



# A MENTORS' GUIDE TO PROVIDING SURVEY FEEDBACK

THE HEALTHY CHURCHES TEAM



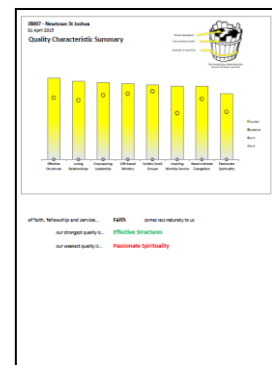
## Survey Feedback - a mentor's guide

### Objectives for the feedback session

- for you to help the vicar/team/PCC use the survey results to understand their church health
  - acknowledge their relative strengths and areas for development
  - see how changes and deliberate actions have been reflected in changed scores
  - identify areas of church life that require investment
  - how they might communicate more widely.

### Tools

- NCD result Status and Summary guides (available combined as a PowerPoint file)
- Print file version of the bar charts set (available as a pdf file, name ending in 'LC')
- *If this is a follow-up survey*, the Actions sheet created after the previous survey
- NCD Story guide (often not used)
- NCD Cycle Starter sheets - one for each Quality (for use after this meeting) available at [ncdchurchsurvey.org/en/cycle-starters](http://ncdchurchsurvey.org/en/cycle-starters)



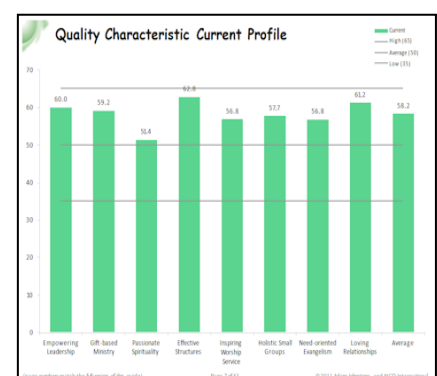
The front sheet of the print file

### The role of the mentor...

To help the incumbent and key leaders to understand their church health using the NCD survey guides.

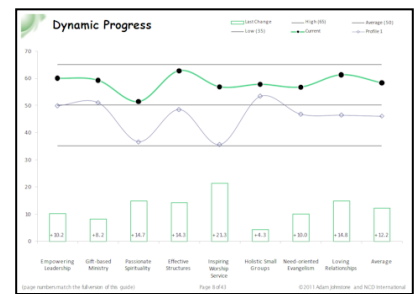
### Preparation

- Review the Status guide Quality Characteristic Current Profile (labelled as page 7)
  - which is the greatest strength(s): above average, top 15% or what?
    - think what's good about being part of a church where this is a strength
  - which is the weakest Quality(s): is this in bottom 15% zone, below average, above?
    - looking at the bar chart for that Quality, are all the questions a bit low,
    - or are there specific weaknesses?
- Skim through the 8 Quality bar charts
  - are there individual questions with noticeably low scores?
  - do you notice any theme connecting the lower scores?



If this is a follow-up survey,

- Look at the previous survey's weakest quality
  - what has changed
  - how does this relate to the Actions previously identified
- Skim through all the Dynamic Progress charts
  - what is the general direction of change
  - which changes stand out?



### Conclude by deciding

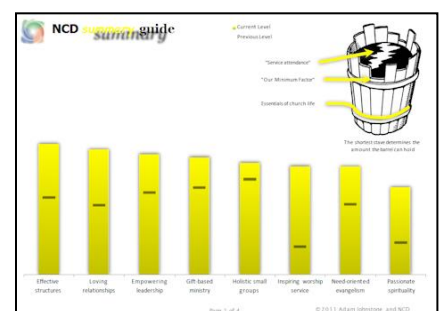
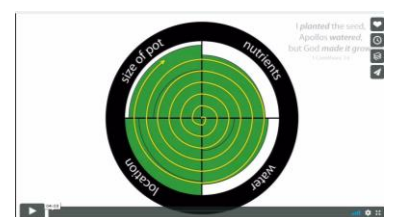
- which handful of points should be clear in everyone's mind (mark these on your copy of the print file?)
- will the person (or group) benefit from a brief recap of NCD principles or the 8EQ survey process?
- how will you share the results
  - on paper or on screen
  - in what sequence
  - which charts must be kept in, and what might be left out?

### The role of the mentor...

To prepare to present the NCD guides and tease out the underlying issues that are revealed by them.

### Leading the feedback session (a suggested framework structure)

1. Pray - that God's Spirit would use these results to help us serve his people
2. Remind people of the NCD principles and 8EQ process  
Consider using the 4 minute 'pot-plant' video to do this:  
<https://vimeo.com/165318686>
3. Show the NCD Summary Guide (yellow bars) chart
  - this is the most important chart of all, as it shows where we are now
  - celebrate the strengths
  - celebrate positive change (if follow-up survey)
  - note the weakest quality
  - note the change in the previously weakest quality (if follow-up survey)
  - what is their reaction to these results? is it balanced? do they need help towards a balanced perspective?

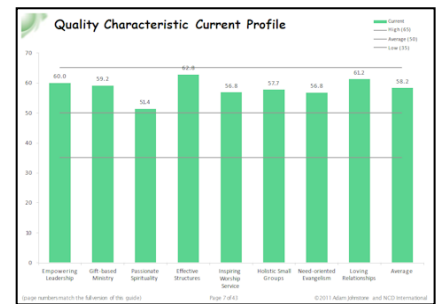


4. Show the NCD Quality Characteristic Current Profile (green bars with lines & numbers)

- o this shows the opportunity for health growth

*if this is a follow-up survey, show the 8EQs Dynamic Progress (green & blue lines, white change bars)*

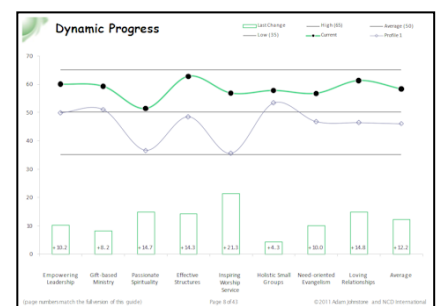
- o this shows the change experienced since previous surveys
  - what was intentional
  - what is encouraging
  - what is frustrating?



5. To focus on encouragement (where needed)

- o show the bar charts (or dynamic progress charts) for

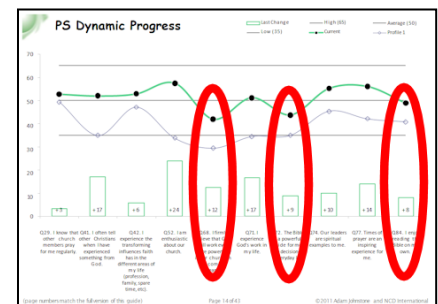
- strongest Quality(s)
- top 10 question scores
- most improved question scores
- previous survey's weakest Quality (if at all improved)
  - what do they see as good and driving these high/improving scores?



6. Focus on growth and development

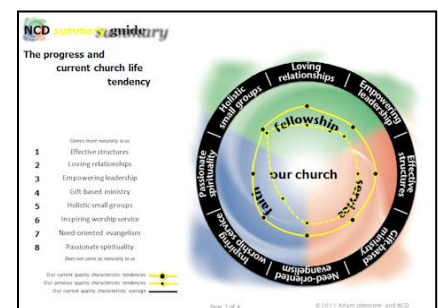
- o give out copies of the print file
- o show the bar charts (or dynamic progress charts) for

- weakest Quality(s)
  - highlight which questions score relatively well & which are weakest
  - can they suggest reasons why the church answered like this?
- lowest 10 question scores
  - can they see themes which connect some of these low scoring questions?



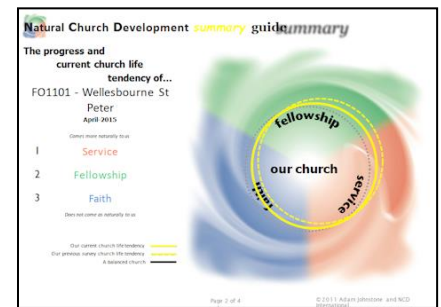
7. Summarise

- o show the 8EQ circle chart
  - this shows how the 8 Qualities can be viewed as indicators of the relative strengths of the faith/fellowship/service aspects of discipleship
- o show the trinitarian circle chart
  - this summarises the current bias or imbalance of the church.



## 8. Conclude

- reacting to the survey results
  - how do these results make them feel?
  - what have they learnt about their church from these results?
  - what don't they understand about these results?
    - how might they get more insight/information to resolve this?
- next steps
  - with whom should these results be shared next?
  - which handful of points should be clearly communicated in that session?
  - would it be helpful for the mentor to lead that session?
  - what process will they use to generate and prioritise Actions?  
*(note: if stuck for ideas the relevant 'Cycle Starter' sheet may help prompt thinking).*
- thank God
  - that he cares
  - for the people he brings to the church
  - for the opportunity given to us to lead discipleship in our location
  - for the Spirit's work of transformation amongst us.



## ***The role of the mentor...***

**To pray for the church and present the NCD guides in a way that increases understanding of congregational health and prepares the church to embrace change.**