**Organizational Behavior in Worship Teams**

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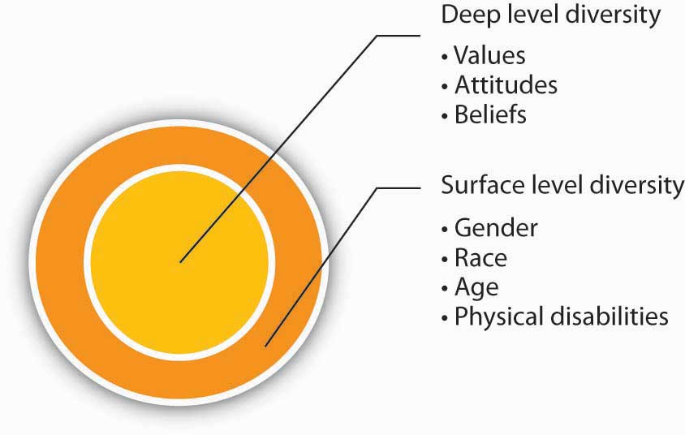
**Organizational Behavior in Worship Teams**

I have been serving on worship teams either as the leader or a member for over 25 years and thought that applying the organizational behavior toolbox might be something that could help. Speaking about organizational behavior within a worship team is challenging. There are many non – traditional factors that affect such teams. First off, most worship teams today are non-profit or strictly volunteer. Secondly, many of those involved are considered an artist. Artists view their art as an expression of themselves. As a result, everything piece of art is very personal, and change does not come easy. Thirdly, worship leaders most often have no formal training. Most leaders are not looking to grow people but instead to make a spiritual connection with God – which is a great goal. Consequently, such a goal can make such teams very difficult to serve in as many times this leads to artists who stop learning their craft. If an artist feels they have nothing to learn, they can become rigid this makes working with them hard. Reward is another issue. There is no advancement opportunity per say, and most positions are unpaid. Extrinsic rewards are just not available. As a result, the rewards most are after are all intrinsic rewards. Examinations of how factors, processes and theoretical concepts as they relate to organizational effectiveness and productivity in business may prove to be an invaluable resource when applied to a worship team environment for worship leaders who desire followers to have real and powerful encounters with God. If a leader believes they have or has a vision for continued growth as well as a drive for excellence then a vision incorporating these factors can quickly be disseminated. Many times accomplishments are just a result of perseverance, and sometimes things just go wrong. It is better to have something than nothing is often the mindset. Purpose and vision seem to come and go without dissemination from the lead, to add to this, many times people just do not care about the vision of the ministry and are there for selfish reasons. Still, among all the chaos, and ambiguity, one light shines out – the desire to entreat the Lord and His Spirit.

**Factors.**

There are many factors that one may consider within Organizational Behavior. Factors such as diversity, traits, creativity, culture, structure, and ethics all play significant roles. Also, how these factors influence concepts of leadership, as well as, methods for leadership style improvement may also prove of great worth. In addition, there are a few external factors that may impact organizational behavior and leadership both such as program and church closers. Leadership change can also impact the observed behavior of a team. Keeping a worship team engaged and productive can be exacerbating at times. First, let us examine how diversity exerts influence in an organization, group or team.

**Diversity**

 Diversity refers similar or dissimilar characteristics of people. Tenure, gender, education, race, age, or profession are all aspects of diversity. Diversity has both surface and deep levels (Flatworld, 2017). Many times judgments are made according to surface-level diversity, while deep-level diversity is what proves to be where people connect. Research shows a person’s willingness to interact with another person is linked to surface-level traits, however, as time goes on it is the influence deep-level traits such as attitudes and values that allow people to connect (Harrison et al., 1998). Diversity in a worship team may be the most significant contributing factor to the success or failure of the team. The reason is attributed to the broad scale of items affected by diversity. The Lord creates perfection through diversity. He did not create one type of apple, one type of flower, nor one type of person. When people create, they reflect the D.N.A. of God. Creativity is one of His most prominent traits. Worship teams deal with music and music is a manifestation of artist creativity. Music shows diversity in genre, tempo, tone, and color, as well as personal preference. Personal expression, musical taste, and emotion all play a part in musical choice as well. In contrast, most worship leaders are saddled with choosing music according to disseminated pastoral vision, the spirit of God, and then the team. Many times vocalists do not want to sing the chosen music, or after practicing for a week the singer is called away, and the team is left making use of un-rehearsed formations. Some people are trained classically, some have a rock-n-roll background, and yet others have no training at all. On the flip side, diversity inside the team is what makes it work. As a recording artist and producer, I have found that if one person does all the work, the music is missing something. This “something” is what diversity creates. The Bible states in Ephesians 4:13 that we are to be fitly joined together, further, in 1 Corinthians 12:11 it reads that the Spirit of God gives gifts severally as He wills, but no one person has them all (KJV, 1 Corinthians 12:11 & Ephesians 4:13) which indicates that the only time in which all God’s gifts are ministering is when people come together. No wonder God said not to forsake the assembling together--going to church (KJV. Hebrews 10:25). The benefit of a diverse workforce or in this case a worship team can be demonstrated through differences in origin, tastes, gifting’s, talents, gender, and age. Since there are no two people alike, it is obvious that things like racism, hatred, and elitism have no place in today’s worship team or workforce. I am amazed by racism. The same God who made all and is in all also said, count others more significant than yourselves (KJV, Phil 2:3). Yet so many people hate others in His name.

**--Benefits of Diversity**

Managing diversity efficiently can be challenging. Here in the U.S., there have been instituted many amendments in the protection of diversity. The Age Discrimination Act, the Civil Rights Act, and the Americans with Disabilities Act just to name a few. Regardless discrimination continues to be a significant problem. Reportedly 95,000 complaints were filed claiming discrimination in 2008 alone (Bauer, T. & Erdogan, B., 2010). Regardless a business case for diversity exists in the business world as well as biblically. Having diversity in a group, team, or workforce and managing it effectively brings the potential for a number of benefits.

One of the benefits might be a higher creativity in decision-making, artistry, and cultural boundaries and tastes. In music, the genre is heavily influenced by culture, vernacular and word structure can help with lyrics, or just about any other form of communication. Better communication, in turn, might bring a better understanding of service this allows products created to appeal to a broader base. In the case of worship services, this alone might bring a higher satisfaction to those attending service. In the end, this brings value to the customer, the church, and to the Lord. The final end may even be more souls saved and Jesus being glorified. On the business end of things move value to the customer means more value to the stakeholders.

**--Challenges of Diversity**

Similarity-Attraction Phenomenon is the inclination of people to be attracted to individuals that are alike. This may explain unfair treatment based on demography.

Surface-level diversity is compiled of demographic traits. It is why people are more attracted to those who share similar attributes. It is believed that people pay more attention to surface diversity because they assume them to be interconnected with deep-level diversity (Bauer, T. & Erdogan, B., 2010). Deep-level diversity traits include such things as values, beliefs, and attitudes. The attraction phenomenon shows its head in a worship team mostly through music preference. However, added similarities in worship stem from geographic origin, specifically, worship style according to geography. People worship differently depending on their place of origin.

**--How Diversity Influences Organizational Behavior**

People with different upbringings or demographic characteristics may differ in their morals, values, and ethics. When dealing with behavior overseas, if one believes a behavior to be unethical it may help to consider the context. Ensuring the ethicality will require distinct effort (Bauer, T-2 & Erdogan, B., 2010). This brings the next item on the list to bare. The question of ethics as we note in diversity is shown in ethics. In some cultures, it is expected to see dancers during worship, in others, this is an insult. In many churches, music is a form of worship. Some have just an organ and use a hymnal while others have a full-fledged band complete with lead guitar. On the other hand, some churches are very ritualistic and only allow choir music or no music at all. When an artist is thrown into a position outside their normal worship tendency behaviors can become erratic and unpredictable due to the ingrained cultural, ethical boundaries being crossed.

**ETHICS -- Leadership and Ethics**

Leadership has been a driver of ethical behavior since leadership began. As of late, it is receiving attention from scholarly investigators as well as the press. Research reveals people tend to follow leaders even at the risk of others. Support is shown in the now infamous Milgram experiments (Milgram, 1963). Ethical behaviors are influenced by leadership. It does not matter if one is speaking of a firm of thousands or a five-member worship team. This a great reason to choose leaders who maintain high levels of moral and ethical development. Employing such people in leadership teams creates a more ethical and moral climate for the entire team (Bauer, T-2 & Erdogan, B., 2010). Most churches use services such as CCLI to keep copyright laws when playing music. If a team leader is willing to download music illegally, or worse use illegal computer programs, this paves the way for immoral and unethical behaviors within the team. The same holds true for C level jobs. If a CEO, CFO or other leader is seen as unethical, this gives license to those employed further down the corporate ladder.

**--Organizational Culture and Ethics**

In confirming the degree employees of an organization behave ethically is shown in a recent study of 3000 employees revealed by Bauer and Erdogan in their work on ethics in the business team (Bauer, T-2 & Erdogan, B., 2010). This study confirms that ethical behaviors depend on the ethical culture of a firm. Building a moral and ethical culture is paramount in any business. In addition, type of business can heighten the need for beyond reproach ethics. Jesus is the king of good. How much more does the church, and especially worship teams have need of an above reproach ethical culture, reputation, and business model?

**--Ethical Considerations in Organizational Behavior**

The factors that contribute to unethical employee behavior are many. Making ethical decisions, job attitudes, communication, and decision making all play a role. Such things as job attitude and behavior contribute to an ethical climate. In turn, a positive ethical climate will attract people, while an unethical climate can prove a deal breaker. An ethical climate fosters citizenship behaviors were employees want to help each other. Supervisors become please when they witness employees in such climates performing tasks that are beyond their job descriptions.

For this reason, designing an organization’s internal climate is a great idea. Such things as goal setting, performance appraisals, and incentives are directly connected to ethical or unethical behaviors demonstrated within a worship team, group or firm. The motivation to work hard, collaborate, and put others ahead of themselves are promoted as beneficial for all.

**--Ethics and Communication**

Any alternative to a clear messaging is acommunication blocker**.** Tutorialspoint.com lists several items that one can look for when someone is attempting to block communication. Topping the list is accusing. Accusing or assuming guild without research quickly prevent forward motion. Next up is a judgment or someone proclaiming bias. Insults are third on the list. When a leader is pointing out an unethical behavior, someone just may begin to hurl insults back. Interrupting, or changing the subject are also sure signs. According to tutorials point, one may try to derail these attempts by employing a few preventative measures such as trying not to diagnose problems, avoid using global terms such as always, or never, and not spout orders (Tutorialspoint.com, 2017). Worship team members are artists and as such are quick to become defensive.

**--Ethics and Decision Making**

The competency, Organizational Behavior, given by Brandman University suggests to commission five questions in making ethical decisions. 1. Is this decision fair? Have all stakeholders been included? Goals should include a promotion for all involved. 2. Will I feel better or worse about myself after I make this decision? One time a friend proclaimed regret as the tragedy of life. Further, one’s reputation is hard to recover when damaged. When dealing with worship teams, one must remember that though Jesus forgives, however, people are not normally as liberal with such things as forgiveness. 3. Does this decision break any organizational rules? Every firm has a charter agreement even a church. One must know what has been agreed upon. 4. Does this decision break any laws? 5. How would I feel if this decision were broadcast on the news? This is a big one. Today we are in the information age. Word of mouth has never carried as much weight as it does today. It may be a good idea just to believe that everything that is said or done will be broadcast—in fact, it is. In the church, we know that God is always watching as a loving father. Is the action that is being considered one that will bring Him joy or break His heart? Jesus always sees. If one believes that all actions and words are broadcast, this may be enough to stop the occurrence of much of life’s regret. If that is not enough, maybe the Bible says it best. An overseer, then, must be above reproach, the husband of but one wife, temperate, self-controlled, respectable, hospitable, able to teach, 3not dependent on wine, not violent but gentle, peaceable, and free of the love of money (1 Timothy 3:2, KJV).

**Structure and Organizational Culture**

Organizational structure denotes how the team member’s work is coordinated within a group or firm. The OB competency in Brandman University lists four factors organizational structures can differ. These are business strategies, organization size, use of technology, and environment (Bauer, T.(3) & Erdogan, B., 2010). Just as in business structure inside worship teams vary greatly. Chad Samuel in his paper writes that culture is the most potent factor in an organization, not vision or strategy (Samuel, 2006). Ultimately, organization culture shapes individual moral, teamwork, effectiveness and outcomes. “Some teams are in the direct control of the presiding pastor. In many small churches, this is the case. The choice of the culture of worship, in this case, is a part of the pastor’s vision for the church; if one is in this kind of team, then grabbing the leaders vision will be necessary for success. Still, other teams are more democratic. Many times the leader will invite suggestions for songs, performance, or any other aspect of the set. One may have a voice. Unfortunately, that voice may not always be about worshiping The Lord. Still others leaders insist on perfection; they want the music to be learned correctly first, then allow artistic impression. On the flip side, there are those leaders who are so grateful just to have anyone with them they do not care if the music sound like the cd, as long as people are faithful. All this affects the culture of the team just as it would if it were a firm. Today, many churches run the risk of performing instead of having a worship service. As worship music gets more commercialized, it begins to be viewed more like a concert, and people forget that the real worship is about glorifying Christ. Happily, true worship leaders are concerned first with the heart of the minstrel. Most good worship leaders prefer people with a heart of worship over people who are established performers. If a group of worshipers are leading the culture tends to be less like a concert.

Outlines in organizational structure for coordination management include five main elements (Robbins & Coulter, 2002). They include Centralization and decentralization, Work specialization, Span of control, Departmentalization, and Chain of command. The terms centralization/decentralization actually refers to decision making. Whether lead by the pastor or the leader. This was looked at earlier. Work specialization, one the other hand, contributes to productivity. Job satisfaction is reduced in repetitive tasks, but productivity can go up (Rama Rao, 2008). Specialization in worship teams is a must. It is vital for minstrels to know their talent. However, when minstrels know and understand the other positions on the team, everything runs a bit smoother, moreover, if someone cannot attend other minstrels can be moved around to fill gaps without dealing with hurt feelings. This also helps a leader have input over their span of control. Since team members are responsible and not only the leader, a reduction in stress occurs, as positions are easily filled in emergencies. Departmentalization refers to how jobs are clustered. The band can be easy to understand in this area. However, the main idea is not guitar verses drums but is more about the chain of command. In a church, department heads include things such as hospitality, audio video, kids, and ushering. Many times those on the worship team wear hats in one or more of these areas. For instance, one may be an on-staff pastor. However, this pastor may have to answer to a person who is an unpaid volunteer leader over the choir while singing in the choir. The coordination and management can become confusing at such times. The Society for Human Resource Management gives several questions that one might ask to help clarify which structure or type of management coordination might prove the most fruitful in a given group. It is important to attain a strong organizational culture. There are benefits to strong cultures when they are based on the organizational structure. This list is taken directly out of the competency Organizational Behavior, Brandman University (Society for Human Resource Management, 2012).

* Which structure can enhance trust and cooperation?
* Which structure can create fewer disagreements?
* Which structure can assist in efficient decision-making processes?
* What informal control mechanisms (e.g., clan control) can be implemented to avoid too many procedures and rules?
* Which structure will allow for greater open communication?
* Which structure allows us to effectively manage telecommuting and virtual work arrangements?

While not all apply to worship teams – such as the telecommuting one. Most point to processes that can only increase communication and structure. Finally, the section ends with this section which expands on the helpful suggestions:

“Suggestions for Managing Demographic Diversity

*Build a Culture of Respecting Diversity, Make Managers Accountable for Diversity, Diversity Training Programs… Invest in building effective relationships. Choose your mentor carefully. Investigate company resources. Know your rights”* (Bauer, T. & Erdogan, B. 2010).

**External Factors Influencing Teams and Organizations**

Although important benefits of having diversity in any group or team is an ability to make higher value decisions and although things such as structure, culture, and behavior are important many efforts can be derailed by a conglomerate of external factors. One of the factors to influence employee behavior is one outlook in life. The glass half empty the glass half full tend to dictate one's behavior. Team members who possess a positive outlook tend to be more motivated. As a result, practices are on time and produce better results. In addition, social support adds to a positive outlook. People need social interactions. One of the biggest beneficial factors is a healthy lifestyle and diet. Physical well-being brings productivity because team members do not get sick often, stress levels are reduced, and sicknesses such as high blood pressure, cancer, and diabetes are less likely to occur (Rodriguez, D., 2013). One’s value or beliefs also may direct the heading of a group or team. People have different backgrounds, a topic that was touched on when speaking about ethics. Religious culture is a powerful life structure set that is not lightly released. I recall one instance when I went to a Catholic mass for communion. A communion is a form of worship where one eats a piece of bread and drinks a small cup of juice. Communion was started by Jesus in the Bible, and it is listed in several places (‎1 Corinthians 11:17-34; ‎Luke 22:19-20; ‎Matthew 26:26-28, KJV). The bread represents Jesus Body being broken for humanity, and his blood being spilled for salvation of humanity. By eating and drinking one remembers the sacrifice Jesus made and what He suffered on man’s behalf. Getting back to the story, when I received the items of communion and did not go through the proper Catholic ritual, the priest immediately took them away from me. In the church I was trained in (a full gospel church) we took the sacraments back to our seat, and everyone took them at the same time, here though, I was supposed to take them directly after receiving them. All this to make the point, belief effects structure. Gender also weights into behavior. Biological, psychological, and spiritual factors have many differences between sexes. While this papers purpose is not to itemize these differences, it is the feeling of this author that conscious consideration needs to happen of the gender of any person being lead as to not cross over boundaries that may prove detrimental to purpose. Ok then that being said this all begs the question: What can a leader do to limit these external factors from having a negative influence on the team behavior?

**Coaching**

Coaching can define the boundaries within leader-follower relationships with each manager-employee relationship. First, one must understand that while coaching one does not control the relationship. The actions and decisions of a person are choices that are typically privately made. Instead, coaching is the presentation of information whether that information is presented by instruction or action. The objective is to identify any areas that a person may benefit from instruction as well as if a person has a desire to learn and improve. One of the basic guidelines given by Bauer & Erdogan, 2010 is, to tell the truth, if one does not know an answer (Bauer, T. & Erdogan, B., 2010). If a leader feels the need always to be viewed as knowing it all, maybe the core reason for leading should be examined. Another suggestion is to help those one is leading to develop their own solutions. This does not mean to allow people to make mistakes that will impact the value of the company, but if the value of the company will not be impacted by a failure, it is possible that failure at times is a better tutor. Thirdly Baurer suggest to practice honing communications skills, and at the top of those skills he lists “Listen”! Maybe the reason a person has two ears and one mouth is that people should listen twice as much as they speak. Rarely does a person learn anything by speaking. On the flip side, listening is a great avenue for learning or getting a hint toward a direction. Learning brings up the final point of being an educator. Coaches are educators. Coaching is giving direction to a person, but not doing the work. Most people learn best through hands-on experience.

**Rewards**

Unfortunately, when those who have studied leadership think of rewards, the term transitional leadership come up. This style is historically the most used but today is being phased out by the transformational leadership style (Bass, 1985; Burns, 1978). However, rewards are not just bonuses and promotions. It is possible to use rewards as a motivator for employees in a transformational or servant-leader style of leadership when one understands that there are two types of rewards, extrinsic and extrinsic. While extrinsic rewards do tend to be those externalities such as a bonus intrinsic rewards come from commitment, fulfilling purpose, accomplishment, and belonging. Intrinsic rewards stem from the fulfilling of deep-values and traits. Knowing who one's employee is on the inside is a must in order to set them on a path that ends in intrinsic rewards. It is tough to leave employ when one feels purpose, accomplishment, and belonging. Another term for “setting them on a path” could be goal setting. Goal setting is a commonly used as a motivational strategy. While extrinsic rewards are easy, goal setting for intrinsic rewards can be challenging. Without a culture that values people over results, a structure such as Total Quality Management (TQM) that puts center stage quality and value in every department, or goals that incorporate continuous quality management such as Six Sigma, or product values such as ISO 9000, 14000 which are environment production and product standard firms can choose to adopt in efforts of becoming green or environment friendly, the establishment of a culture that produces more intrinsic rewards is only a dream or goal to be reached. Most firms have a very long way to tread before they can boast of such things. However, when these goals are reached, one can expect an increase in productivity, profits, employee retention, as well as growth across the board. Such processes and theoretical concepts related to organizational effectiveness and productivity literally on every level. One might sight GE, Zappos, and others as firms that have achieved such lofty levels.

**Bringing It Home**

On worship teams, one would think these goals to be easy. If only it were so. Problems stem from areas such as restrictions in time, a lack of effort due to being extracurricular, and personality disunities. Worship leaders seldom view themselves as people builders. Most leaders in the church are on a personal hunt searching for the will of God for them. Worship leaders are not any different. The idea that Christians are somehow not human seems to be at the forefront of world opinion. The mantra that Christians are hypocrites is the conclusion of many of those who chose not to attend. Since Christians are “called” to win the “lost”, this has an adverse effect on the church as a whole. While in a firm that one works in vision is disseminated without prejudice, in a church leadership many times tends to be “user-friendly.” Vision is watered down, directives are left unclear, and team members are left to find intrinsic fulfillment on their own. To be certain there are those who are of the Machiavellian, Narcissistic, or another personality construct that should not be in any position of authority but we err on the side of hope in believing that most worship leaders are in that position for the right reasons. As a result, the need to teach how to be a servant leader, how to adopt a structure and culture that puts people above notoriety, and how to set goals that bring intrinsic reward for team members is forefront. All this while adoption the vision of the church and its pastor and finding the Lord’s will for one’s life. It is crucial for servant leaders to remember being a servant has priority over being a leader (CMTL, 2014). There is no doubt the plate is full.

**Where To Start**

Just to reiterate what it is we are talking about Organizational Behavior can be defined as the attitudes of people and teams of people toward one another, including the actions concerning one another and concerning the organization as a whole (Daft, 2003). A little simpler put, how people react in groups. Most may find the topic of no value. However, leaders or those who are striving to be good leaders may find it invaluable. This paper has presented diversity, ethics, structure, culture, and intrinsic rewards as factors of OB. Further, this paper has itemized benefits to diversity, good ethics – in different areas, structure – servant leadership and transformational, and a people-centered culture all as factors of a beneficial OB. Coaching was also addressed as of value when intrinsic values and reward are desirable. This is all great, now how does one get there?

**--- Journaling**

Journaling is a good idea because one may identify and embrace areas of ambiguity. This is a survival skill. Not only does journaling allow one to log times of value, but also times of failure. History and failure are both kin to success, by evaluating both repetitions of failure can be avoided. Historian has been journaling for years, and hey people found out by study what not to repeat. In a worship team at any time during worship, one may be confronted with a prophecy. This has happened to me personally. Unfortunately, I have no idea today what was said because I failed to journal it. This is a great example that sheds light on promotion of journaling even on a personal level.

**--- Other Methods**

A highbred of journaling is a survey. One can pose specific questions to elicit responses. These responses can be studied for advantages and disadvantages. One might specify a desired culture or behavior and search for questions and answers that relate. A basic survey is just a bunch of questions to which the answers to are journaled. One can administer these either on location (a field study) or in a controlled environment (a laboratory study). Studying the journals from these ventures is beneficial even case by case. These case studies may study the journals from surveys or notes that only concern a particular industry or company. Writers of case studies usually are very systematic in their approach, explain in detail the processes and outcomes, and draw conclusions. Meta-analysis summarizes the conclusions from related studies to illuminate common behaviors. A textbook in just about any field of study usually results from such efforts. Why re-invent the wheel? Reading textbooks or other material on leadership or behavior is a great way of finding a way to create the desired culture on a worship team. People are people whether inside the church or outside, and people behave like—well—people.

**---Vision Casting**

Negative self-talk is a product of lack of vision. In a paper presented by Coach Me to Lead the author points out the necessity of casting vision (CMTL, 2017). Disseminating vision is a great way to begin changing direction toward the desired culture. One of the issues with vision is that as time goes on vision seems to leak away. For this reason, it is necessary to cast vision often. Vision has subparts. The vision for direction, culture, structure, style of leadership, and goals are all subsections. Casting vision gives expectation, direction, establishes checkpoints, and sets precedence for noncompliance.

**Conclusion**

Once a leader has determined through study or otherwise a desired style, culture, and destination then a leader can begin to work on the how to achieve such goals. Sometimes this may seem daunting. Keeping survival skills up to date helps in leadership. Take advantage of new technology, hone the skills necessary, network and find what works for others, embrace ambiguity – everything does not have to be defined, and find something that where success is easy. I am on staff at a church, serve in a worship team and work at a public school. All of these allow for ample opportunity for increasing leadership skills. Student sometimes are hindered by the breadth of the challenge that lays in front of them. I find it helps to teach three basic principles that I share now. 1. How do you eat an elephant? One bite at a time. Breaking seemingly impossible tasks down into manageable subsections can make all the difference. 2. What does a farmer get when he plants corn? Corn! Moreover, lots of it! This question is usually followed by; what do you get when you plant good? The last question has to do with the farmer as well. 3. Does a farmer get the harvest directly after planting? No, it takes time. Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up (Galatian 6:9, KJV). Along those lines is the ability to build up oneself. Positive self-talk may help – say it until it is believed. It is possible to change one's leadership style, one's focus, as well as ones goal. Many times the fruit from such changes takes time.

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