

Big Blessings Abound When Management Faithfulness Flourishes

By John Pearson

"This is a large work I've called you into, but don't be overwhelmed by it. It's best to start small. Give a cool cup of water to someone who is thirsty, for instance. The smallest act of giving or receiving makes you a true apprentice. You won't lose out on a thing."

First, let's all agree: It's not about us, it's about him. When God blesses and blesses and blesses, it's his doing, not ours. He can do it without our Big Vision Decade capital fund drive. Without our strategic thinking sessions. Without our well-connected board members and CEOs and consultants and PR gurus. He can even manage fine, thank you, without our CFOs.

Yet God chooses to involve us in his work—and what an amazing work it is.

In January, The Salvation Army announced that it will receive a gift from the estate of Joan B. Kroc, wife of Ray Kroc, the founder of McDonald's Corporation. The trustees of the estate have estimated that the gift could be in excess of \$1.5 billion. The exact amount will not be known until the completion of the administration of the estate, according to Commissioner W. Todd Bassett, national commander of The Salvation Army, and a member of the CMA board of directors.

The gift by Mrs. Kroc has been specifically designated for the development of community centers across the country, similar to the landmark Ray and Joan Kroc Corps Community Center in San Diego, Calif., opened in June 2002.

Make no mistake. Joan Kroc was not an uninvolved donor. Reports indicate that after the San Diego community center opened, she would often show up anonymously, sit unassumingly in the lobby, and observe this unique ministry to children, youth and adults from the vantage point of a quiet visitor.

What did she see, hear, touch and smell—as a quiet philanthropist—that birthed the vision for replicating this community center experience across the country, to the tune of more than \$1.5 billion?

Clearly she experienced Management Faithfulness.

If you've been a ministry leader or manager for more than a month, you know that Management Faithfulness doesn't come easily.

Every day, eight-hour shift after shift, a community center—and virtually all ministries and churches—require team

members who give it all and more for Kingdom purposes. You can't phone it in. Ministry management is in-the-trenches and get-it-done work.

Let's replay the video on those days when Joan Kroc visited her community center and ask ourselves:

- What if...the restroom cleaning team had said yesterday's cleaning was good enough?
- What if...a program director (up late with a client emergency) cancelled a program because "they owe me a morning off?"
- What if...an unruly fifth grader got what he deserved—in

front of startled guests—instead of love and compassion?

■ What if...the divisional commander was showcasing the place to major donors and ignored a hello or nod from a low income senior citizen?

■ What if...the carpeting was torn, the signage misspelled, the receptionist frenzied, the sidewalk soiled, or the brochures bad (not to mention late)?

What if? Perhaps both God and Joan Kroc would have gone to Plan B and directed a billion dollars or more to some other organization that could demonstrate Management Faithfulness.

But, praise the Lord. The team at the Ray and Joan Kroc Corps Community Center in San Diego, Calif., passed the test. Imagine the

hundreds of thousands of children, youth and adults—across the nation—who will now be ministered to by The Salvation Army, because faithful managers and administrators—up and down the line—showed up and prayerfully and thoughtfully executed their work, never realizing they were on stage.

Look closer behind every big blessing of God and you'll likely find a small army of managers and administrators who are faithful and fruitful stewards who show up every day ready for Kingdom business. Go flourish!

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¹ Matthew 10:42 The Message

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Management Rule of Thumb #2

The \$1.5 billion of blessings that was gifted to The Salvation Army was a God-thing. But look closer and you'll find a smaller army of faithful managers and administrators who stewarded the donor's test program—and showed up every day ready for Kingdom business.

The graphic features a hand giving a thumbs up next to the text. The text is in a blue and white color scheme.

For more information on the Joan Kroc gift to The Salvation Army, go to www.SalvationArmyUSA.org