CRITICAL SUCCESS FACTORS REFRAMED

Critical Success Factors (Reframed for Congregational Needs) The original Critical Success Factors are highly focused on the pastor's performance. To empower the congregation, these urgent metrics could be reframed to highlight ***what the congregation is actually hungering for***, moving the burden of success from the individual leader to the system as a whole.

- From "Clergy communicates well" TO "A Culture of Transparent Alignment."
- The Need: The congregation needs robust, multi-directional communication systems so that everyone understands the church's reality, mission, and next steps, removing the reliance on a single person to hold the narrative.

CRITICAL SUCCESS FACTORS REFRAMED 2

- From "Leaders representative" / "Leaders seek input" TO "Inclusive and Responsive Governance."
- The Need: The congregation needs to feel a sense of ownership over the church's future. This requires leadership bodies that actually look like the breadth of the congregation and actively collaborate with members before finalizing strategic directions.

- From "Clergy brings out the best" / "Clergy makes things happen" TO "Systemic Empowerment & Mobilization."
- The Need: The congregation needs a culture that ***actively expects, identifies, and deploys the talents*** of everyday members. They need to shift from waiting for a leader to initiate action, to being given the permission and framework to initiate it themselves.

CRITICAL SUCCESS FACTORS REFRAMED 3

- From "Worship is excellent" / "Clergy preaching relevant" TO "Transformational Spiritual Encounters."
- The Need: The congregation ***needs spiritual depth*** that impacts their Monday-through-
- Saturday lives. They need corporate gatherings and messaging that prioritize authentic spiritual formation and practical application.

- From "Spirit of involvement" TO "A Passion-Driven Community."
- The Need: ***The congregation needs a compelling, shared "why."*** They need a collective vision that is exciting enough to pull them out of a static routine and inspire them to invest their time, energy, and resources into the shared work of the church.