



2020
Cultural Voice

Cultural Voice | Church Terms

Authentic Community

We value authenticity in everything we do. Whether we are on stage or behind the scenes, around people or alone we are the same.

Biblical Authority

Scripture transforms our character and conduct and is the final authority for our lives.

Engaging Worship

We engage in genuine worship and respond to sacred moments with God.

Friend of Sinners

Jesus was accused of being a friend of sinners. We want to be guilty of that same accusation.

Full Kingdom Potential

Our desire is to advance the Kingdom of God, not just a local church. This means seeing each believer, team, ministry, and campus grow in their Kingdom Potential.

God Moments

During each weekend gathering we create space for moments where God can connect in a powerful and genuine way.

Grace and Truth

Just as Jesus was full of grace and truth (John 1:14), when dealing with complex issues we express the love of Christ full of grace and truth. When addressing sin, we will provide clarity and express compassion. Clarity without compassion is wrong. Compassion without clarity is equally wrong.

Heart & Soul

This phrase describes loyalty and alignment with Pastor Troy and the vision of New Life. It is based on 1 Samuel 14:7 where the armor-bearer said to Jonathan, "Do all that you have in mind. Go ahead; I am with you heart and soul."

Honor the past

Great people paid a great price with their time and finances to bring New Life to where we are. Whenever possible we draw values from our past and acknowledge those who led before us. This is especially true when leading change.

Honor People

At New Life we honor everyone always. This doesn't mean we avoid conflict or cater to people. It means we strive to communicate better, extend people grace, and are patient with people.

Humanity

We are all sinners. At New Life we are ok with the humanity of people. We extend this grace to those we work with and to those who attend.

Kids Win

Kid's environments are the number one priority outside of the adult auditoriums & main lobby. Everything else may be adjusted or impacted to provide the best environments for our kids. This generally applies to all kids and youth, however, during a weekend gathering it specifically applies to birth –8thgrade (Boardwalk, KidTown & NL Next Gen Junior High).

Preach for Monday

We want the Word of God to transform not just inform a person. Therefore, we expect the message to impact someone's thoughts and actions during the week not just during a weekend gathering.

Radical Discipleship

We pursue mentoring relationships that foster spiritual growth and lifelong learning.

Generous Giving

We are stewards of the time, treasure and talents God has entrusted to us.

Cultural Voice | Church Axioms

The Church is a Hospital for Sinners not a Museum for Saints

The church is a messy place and we expect the humanity of people to be evident. We are not perfect

Do for one what you wish you could do for all

New Life is successful in part by utilizing great systems. However, we are also willing to bypass or ignore systems to help one person when needed. People are more important than systems.

Major on the Majors and Minor on the Minors

This refers to our core doctrine and beliefs. We believe Jesus was born of a virgin, lived a sinless life, died on a cross, rose from the dead, sits at the right side of God the Father, and will return for His church one day. We have beliefs about everything else but will not divide the church over it.

The Main Thing is to keep the Main Thing the Main Thing

This refers to our desire to remain focused on our primary purpose. We are a church not a community center. We preach Jesus not the latest religious fad.

No Perfect People Allowed

This is another way of saying we are all sinners. We are authentic about our humanity and do not expect people to be “perfect” when they attend New Life.

When the Bible is clear we are clear; when the Bible is unclear, we are ok

The Bible is our authoritative guide. When the Bible leaves room for debate we are ok with debate. We will not divide the church over nonessential doctrine. We have strong beliefs in nonessential doctrine; however, we will not divide the church over it.

The Best is yet to come

New Life is guided by a trust in God’s plan and driven by an optimistic confidence in His victory. This does not deny or ignore tragedy, suffering, injustice, or hardship, but rather believes that the Gospel is critical to the perseverance, endurance, and mission of the Church. Hope is defined as “Because of Jesus, the best is yet to come!”

You belong here

This statement answers the question of anyone wondering if New Life is the church for them. Regardless of their sin or humanity, we believe that anyone can find a place at New Life.

Cultural Voice | Church Stories

Brandt Sisters

The story of two sisters who started are church in 1927 with the one idea to “to bring kids to church and reach people for Jesus”

Young Turks

The board in 1979 saw into the future and challenged Pastor John Tappero to look for land to build on. Pastor Tappero in a joking and frustrating way said “you young turks” go ahead and see if you can find a piece of land.

\$20 Dollar Handshake

Two Storage Containers

Cultural Voice | Leadership

Alignment & Autonomy

Every ministry and campus at New Life is aligned and autonomous. They have alignment in a common mission, purpose, language and model. They have autonomy to apply the New Life model to reach their unique community or tribe.

Cheese Factor

We avoid the cheese factor. Be authentic, don't use churchy words. Be real.

Coaching Moments

We are teachable and open to feedback at all times. We actively coach those we lead. On game-day the mission is more important than feelings.

Continuous Improvements

Left alone everything will gradually get worse. Our goal is for everything to be just a little better each week. There are four types of continuous improvements: 3 Minute Conversations, 3 Day Improvements, 3 Month Initiatives, and 3 Year Cultural Recalibration.

Exaggerated Statements

Don't say "No one", "always", "never", etc. (i.e. No one wants to serve in my ministry)

Ghosts

This refers to real or imagined people whose expressed or assumed opinions should not factor into a discussion. We are willing to listen and learn from anyone and everyone, however, we do not lead toward the desires of a select few at the cost of the mission.

Hit & Run

This is a method of planting a seed for a future conversation without having the conversation. Pastor Troy frequently utilizes this method. It also is the best way to get his attention on an item.

Intentional

We strive to be purposeful in everything we do. From environments to systems to service flow, we are intentional in what we do and why we do it.

Leadership Pipeline

This refers to the pool of leaders we are recruiting and apprenticing. We strive to be three-deep at each position so there is someone to step up when we launch new gatherings, new campuses, or a current spot opens up.

Leaders of Leaders

As a staff we don't lead doers or leaders of doers—we lead leaders of leaders.

Mission Critical (Thinking, Initiatives, Ministries, etc.)

What is the one thing that makes the biggest kingdom impact now?

Offline Conversations

During meetings we stay focused on the current discussion pertinent for those in that meeting. If something needs to be discussed in more detail or with additional people, we have an offline conversation.

Mission Critical Initiative

During a strategic initiative the entire staff focuses on the same thing to significantly improve or accomplish a specific goal. Sustained focus causes lasting change. This is typically lead by Pastor Troy, is driven through the Strategy Team Meeting and occurs once or twice each year.

Teachable

We position ourselves to learn from anyone at any time. We are continually willing to receive coaching or give coaching.

We

At all cost we avoid the word “they” unless we are giving someone else the credit (i.e. they did a great job).

Leadership Axioms and Practices

Celebrate Short Term Wins

This is a practice in our culture that build morale and momentum.

Clarify Non-Negotiables

We can afford to be uncertain; but can't afford to be unclear. Our job is to clarify the mission, values, anchors points and wins of the organization.

Context before Comment

Before commenting or declaring something we seek to get context first. Remember, a bad idea/program/event was a good idea at some point, and you may be talking to the person who came up with it. The best way to do this is to lead with questions.

Don't Listen to Words...Listen to values

When talking with people we look for common ground by listening for their expressed values instead of getting lost in their specific words.

Guided by the Staff, Guarded by the Elders, and Gifted by the Membership

This statement describes the role of staff/elders/membership in the governance & leadership of New Life.

Cultural Voice

Language Creates Culture—Everything we say characterizes New Life. We intentionally use words to create our desired culture, authentically and with clarity.

Lead with Questions

Don't declare. First ask questions to determine values. Remember, the thing you may not like was a good idea at some point, and you may be talking to the person who started it.

Present solutions not problems

When confronted with a suggestion, challenge, or opportunity, New Life leaders start with mission critical thinking and then seek out solutions to each issue. We want to focus on HOW to get things done and cultivate a bias towards action.

Less is More

Left alone everything will get cluttered and complicated. We strive to keep church simple by eliminating unneeded activities and content. This applies to our services, preaching, ministries, and calendar, really to everything!

We are Organized so we can be Organic

We organize everything, as far ahead of time as possible, so we can be organic at the last moment. We never let the last moment keep us from implementing a great idea.

Principle versus Preference

This is a phrase we use to frame our doctrine and beliefs. We are not guided by personal preference but rather biblical principles.

Problems to solve and tensions to manage

There are problems to solve and tensions to manage—This is a reminder that not all problems need to be solved. Tension is what creates beauty.

Progress not Perfection

We do not expect perfection, however, we do expect consistent progress. Everything will improve or regress, it will never remain where it is. We look for the next step. We ask if it is where it needs to be.

Social to the Seat

We use this phrase to describe our First Impressions environments. Guests will form an opinion about New Life way before they hear the worship or teaching pastor. We want to welcome and serve everyone from the moment they find us online, then drive on our parking lot, and all the way until they find their seat.

Stories not Stats

We lead with stories of life change instead of stats. We are not afraid of numbers; however, stories engage a person significantly more than a number.

Walls are just Suggestions

Although this tangibly applies to physical walls in our campuses, it also metaphorically applies to anything that may artificially prevent us from solving something. We will move any wall if it is best for the mission.

Load-Bearing vs. Non-Load Bearing Changes

Load-bearing changes are cultural changes that requires time and skill to make. Non-load bearing changes can be made quickly depending on resources of emotional bandwidth, time, and money.

New Life Nick

This is one filter we use to evaluate everything we do at New Life. New Life Nick is a 32-year-old guy that is married with a couple kids. He is a little frustrated with his marriage and is unchurched or de-churched. Publicly we refer to New Life Nick as a “young family”.

