

# Operational Excellence

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## Video Notes

## Discussion Questions

1. What is one thing that stuck out to you when it comes to operational excellence?

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2. Without pursuing excellence, a Christian's life is incomplete. Philippians 1:9-10 (NIV) says, *“And this is my prayer: that your love may abound (excel) more and more in knowledge and depth of insight, 10 so that you may be able to discern what is best and may be pure and blameless for the day of Christ.”* Mark says that being a servant leader is a quality you must have when pursuing excellence. What does this look like for you within your role?

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3. How is acting strategically related to operational excellence? Discuss how being effective and efficient are strategic and give examples.

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4. According to Colossians 3:23 (NIV), operational excellence is not limited to certain tasks.

It says, *“Whatever you do, work at it with all your heart, as working for the Lord, not for human masters.”* What does the heart have to do with excellence, and why do certain tasks receive our excellence and others do not?

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5. Mark teaches the acronym LEADS when developing leaders and teams with operational excellence. Share what comes to mind for each word: Listen, Empathy, Advocate, Develop, and Self Reflection.

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6. God doesn't promise to bless the lazy. His words in Proverbs 10:3-4 (NIV) say, *"The LORD does not let the righteous go hungry, but he thwarts the craving of the wicked. 4 Lazy hands make for poverty, but diligent hands bring wealth."* What does this have to do with operational excellence and our relationship with Jesus?

## Application

Identify one area where you struggle to give excellence and make a list of action items you are willing to follow for the next 30 days. The best results require accountability. Share with the group where you struggle and what you plan to do about it.

## Going Deeper

This section is an extension of the above material and is designed for a deeper study/devotion on your own. Read the scripture below and take time to journal and put this content into practice to help shape your culture at work.

1. One obstacle that often gets in the way of doing everything with excellence is our attitude. Our attitude can affect the way we work, the way we act, and the way we treat others. Read Philippians 1:12-22 and write down characteristics of Paul's attitude that you can work on in your life. Read Philippians 4:4-13 for more characteristics.

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2. For those who do not follow Jesus, one motive for operational excellence would be self-centered gains such as positions, titles, and money. For Christians, we should consider a good starting point motive for operational excellence, is to bring God all the glory. Read 1 Corinthians 10:31 and list the pros and cons of pursuing this motive.

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3. A final motive to think about as you pursue operational excellence within your work is eternity. Read 1 Corinthians 15:58, 2 Corinthians 5:10, and 1 Corinthians 3:11-15. Think about how everything you do is done for a purpose and never in vain. Think about who gives you your gifts and the strength to do everything. Take some time to pray about areas you need to grow in operational excellence. Ask God to give you opportunities where you can practice having a better attitude, bring Him all the glory and be reminded of your eternal reward.

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