

## RECAP FROM LAST MEETING (2-3 min)

## ANNOUNCEMENTS (1-2 min)

## PERSONAL FAITH STORY (3 min)

Ask someone to share a brief faith story about how they see God working in their life this week.

## PRAYER (8-10 min)

Split into groups of two or three.

## LESSON (2 of 2) (30 min)

Read 1 Corinthians 13:1-7. Review verses four through six. It contains a list of several things love “does not” do. The final item in this list is that love “does not delight in evil but rejoices with the truth.” Love loves the truth! Let’s look at how to build a culture of truth within your organizational structure.

Four categories generally represent an organization’s reason for being, and each can be supported by the truth, as revealed by facts.

- **Customers**  
Truth: No organization survives without satisfied customers.  
Facts: Satisfied customers are repeat users. Satisfied customers recommend your products/services. Satisfied customers are loyal; when dissatisfied, they complain to get it right rather than depart.
- **Profitability**  
Truth: No organization can survive unless financially sound.  
Facts: Financial health is determined by an array of measurable facts. Some more significant than others: cash flow/AR/AP. Every employee needs to know how their organization makes and loses money, then how their job and how they perform it makes and loses money. Armed with the truth, employees can self-adjust to make more and lose less for the organization they serve.
- **Productivity**  
Truth: Productivity is the return on invested resources.  
Equipment and systems have limited range of returns, whereas human capital and potential is unlimited.  
Facts: Overall productivity is calculable: sales per employee, the gross/net profit per employee, and the return on assets/equity/earnings compared to industry averages.
- **Employee Attraction/Retention**  
Truth: Successful organizations keep and attract the best people.  
Facts: No organization survives without the talent, motivation, and cooperation of its employees. Proper care of employees results in satisfied customers and successful companies.

## GROUP DISCUSSION/EXERCISE

- Why are your customers satisfied? Are they actually satisfied? How do you know?
- Why are your employees satisfied? Are they actually satisfied How do you know?
- Why are you financially stable? Are you actually financially stable?
- Why are you more productive than your competitors? Are you really more productive? How do you know?

## CLOSING PRAYER (5 min)