

## Four Questions Everyone Should Be Able to Answer Citygate Network | June 13, 2024

### Introduction

Organizational leadership is not \_\_\_\_\_, but it is not \_\_\_\_\_.

But we can make it \_\_\_\_\_.

### Problem

As organizations grow, they become more \_\_\_\_\_.

- *Complexity is the enemy of clarity.*
- *Clarity fuels effectiveness and efficiency.*

What makes all of this more challenging is, the people who report to you, and the people who report to me, want \_\_\_\_\_.

But the next best thing to certainty is \_\_\_\_\_. Clarity feels like \_\_\_\_\_.

So, how do we as leaders, provide clarity to situations that are filled with uncertainty?

### Solution

Everyone in our organization should know the answers to these four questions.

1. \_\_\_\_\_ are we doing?
2. \_\_\_\_\_ are we doing it?
3. \_\_\_\_\_ are we doing it?
4. \_\_\_\_\_ do I fit in?

### What are we doing?

“\_\_\_\_\_” is what makes “\_\_\_\_\_” critical to the success of the organization.  
*If what I'm doing doesn't feel connected to what we're doing, then all of sudden what you want me to do and the responsibilities you want me to carry start feeling like a job for me.*

***So, what are we doing?***

***We are transforming, through Christ, the lives of those who are experiencing homelessness.***

A clear, compelling mission brings \_\_\_\_\_ to \_\_\_\_\_.

## Why are we doing it?

Basically, once upon a time, Atlanta Mission did not exist. Someone had an idea and thought it was worth taking a risk. Why?

*So, why are we doing it?*

*So that those we serve, and those who serve come to know Christ, walk with Christ, and live for Christ.*

## How are we doing it?

If the first question speaks to our mission, and the second to our purpose, this question speaks to our vision.

- A mission and purpose without a vision, is just a dream. It's just an aspiration.

*So, how do we do it?*

*We're building a community united to end homelessness one person at a time.*

In times of uncertainty and complexity, these three questions \_\_\_\_\_ us and \_\_\_\_\_ us.

*If anyone is looking to you for clarity because you can't give them certainty, they need this from you more than anything else as a leader.*

## Where do I fit in?

Now, to be clear, this is NOT what is your \_\_\_\_\_? This is, what is your \_\_\_\_\_?

What is your \_\_\_\_\_?

*We think this is clear and we think people know, but at the end of the day people gravitate to what's urgent, they gravitate toward what they enjoy, or they gravitate toward what's easy.*

Which means, people will drift away from doing what is \_\_\_\_\_ and end up working their tails off doing things that really aren't that helpful to the organization.

## Conclusion

*On high performing teams there is always extraordinary clarity around what, why and how. And everyone is able to connect what we do, with where they fit in.*

\_\_\_\_\_ creates \_\_\_\_\_, which requires \_\_\_\_\_.