

CUSTOMER

EARLY/TRADITIONAL MEANING:

A person whose “custom” was to seek the work of a known, skilled guild person

CONTEMPORARY MEANING:

**The person or group receiving our service
or the output of our processes**

Jesus “customized” his relationships with people by:

- **Focusing on the needs and wants of individuals**
- **Exceeding people’s expectations**
- **Taking time to get to know people**
- **Listening effectively**

LISTENING

- **A skill critical for effective leadership.**
- **The way leaders know the needs of the people inside and outside the congregation.**
- **Deep listening is an act of caring, giving, loving, and healing.**
- **The basis of relationship.**

QUALITY

The BEST available!

Permission is granted to reproduce this page for local church use.

SESSION 7