be difficult to determine which expert is the one to trust to look after your energy needs.

When interviewing us as their energy consultants, the Church CO+OP wanted a company that would represent their churches, independent of the retail electric providers. Almost four years later, we have hundreds of churches and schools now trusting us to watch the energy market for them. We take that responsibility very seriously. We have negotiated lowest-rate contracts with special terms and conditions, such as no hidden charges, no swing limits (you only pay for the energy on the rate that you have contracted), no meter fees or monthly customer charges, and an extended time to pay your bill before you can be charged a late fee. As the exclusive energy consultants for the Church CO+OP, we negotiate the lowest cost power with terms to benefit the churches and organizations that we represent. As members of TEPA (Texas Energy Professionals Association), TES Energy Experts are also certified energy consultants. TEPA is a “watchdog” for the industry on behalf of the consumer, and provide testing and standards to certify energy professionals.

We have just completed the first enrollment phase of our “Power Buying Pool” of electricity for churches, schools, and organizations. The large buying power of this pool brought us an exceedingly low energy rate of 4.74 cents per kilowatt hour! Beginning in December of 2013, these contracts will lock in that rate for 36 months for our customers. And we will continue to enroll churches,

schools, and organizations during the second phase of the Power Buying Pool. If you are already enrolled, we thank you for your business. If you are not enrolled in the Power Buying Pool, then I encourage you to call or email us now for more information.

In building a relationship with the CO+OP and its member organizations, we have become your “energy experts”... all the way to December of 2016.

The “Power Buying Pool” is merely another method of proving the trust that the CO+OP members have in TES Energy Services as one of the vendors of the CO+OP. Cost savings, exceedingly good terms and conditions, great customer support, and the creativity in finding new ways to lower costs for the churches, schools, and organizations of the CO+OP all are important. We are dedicated to assisting you with anything that may come up related to your energy or facility needs. We are ready to help. Just give us a call.

Thank you for your trust. ✦

Michael Bernstein

TES Energy Services, LP
Phone: (832) 516-8525



Michael is the CO+OP account manager for TES Energy Services, LP (TES). He possesses detailed knowledge of the energy industry, along with expertise in sales and marketing, training and development, customer relations operations and non-profit management. Contact Michael Bernstein at (832) 516-8525 covering the Houston and South Texas Area or John Blunt at (214) 697-0567 covering Dallas and the North Texas Area. Email: tespowerbuy@tesenergyservices.com

To **Trust**
or **Betray**?...
That is the Question

By Phill Martin



When you hear the word betrayal, do you immediately think of a major act of misbehavior? These stories occur too often in church life and might include things like an unfaithful minister who has an affair with a church member, a financial leader who steals large sums of money from the church's financial resources, or a senior staff member who takes credit for a successful idea suggested by a support staff member. Or you might think of Judas who betrayed Jesus for a few coins. Many times we sit in judgment of individuals who commit these major acts of betrayal.

If the truth is told, the presence of betrayal in staff relationships is far greater than most are willing to admit. Not the major kinds of betrayal we hear about in blogosphere or those suggested above, but rather those day-to-day events when positive church staff relationships are slowly snipped away. For most of us, the word betrayal seems a harsh word to describe these events, but research around staff transactions are showing that the cumulative effect of negative transactions among staff translates to betrayal. This is the kind of betrayal that can lead to staff conflict and dysfunction. Our Christian nicety would be more comfortable with words like disappointment or anger or perhaps misunderstanding. We might see it in phrases like "He let me down..." "She means well, but..." or "I know he is busy, but he could have let us know he wasn't going to meet the deadline." Although we are slow to use the strong word "betrayal," these are indeed betrayals. Although minor in nature, cumulatively they build to major betrayal.

Teams who work together are more likely to thrive if they work in an environment of trust. You cannot talk about trust without also talking about betrayal. Research done by the Reina Trust Building® Institute indicates that trust is built on the day-to-day transactions of staff. Dennis Reina says, "When trust is present, people are excited about what they do. They collaborate freely, channels of communication open up, the sharing of ideas becomes the norm, and people are not afraid to make mistakes. They

take pride in the organization they work for, are committed to the people they work with, and bring themselves more fully to the task. In trusting environments, people are able to focus on their jobs; they are more productive and want to come to work."

Google the phrase "building trust on a team" and you quickly see the importance and interest in the subject. Hundreds of articles and blogs speculate on easy solutions to the task. These authors' titles speak of "three things to build trust" or "five keys to having trust on your team" or "the eleven intentional steps to building trust." Regardless of the count to success, all seem to agree it is a critical goal, and that the success of trusting teams is built with small and incremental actions that build trust over time. Unfortunately, there are no easy formulas or easy steps. It requires a serious and long-term effort.

Stephen Covey in his *Leading at the Speed of Trust* has identified thirteen behaviors he says, when performed in the "sweet spot," are what build trust. These are *Talk Straight, Demonstrate Respect, Create Transparency, Right Wrongs, Show Loyalty, Deliver Results, Get Better, Confront Reality, Clarify Expectations, Practice Accountability, Listen First, Keep Commitments, and Extend Trust*. When practiced in the right measure over time, trusting teams will emerge.

In their book *Trust and Betrayal in the Workplace*, Michelle and Dennis Reina have identified three major types of transactions that are needed to build trust. These are *Contractual Trust, Competence Trust, and Communication Trust*. These types of transactions speak to *character, capability, and disclosure*.

When we complete or fail to complete a transactional relationship with a fellow staff member or church member, it affects trust. It is in the small incremental transactions of daily life where trust is built, and in the minor and major betrayal that trust is destroyed.



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You have to give trust to get trust...

If you are a senior pastor or team leader, job one for you is to build a team that functions on trust. In building an environment of high trust, doors will open to greater performance and a team that enjoys coming to work. Becoming a consistent model of a trust leader will make all other tasks easier. Let trust deteriorate, and every task is more difficult.

Some will say, "I work in a low trust team, and there is nothing I can do about it." In reality, however, we all have the power to raise the trust level in our team. Whereas a team with a leader who creates trust will have an easier time building and maintaining a trust community, every team member can raise the trust level. Working in a trust staff community can begin with you. You have to give trust to get trust. When you transact staff relationships in trust, you will find trust returned. That is because trust is transactional.

Here are few ways you can help raise the level of trust on your team:

- Be clear about what you will do and won't do. Tell the truth.
- If you accept a deadline, meet it or explain as easily as possible why you will not make the deadline.
- Be willing to self-disclose and tell the truth about the situation.
- If a deadline is imposed on you that you can't meet, renegotiate the deadline so you can meet it.
- Don't talk about other staff members behind their backs. Have clear boundaries.
- Don't take credit for someone else's idea or accomplishment.
- If you are a supervisor, don't micromanage. Give clear directions and then expect your reports to follow through. If you don't get honest and timely feedback, rather than taking over or doing the project on your own, redirect and expect them to follow through.
- When you screw up, admit it.

- Demonstrate being a lifelong learner and encourage others to join you.
- Expect that other members of your team are as competent as you and have the best interest of other team members at heart.
- Right wrongs... now.

This list certainly is not exhaustive, but it is a great place to start. You can shift the trust level on your team no matter in which chair you find yourself sitting. Set a goal to study trust-building on teams and share what you learn with others on staff. Trust leadership belongs to every member. ✦

Phill Martin, Deputy CEO, NACBA



Phill is the deputy chief executive officer of the National Association of Church Business Administration (NACBA). An ordained minister, he served for over twenty-five years in various positions of ministry in local congregations. Phill's passion is to engage and connect individuals and organizations to help them reach their maximum potential. He enjoys

coaching, teaching, mentoring and connecting people with information and resources. He can be reached at phill@nacba.net.

Trust resources:

Trust & Betrayal in the Workplace: Building Effective Relationships in Your Organization by Dennis S. Reina, PhD and Michelle L. Reina, PhD
Publisher: Berrett-Koehler, Second Revised Edition

Rebuilding Trust in the Workplace by Dennis S. Reina, PhD and Michelle L. Reina, PhD
Publisher: Berrett-Koehler, First Edition

The SPEED of Trust: The One Thing That Changes Everything by Stephen M.R. Covey
Publisher: Free Press

The Decision to Trust: How Leaders Create High-Trust Organizations by Robert F. Hurley
Publisher: Jossey-Bass, First Edition



Derek C. Ford (L)
and Dan Moran (R)

It's All About Relationships

By Derek C. Ford

In your relationships with one another,
have the same mindset as Christ Jesus:
Philippians 2:5 (NIV)

In the society in which we currently live, relationships are more valuable than ever. Every day we have the choice of maintaining wholesome relationships with God, our spouse, our children, our extended family, our colleagues and business partners. We also have the choice to devalue these connections and hinder our relationships in a negative manner. In this article, we will use the example Christ has provided us to build upon our relationships.



Reviving Positive Relationships

Have you found yourself lost in a fast-paced lifestyle or overwhelmed by many of life's distractions? You may take a look in the mirror and wonder how life has passed you by so quickly. It's time to take a step back and reconsider your relationships, whether they are with friends, family, co-workers, or your relationship with God. Revive some of those relationships that were put on the back burner because your to-do list was too long. These relationships can be helpful during a time of need, and can inspire us and motivate us to conquer the world. So next time you receive an invitation, do not pass it up. Attend your next family reunion, get involved in your local church and community outreach programs, host the next neighborhood gathering, or reach out to an old friend on Facebook. These are only a few ways to help you take that first step in reviving a positive relationship.

Resonance of Relationship Values

As we revive and maintain relationships, it is important to seek relationships with individuals who have a positive value structure. As human beings, we are prone to gravitate toward each other, and during this process, the birth of a new energy is born. Thus, a relationship is conceived. As the relationship matures, it defines itself and gains its own existence. Throughout this growth, we simultaneously develop individually and collectively by fostering a symbiotic energy that brings us together toward a mutually positive vision.

Hopefully when you look to your left and right, you find yourself surrounded by individuals who inspire you as much as you inspire them. Through this inspiration and support, we are able to accomplish more than we would on our own. Relationships should be a two-fold reciprocal exchange resulting in positive outcomes and life-lasting memories. However, in order to truly partake in such positively Christ-driven relationships, certain core values should be identified. These values include, but are not limited to honesty, integrity, respect, and loyalty to Christ, family, and oneself. These core values have a lasting impact on our relationships and withstand the seasons of our life.



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Vertical Relationships

When writing this article, I remember the Lenten Season we have just encountered. There is no greater value in a relationship than what Christ did for us on Calvary's Cross and because of our relationship with Him, we reap the divine benefits. In essence, the same way we are able to receive benefits from our relationship with Jesus, we should be able to transfer this model in our earthly relationships with family, friends, co-workers, customers, and vendors.

Our relationship with the Father is one that is to be cherished above all. It is because of His love for His children that we are here today. He sent His own Son to earth to teach us the way. Through his examples, we are able to view true sacrifice and the value of putting others before oneself. By giving and not expecting rewards in return, he taught us to gain true happiness in our lives. The epitome of such happiness is reached by fulfilling others' needs, which in essence fulfills us individually. We are given the choice to think only of ourselves or to help others in need. By living in this manner, we are able to share our individual God-given gifts and help others. The energy these relationships create keep hope alive, while fulfilling our greatest desire of giving to others. The relationships created with the will of God can impact individuals, communities, and ultimately the world. If one person can make a difference, imagine the magnitude and impact of all of our relationships within our networks. As we remember what Christ has done for us, we should use his example as a pattern to follow in our earthly relationships. When we are in tune with His will and His ways, it will be reflected in our relationships with others. A fruitful relationship with God will foster and harvest meaningful connections with those around us.

Relationships with Family and Friends

Our relationships with family and friends are to be treasured. Many of us are able to remember long-lasting memories that put a smile on our face even to this day. Whether it is going to church with your parents, having ice cream with your best friend, seeing your children off to college,

or watching your grandchildren grow, there are endless memories to recall. The individuals that make up our circle of family and friends are to be valued in their own individual ways. Be careful about neglecting any one person because they live further away, is in a different season of life than you are, or they didn't make it on your to-do list. Worse yet, they were bumped off your list so that you could complete another task, such as watching Dancing with the Stars or preparing for the Super Bowl. The bond between family and friends can still be kept fresh by picking up the phone, sending letters, emails, and cards during special holidays. Sometimes we make the mistake of assuming they know how much we love them. It is important to express how grateful you are for them in your life. This may be a difficult task, but it is essential, and can be of utmost importance during times of conflict.

When a time of conflict arises in your home with extended family members or friends, remember to turn to God and follow the path he has laid out for us in the Bible. This will help foster the delicate times you may be going through during conflict. Keep in mind that the relationships we have with our family also have the ability to affect our careers and relationships at work. These relationships will be strengthened as we maintain a strong relationship with our Heavenly Father. His Word will always guide us to a peaceful resolution wherever you are.

Relationships with Co-Workers

As we typically spend 40 or more hours at work, relationships that we develop with co-workers can be extremely important. There is an opportunity for those individuals to become your family away from home and the bonds created can become like family. Often times we spend more active time during the week with co-workers than with our own family. We turn to them for support and guidance in a time of need or celebration. This type of relationship can help us work more cohesively as we are able to understand our colleagues better. If he/she is having a bad day due to stresses at home or other personal

struggles, they don't even have to say a word; we are able to help pick them up and keep moving forward. At the same time, they are there to lend us a helping hand when we reach out. As we welcome colleagues into our lives beyond the workforce and the co-worker relationship morphs to beyond 8-5, it can become difficult to define the difference between a co-worker and family member.

Relationships with Customers and Vendors

The lifeline of any business is exemplified because of relationships with its customers and vendors; it should be of high priority. Without these two important pieces of the puzzle, your business can have major challenges ultimately ending in closed doors. At Moran Enterprises, Inc., we are committed to serving our customers and clients with honesty, integrity, respect, and loyalty to Christ and family. These principles should be the aim of most businesses. We believe that deep commitment that honors service to others forms the basis for strong personal and professional relationships. As a company with multiple business lines, we seek to employ those who have served a purpose greater than self. The founder of Moran Enterprises, Daniel Moran, is a medically-retired United States Marine Corps Captain who served two tours of duty in Iraq and overcame life-threatening injuries suffered during his last deployment.

Over these last two years, it has been my honor and privilege to work alongside Dan in building Moran Enterprises, Inc., and serving our customers, clients, and business partners through honoring the relationships we have with one another. At Moran Enterprises, we are confident that by building on our relationship with one another, we glorify God in our relationships with our customers and our vendors. With the proper relationships with customers and vendors, any business can flourish.



Life is truly
all about
relationships.

Reaping the Rewards of Relationships

As I reflected about writing this article, I was reminded of my personal story that vividly depicts reaping the rewards of relationships. As a freshman at Texas A&M University and a member of the Corps of Cadets, God's divine providence led me to a roommate and his family that has impacted my personal and professional life. I met the Moran Family while a member of the Fightin' Texas Aggie Band and through this valued relationship, I have been blessed. Over the last two years I have been employed by Moran Enterprises, Inc., and experienced the opportunity to work with like-minded individuals who share Christ-centered values. This value structure is not only evident in our personal interactions, but also in our corporate setting.

In closing, remember that relationships are to be cherished and valued. As you examine your existing and future relationships, ensure that there are congruent value structures that will aid in fostering a positive experience. Take the time to get reacquainted with old friends, family, co-workers, customers, and vendors while also building on your current relationships. These individuals may be the impact that you need in your life during this season. Life is truly all about relationships. ✦

Derek C. Ford, VP Human Resources



Derek Ford is Vice President of Human Resources & Advisory Services for Moran Enterprises, Inc. He has formerly worked as a Human Resources professional at Swift Energy Company and as an Academic Advisor for the General Studies Department at Texas A&M University.

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Texas Ministry ConferenceSM

2012 Recap



"Best about the conference is the well-planned organization and the ease of the entire operation. It's at the "top of the heap" now!"

Carolyn Bailey, TMC 2012 Red Vest Volunteer Champion Forest Baptist Church, Houston

"I liked the many choices of workshops to choose from..."

Nathan Hyman, Sr. Pastor Family Church of Houston



"This conference does a great job of providing a variety of workshops and quality speakers..."

David Woodward, Pastor
Kingwood Bible Church, Kingwood

"The speakers were all excellent with a lot of varied topics."

Sue Tabbert, Office Manager
Covenant Lutheran Church,
Houston

"As far as information provided in the workshops and networking with peers, this is the best..."

Chris McClaugherty,
Facilities Manager
South Main Baptist Church,
Pasadena



"This year's conference was a perfect blend of content, food, browsing, and prizes!"

Vicki Wetherbee
First Baptist Church, Belton

"The speakers were excellent and all four sessions I attended were extremely helpful..."

Linda Collins, Communications Coordinator
St. John Lutheran Church, Cypress

"A nice mix of good topics, vendors, and motivation!"

Richard Hill, Executive Director
The Mission of Yahweh, Houston





"This conference had a wide variety of session topics, with excellent keynote speakers!"

Marlene Deals, Financial Administrator
First Baptist Church, Belton

"What I liked best was the networking and the workshops relating to my field/ministry..."

Sheri Halford, Director of Facilities
Coker United Methodist Church, San Antonio

"All the presenters at the 2012 Texas Ministry Conference were superb!"

Susan Rippert, Pastor
Covenant Lutheran Church, Houston



"Very well planned and organized conference with quality workshops...and great food!"

Jeanese Bailey, Member Care Coordinator
Kingwood Church of Christ, Kingwood

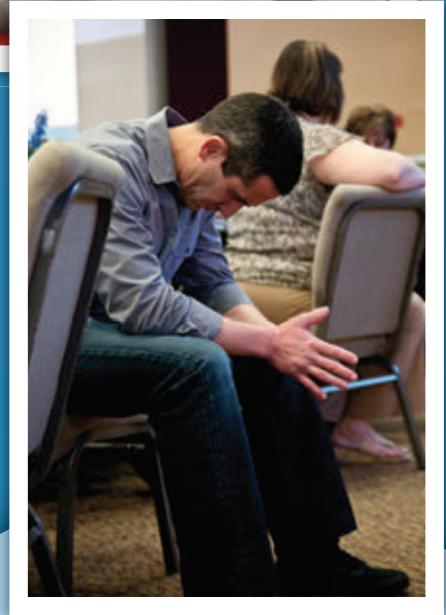
"The keynote speakers were great!"

Lou Ann Richards, Office Manager
First Baptist Church, Friendswood



"Liked the schedule, the speakers, the facility and of course, the vendors and giveaways... Plus it's fun!"

Linda Fouty, Membership
Administrative Assistant
Clear Lake Presbyterian Church,
Houston



"You are inspired by this conference to do more or make changes that are needed..."

Brenda Perry, Senior Pastor
New Life Temple Church, Houston

"I was a first-time attendee and everything was awesome!"

Bernadette Anderson,
Director of Administration
Peace Lutheran Church, Pasadena



"I enjoyed the morning Keynote speaker, Dr. Julie Bell, and all the workshops I took..."

Kathy Kochersperger, Financial Secretary
Woodland Place Baptist Church, Magnolia

"The learning potential at this conference is what I like best!"

LaWanda Thomas, Financial Accountant
Memorial Drive Presbyterian Church,
Houston



"The noon Keynote speaker, Dr. Stephen Trammell, provided great words of advice – very relevant!"

Lisa Henney,
Campus Administrator's Assistant
St. John Lutheran Church & School,
Cypress



*"Great location...
great workshops...
ALL great!"*

Jennifer Ogg, Business Administrator
First Baptist Church, Madisonville

"Liked the new topics offered this year..."

Brenda Mayo, Office Manager
Resurrection Lutheran Church, Spring

"I liked being able to talk to specific vendors in person..."

Connie Nickerson,
Membership Services Coordinator
First Presbyterian Church, Houston



A Special Thanks to Our Sponsors



A Big Thank You to Those Who Made the Texas Ministry Conference Possible:

They say “Everything is Big in Texas” and that certainly applies to the hearts of many who made the Texas Ministry Conference such a success. With our steady growth in numbers each year, it takes more and more people to carry out what a few people used to do. We are grateful for the many who offered their expertise and service this year...

Thank you, Pastor Fleming and staff of Champion Forest Baptist Church for once again allowing us the use of your facilities for this event. Besides offering the space and rearranging your own schedule of events, many of your team devoted the entire day to serve alongside the conference event staff. We thank you for your partnering relationship.

We tip our hats to the facilities, media, and technical staff of Champion Forest who covered the many details to make sure there were no distractions that kept us from learning. Thank you, Randy Barnett and team, who spent days in preparation for us and worked long hours to ensure the facilities were clean, safe, and accommodating.

We are grateful for the CFBC “Red Vests” and many volunteers from various churches and businesses who stuffed tote bags, greeted guests, and helped attendees find their way throughout the day and made them feel welcome.

It is because of our Sponsors and Vendors who graciously donate their time and resources that allow this conference to be affordable for churches of all sizes and budgets. Without the Sponsors and Vendors, there would be no conference. Thank you for your investment!

Other people and organizations highly reduce their fees or provide services and products free of charge to help keep our costs down—companies like ServiceU, that provided the portal for registration; Office Depot and Smead that provided packet supplies; and Varidoc Printing that printed the Publicity and Agenda.

BEMA, a Houston-based IT company, once again provided a full staff of technicians to facilitate those with IT needs such as speakers, exhibitors, and CO+OP Alley. Lauren Burnside of Elbe Creative, who designs CO + OP magazine, also provides our conference graphics and design to ensure creativity in our branding.

Last but not least, we want to thank our 2012 Conference Committee and the volunteers who served with the team in producing this event. Many hours of visioning, planning, details, and prayer resulted in a day that brought “Renewal” to many as God poured out the blessings.

We appreciate each of you and look forward to what God is going to do on February 21, 2013!

Patti Malott,
Conference Director

Dan Bishop,
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Mike Bonem
Keynote Speaker

Mike Bonem has been equipping church leaders for more than 20 years through his speaking, consulting, and writing. His books, which include *Leading from the Second Chair* and *In Pursuit of Great AND Godly Leadership*, reflect his belief that a church will only fulfill its God-given potential if a variety of leaders with diverse gifts work effectively together. Mike loves to help leaders recognize and be good stewards of these gifts and the influence that comes with them. In doing so, he has helped strengthen ministries across the country.



February 21, 2013

"In everything, set then an example by doing what is good" Titus 2:7

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What Are Your Kids 3 Greatest Needs?

By Jerry Royal



My wife and I had the privilege of serving as Student Ministers for over 20 years. This gave us a unique and humbling perspective as we entered the parenting realm ourselves 13 years ago. A lot of our perspective and message about parenting was birthed out of these experiences.

Someone once said that love is meeting a person's basic needs. This could be the foundational bedrock that all of parenting hinges upon... figuring out what our kids greatest needs are and learning how to carry out meeting their needs. The vast majority of parents we have known through the years truly want to love their kids. The question becomes "what are the greatest emotional needs from us as parents that will most positively affect their lives now and in the future?"

In this article, we will attempt to answer some of those questions and share with you what we believe are our kids' three greatest needs from their parents.

TIME

The first great need of our kids from us is our **TIME**. They need us to be there with them, involved with their lives, and next to their sides continuously. Throughout our years in student ministry, we often heard kids tell us that the thing they wish more than anything they would have gotten from their parents is more of their time. Some of my most memorable times with my parents either as a child or as an adult were going on a weekend trip and staying in a cheap hotel room with them at one of my baseball tournaments; or staying up way too late on school nights my senior year in high school talking with my mom; or how special it was to me as an adult to have my dad come stay with me for the weekend in my new house. Those were meaningful and even impactful times in my life and some of the greatest memories I'll ever have of my parents. It was just simple time with them. Nothing special or dramatic occurred. I don't even remember any of the conversations per se, but I do remember the importance of them just giving me their time and how much I enjoyed it and looking back, even needed it.

The importance of spending time with our kids is that **we cannot impact our kids from a distance**. I must be with my kids day in and day out to impact them. This is the day in and day out work of parenting. It is not necessarily easy and there are no shortcuts to spending time. Another reason it's important to spend time with our kids is that **it says, "I LOVE YOU!"** Every adult and child knows inherently that those we spend time with typically are those we love and value the most. If we want our kids to know that we love them, then we need to be with them. Meaningful talks, great memories, and influential moments happen in the natural course of spending time with our kids.



TOUCH

The second greatest need of our kids is **TOUCH**. Our kids need our proper, physical touch...the kind of affectionate and even corrective touch that breaks down barriers between us and our child, and communicates the message that we want our child to receive from us.

There are two ways to express proper touch toward our children. The first is through **affection**. We as parents should express affection to our kids with hugs, kisses, holding hands, wrestling, etc. All kids need this kind of affection. It says "we are family: you are a part of me: we are close: we are one." One of the best ways that we can express to our kids that they are different to us compared to anyone else in our life except our own spouse is by giving to them the one thing that we only give to our family, and that is this type of affection. The point is this...I don't go around hugging, kissing, wrestling with, or lying down and watching TV with anyone else other than my kids and my spouse. By touching them affectionately, I am communicating to them that they are loved, valued, and special to me.

The second type of touch is **correction**. There is a time to touch our child with a proper, literal corrective touch. Proverbs 22:15 says that, "Foolishness is bound in the heart of a child, but the rod of correction drives it far from them." Certainly our life is full of affectionate touch with our children, but there is also a time for us to follow this Biblical command. It is my responsibility as a parent, both for my child's sake and the sanity of our home, to correct them. Proverbs 13:4 says, "He who loves his child disciplines him." Proverbs 19:18 says, "You will destroy your child by a lack of Discipline."



TALK

The third greatest need of our kids is **TALK**. Our children need us to be very verbal in their lives. Kids' minds are a blank slate and they need to have it filled with words from us in our home. The world is full of words talking to our kids all the time telling them all kinds of things to believe and to follow. Today more than ever, it is imperative that we fill our kids' minds with words that we want them to receive.

The most important words our kids need to hear from us is **words of affirmation**. The Bible speaks literally hundreds of times about the power of the spoken word, but I think possibly the best summary to all the Bible has to say about the spoken word is found in Proverbs 18:21 which says "The power of life and death are in the tongue." Literally our words have the power to heal someone or to kill someone. May I suggest that this might never be truer than in the relationship between a parent and their child? Our words have the power to heal or kill our child's view of themselves, their future, and even their view of God.

The Bible further speaks in Ephesians 5 of the power of the spoken word when it says in verse 23, "He will cleanse her **by the washing of the water through the Word**." The application of this passage can be easily extended from a parent to their children. What does that phrase "the washing of the water through the Word" mean? The analogy is quite easy to understand: the setting for Paul's words in Ephesians 5 were in ancient Palestine. In the hot, dry desert of Palestine, water was scarce. You can imagine the refreshing, cleansing, even healing effect to the mind and body water had on people in that day. Imagine the joy they experienced being cleansed by water.

We know the same effect of a cleansing shower, bath, or pool especially on a hot, dry summer day. The analogy is easy to understand and the application should be also. Paul is referring to the power of the spoken word from one person to another, especially from a family member to another and in this case, an authority figure, like a husband to a wife or a parent to a child. Mom's and Dad's, the powerful effect of positive affirming words on

our children can never be overstated. It is like pouring refreshing cold water on them after a hot day in the sun. It doesn't get any better than that.

The other type of talk our kids need to hear from us is **words of instruction**. Our kids need us to Biblically explain to them who God is and how to know Him. In Deuteronomy 6:6-7 it says, "These words which I am commanding you today shall be on your heart. You shall teach them diligently to your sons and shall talk of them when you sit in your house and when you walk by the way and when you lie down and when you rise up." This passage is saying that both in formal and informal times, mostly informal times, it is the goal of our home that our kids know about God. Even if our kids leave our home and they do not want to know or love our God, I still want them to know who He is. Later on in life, they can make their own decisions and they will have a foundation to fall back on. If someone asks my kids when they are 25 years old what their mom and dad believed about God, I don't want them to be stumped!

You can also see it in your personal relationship with the Lord. In scripture, God is pictured as our Heavenly father and we are His children. I also want you to see that there is a great truth in successful parenting that goes like this: When in doubt about how to treat or raise your kids, follow this principal... "Parent yours the way God parents you. Parent your kids the way God parents you as His child." In your relationship with the Lord, you will see that He is always trying to develop you in the following three ways:

- First of all, in you spending time with Him, God is always accessible and available. He is there for us anytime we need Him or desire Him. The scripture says that we can draw near to God anytime. He is our high priest who is always accessible. Principal in our relationship with God is that God wants us to spend time with Him and by spending time with Him, we draw closer to Him. In the same way we are to spend time with our children, God calls us to spend time with Him, and God will always spend time with us. He is always available.



- Second thing in our relationship with God is that He wants us to talk to him, and we can be in contact with Him 24/7 through His Spirit. We don't have to go to Church just to speak to Him; he is always accessible and available. He says we can go to His throne of grace at any time and by doing so, we draw closer to the Lord. Besides spending time with Him, we talk to him...it is called prayer. Prayer is his means of us connecting to him and drawing closer. Time, talk, and touch.
- The third principal in our relationship with God is that he wants to be affectionate to us. He wants to meet our needs by way of compassion, mercy, and empathy. He is a friend that sticks closer than a brother. But at the same time that He touches us affectionately, He also touches us correctively. Scripture says in Hebrews 12, "That as an earthly father properly disciplines his children, so the Heavenly father disciplines or corrects his children." God is in the business of correcting his children. He touches our lives in that way.

I wanted you to see that our relationship with the Lord is to be about time with Him, talking with Him, and allowing Him to touch our lives both affectionately and correctively.

TIME. TOUCH. TALK. The answer to the question, "What do our kids need from us the most?" Of all the emotional needs that our children have, it seems to me that the meeting of these three needs may bring the greatest benefit to their lives now and forever.

The last verse of the Old Testament sums up this concept of meeting our child's needs when it says, "He will restore the hearts of the fathers to their children and the hearts of the children to their fathers." Malachi 4:6

If you would like more information regarding this subject matter, there is a parenting seminar that my wife, Mary, and I teach entitled, "Raising Happy, Healthy and Holy Kids."

Go and love your kids... +

Jerry Royal



Jerry is the Executive Pastor and Minister to Families at First Baptist Church in Wichita Falls, Texas. He has been on staff at First Baptist Church for the past 19 years, 16 years as Youth Pastor and three years as Executive Pastor. Jerry and Mary have been married for 16 years and have three children: Maddie, Mallory, and Kip. Jerry is a graduate of Baylor University and Southwestern Baptist Theological Seminary.

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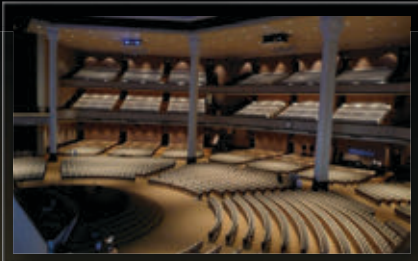


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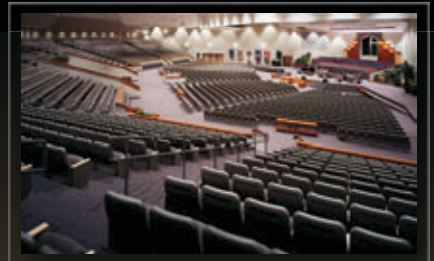
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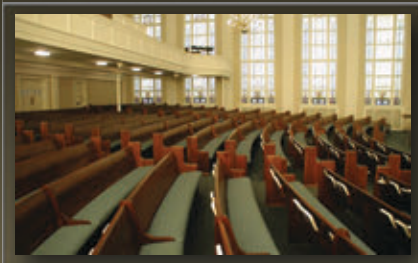
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BUILDING RAVING Fan Relationships

By Paula Burns

Have you ever met someone who consistently treated you with kindness and a caring spirit? Didn't you think they were the best thing to come along since "sliced bread?" What about a service contractor who helped make that inconvenient air conditioner breakdown turn out to be a pleasant experience because of the way they took care of your needs? People are known to pay a higher price for gasoline to go to that "Mom and Pop" store that has served them for years with a smile and great service.

Everyone can reflect and think of people who fit into these categories and can probably name them all by name, and do it with a smile on their face. There is a commonality all of these people or companies have in common—they have learned how to serve with excellence and in turn, they have many "Raving Fans."



WHAT is a "Raving Fan?"

Look up into the stadium. Do you see that fan who is cheering the team on and letting everyone know who their favorite player is? They even have a jersey with their favorite player's name on the back of it and are all decked out in the team colors. You know the fan—you might even be one yourself! Isn't that the way we feel about the people we discussed in the first paragraph? If we know someone who is having air conditioner trouble, we are going to tell them about the great air conditioner service contractor mentioned above. If they are new to the area, we may possibly refer them to the corner store where they are going to be treated like the only customer that store owner has. We rave about them and want to tell everyone we know how great they are. What if the same were true about us? We all should strive to treat others with excellence and make "Raving Fans."

WHO is a "Raving Fan?"

- Let's start at home first. We want our own families to be raving fans. Building good solid relationships with our loved ones comes first.
- If we are in a leadership role, we want our staff to be raving fans. Treating your staff with excellence and building those relationships is so important to having a thriving, healthy ministry. We want other employees and volunteers we serve with to be raving fans.
- We want the community to begin to talk and buzz about the church, and become a raving fan of the ministry that God is doing through the local body of Christ.

RAVING FAN BENEFITS

Zeroing in on the benefits to the church specifically, we cannot even begin to measure the ministry dollars saved when there is **low turnover on a church staff**. Employees who are raving fans of their employers are less likely to seek employment elsewhere. Replacing experienced staff is very costly. We need to take time to stop and say thank you to our employees. It goes a long way and means so much to the staff member.



To illustrate this point, there is a lady named Dana who is a wonderful example of someone who has made many raving fans, but especially of her staff at Kandiland Day School. For example, last week she brought in lunch and told everyone she appreciated them. It really surprised her how much it meant to her staff. One week she bought candy bars and left a candy bar along with a note for each person saying “thank you for your hard work.” When asked about employee turnover at her daycare facility she said it was very low, which normally is not the case with day schools. Dana said, “I realized that a simple thank you goes a long way. It makes my employees realize that I notice their time and effort put into even the simplest task.”

Developing staff relationships **helps open lines of communication**. Have you ever worked for someone who was simply just not approachable? You were in fear of saying even a single word to them as it seemed to aggravate them to even have you in the room. Yes, we all have most likely encountered a boss like this somewhere along the way. Would you say that was a good healthy working environment? Were you feeling at all like they even cared about you or your career path? How would this work environment change with the implementation of a Raving Fans Program?

How To Develop a Raving Fans Program

There is only so much time in a day and how do we have time to develop these relationships? How do we remember the last time we reached out to them or sent a card, etc? It is overwhelming! We can simplify this process by following a few basic steps:

- Ask God to illuminate to you the relationships He wants you to develop and nurture.
- Develop a spreadsheet with those people’s names in it. This may sound too detailed, but if you are trying to be excellent at it, you need to keep track of the last time you reached out to that individual and what you did. You can include information such as their birthday or what type of chocolate they like, etc. You would be surprised how much it means to someone to remember details about them.
- As a general rule, try to reach out to them every quarter in some manner. It may be a simple card saying you appreciate their efforts.
- What you do does not have to be expensive! It is the thought that counts and people respond to genuine care and concern.



There are those in our lives that no one wants to reach out to. Be open to the leading of the Holy Spirit if He wants you to add them to your Raving Fans Program. In a book called *The Cause Within You* by Matthew Barnett, the author talks about when God called him into ministry to the homeless and less fortunate. The Lord gave him a heart for the homeless and showed him that if he would reach out to those that no one wants, He would give him a ministry filled with people that everyone wants. Reaching out in this manner is possibly not your church's mission; however, it may be one person that really gets on your nerves or is the "holy sandpaper" God is using in your life. As we all know, the rewards of being obedient are great!

We have to get our strength and passion for others from Christ. It seems that there is no other way to truly have the drive to continually and diligently serve

others from any other source than the Lord. The key is that we must first become a "Raving Fan" of Jesus and out of that overflow, we are able to love and develop the relationships with our families, co-workers, and those we are serving in our community and church body. May God bless you abundantly! ✦

Paula Burns, CIC, CRM



Paula Burns specializes in insuring larger churches and non-profit organizations. Paula has been in the insurance industry for 27 years and has earned the prestigious designations of a Certified Insurance Counselor (CIC) and a Certified Risk Manager (CRM). She is a supporter and active member of the Houston NACBA Chapter. Paula also serves

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banknotes

By Cynthia A. Cox

An Auditor and Her Relationship with Her Client

When I began working in public accounting, I was led to believe that an auditor had to wear a black or navy nondescript business suit to work every day. Auditors were supposed to arrive upon a cloud of anxiety, perform their tests, and leave without a trace. Today, CPAs wear everything from purple business suits to no suit at all. People and businesses are no longer boxed into restrictive norms, and like yesterday's dress codes, it's time to rethink our expectations of our auditors.

An auditor must be objective and independent. It is the auditor's independence, as well as her expertise, which is the reason she is so often called upon to provide assurance to lending institutions of the reliability of an organization's financial reports. However, even though accounting standards require auditors to be objective and independent, it has been my experience that it's possible to be independent without being aloof.

Ultimately, an auditor is hired by the organization whose reports she is auditing. Thus, an auditor must ask herself what value she is offering to her client beyond merely an opinion on its financial statements. A client should expect his CPA to provide feedback about not only his financial data, but about his procedures and policies as well. Indeed, this is required by auditing standards. A good auditor, then, will spend time analyzing those procedures and brainstorming with organization personnel about improvements to procedures that will be both meaningful and economical.

I have personally come behind other CPA firms and had my new client tell me that the auditor did not ask about procedures and did not make recommendations for improvements. The client complains that the former auditor rushed in, performed the fieldwork, and

rushed out. What a missed opportunity to form a meaningful relationship with a client, to teach him about internal control issues, or discuss new laws that will affect him. As a result, during the year when this same client has a problem, this former auditor will not be called.

An auditor should be a resource to her clients. When an organization is considering purchasing new accounting software, or trying to make heads or tails of the IRS payroll guidelines, the CPA who does the audit should be the first person the client thinks to call. Too often, however, she is not, and the organization ends up making poor choices that result in severe consequences. An auditor should be someone you talk to between audits, someone you direct questions to, and someone you consider a resource throughout the year. Together, the CPA and the client can avert these crises and their consequences.

An auditor should also make the client aware of educational opportunities. Since I work with churches and non-profit organizations, I try to let my clients know what seminars are available that deal specifically with non-profit issues. An obvious example of this is the annual Texas Ministry Conference and the monthly National Association of Church Business Administrators' meetings. Auditors should be aware of the educational opportunities that can impact their clients in a positive manner.

Of course, there are some things that an auditor cannot do. In order to maintain independence, an auditor cannot make management decisions. Although an auditor can explain, teach, and even



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encourage certain decisions or actions, management must always make the final decision relating to its financial reporting and procedures. For example, a CPA should not reconcile the monthly bank statements for an audit client. However, if an auditor prepares a client's final year-end financial statements, her independence is not forfeited, as long as the client reviews and approves them.

Choosing an auditor is an important task. A good choice will be someone who is technically competent, who is experienced in your industry, who is reasonably priced, and who values the relationship between auditor and client. If an auditor is technically competent, but does not have experience with churches and you are a church, that technical competence will not be utilized on your audit. If an auditor has experience with churches, but does not value time spent helping you improve your system or find solutions within your budget, what will you receive out of the audit other than a financial statement report?

How have I changed since beginning to work in accounting? Not only have I added color to my outfits, but I have chosen to invest in the success of my clients while maintaining independence within my engagements. So when I hear from my audit clients during the year, I welcome the interruption and happily answer their questions. ✦

Cynthia A. Cox, CPA



For the last 15 years, Cynthia has owned her own accounting firm and has served non-profit organizations and churches. She has helped her clients understand internal controls; good accounting procedures; and tax laws impacting non profits, churches, and ministers. Her firm performs audits, reviews, and compilation engagements as well as preparing 990's and 1040's. See more about Cynthia at www.cynthiacoxcpa.com or reach her firm by phone at 281-399-8153.



soundbytes

By Nick Nicholaou

Those Mobile Devices We Love & Hate

The mobile devices we use —smartphones, tablets, and notebook computers— are an integral part of our everyday life. They make us more efficient and productive, for which we're grateful, and some of their apps are even fun and entertaining! Unmanaged, however, they can take over our lives and make us want to escape them.

So, then... how do we manage them so they retain their status as a blessing?

Back in the Day...

There was a day some of us remember when personal computers didn't exist. When the concept of the personal computer began to emerge in the early 1980's, I remember asking, "Who would want their own computer!?! And who could afford that!?" I had no idea...

Now the personal *desktop* computer has evolved into the *notebook* (an updated term for laptop) computer. The kitchen princess *wall phone* has evolved into the *smartphone*. And my paperback *book* has evolved into a *tablet*. And it is, as they say, all good! I love all this technology! On my vacation breaks, I still work on and use these techno-wonders, much to my family's amazement. I really do love 'em!

Setting Up Boundaries

Okay, true confession time. I usually sleep with my smartphone at my bedside, and often sleep with my iPad under my pillow. That way if I wake up with an idea or can't sleep, they're right there with me! My wife thinks I'm weird and wonders if she should be concerned.

Here's the deal. I look at using technology two ways, or better said, put using technology into two compartments: work and personal. I try to limit my work usage to work hours and my personal usage into non-work hours. The work-related boundaries are very important:

- When at work, I need to be a good employee. That means focusing on work rather than on personal matters and being very efficient and productive. It means not doing Facebook, YouTube, etc., at work unless I'm on a break.
- I also need to confine my work-related usage to work hours so that I get the rest and refreshment I need. The Lord, knowing how we were made and what our limitations are, prescribed a day of rest in the Ten Commandments to help us stay healthy. Time that is truly off from work is also essential to the relationships I have with my family, friends, and neighbors.



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Blurring the Boundaries

When I'm off work, I do my best to ignore work-related email. But they come into my Outlook Inbox, and that's the same place I go to read my personal email. It is challenging to not respond to work-related email. But to help me, here's a little trick I use:

I've created a folder in Outlook called *Cabinet*. I think of it like a filing cabinet with drawers. In or below that folder, I've created additional folders (filing cabinet drawers) for work, personal, and other types of email. When an email hits my Inbox, I quickly do one of three things:

1. Respond (including the original email) and then delete the original email;
2. Move it to another folder (drag and drop), like to my work folder; or
3. Delete it if it's something I don't care about and that I will not be responding to.

That means my Inbox is usually empty, which helps me not feel pressured to respond to work-related email when I'm off work! I don't see them in my Inbox when managing personal email, so they don't pressure me. And because I do these in my smartphone and tablet, too, I really do get to take time off.

I love technology and all of my *techno-toys*. I work in a field that would probably be my hobby if it wasn't my job, so that means I really enjoy what I do! And I do it for Christian churches and ministries, so it has even more meaning. Win-Win-Win! Maybe that's why I sleep with my iPad and next to my smartphone... +

Nick B. Nicholaou

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Nick Nicholaou is president of Ministry Business Services, Inc., a consulting firm specializing in church and ministry IT and CPA services. You can reach Nick via email (nick@mbsinc.com) and may want to check out his firm's website (www.mbsinc.com) and his blog at http://ministry-it.blogspot.com.



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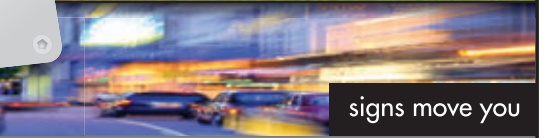
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