



# CHAT

CHURCH HEALTH ASSESSMENT TOOL

A Ministry of Leadership Transformations, Inc.



## HEALTHY CHURCH SAMPLE REPORT

- Section I:** [Executive Summary](#)
- Section II:** [Additional Comments](#)
- Section III:** [Suggested Next Steps](#)
- Appendix:** [Detailed Survey Findings](#) (Separate Report)  
[Including Custom Questions](#)



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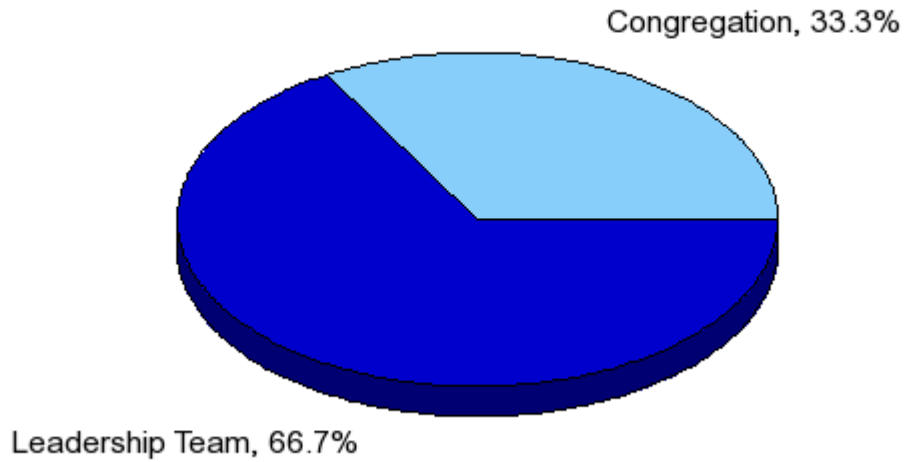
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## Section I: EXECUTIVE SUMMARY

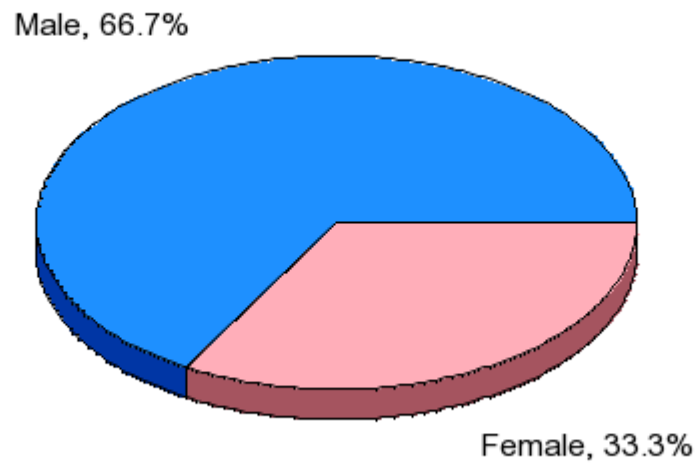
This section will give you a quick overview of the data findings in visual form. Below you'll find graphs of the assessment participants displayed in various categories.

### PARTICIPANT DEMOGRAPHICS

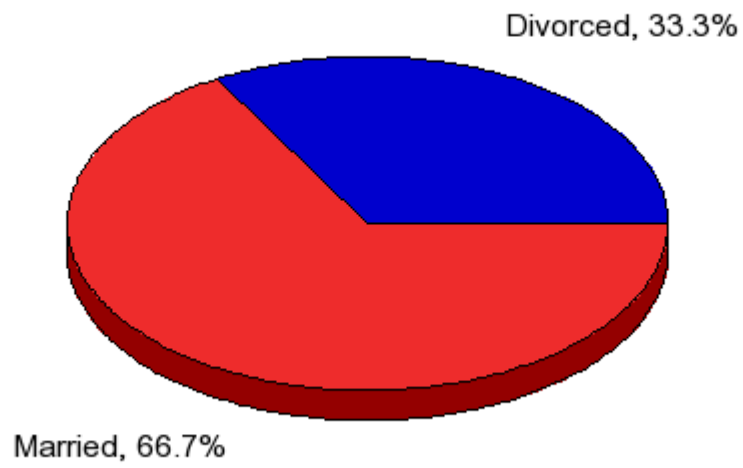
#### Congregation/Leadership Team



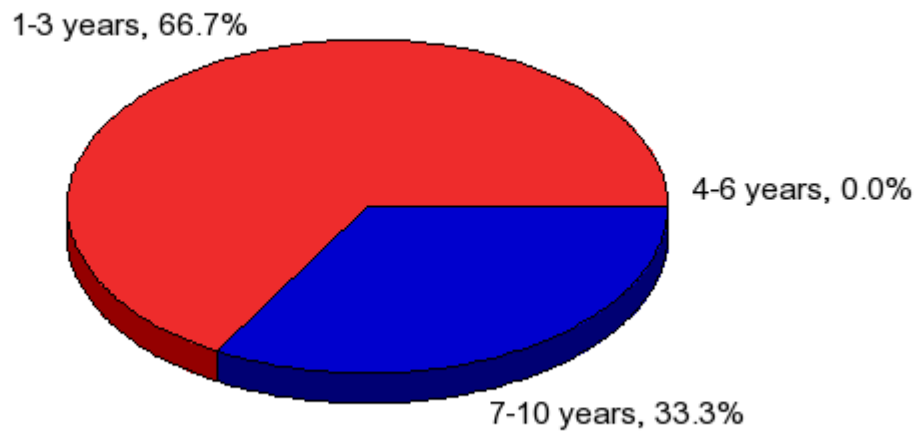
#### Male/Female



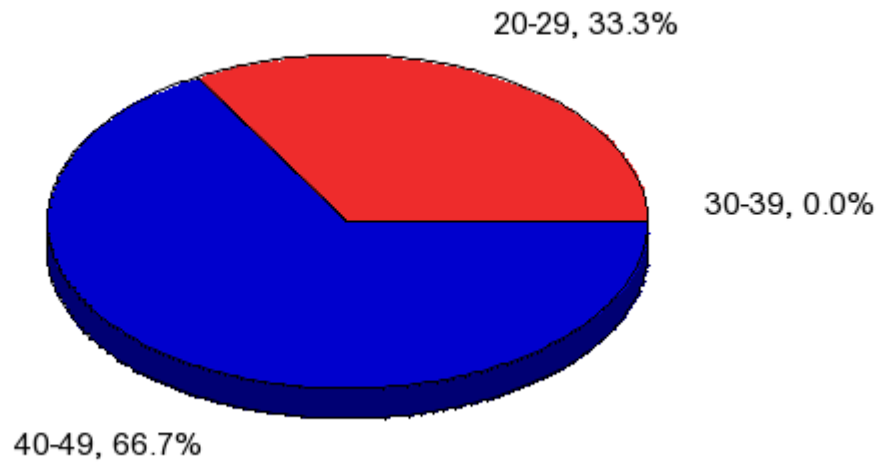
### Marital Status



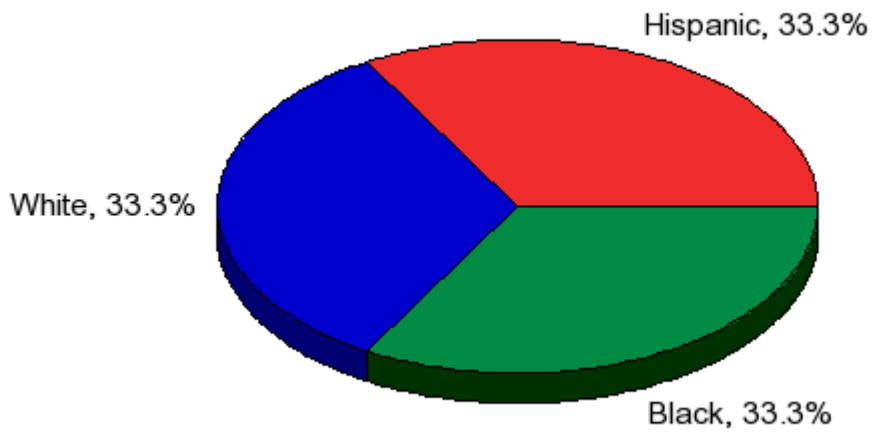
### Years at our Church



### Age

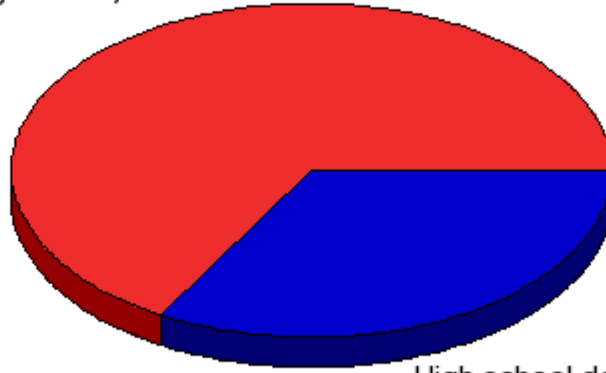


### Ethnicity



## Education

College/Univ. graduate, 66.7%



High school degree, 33.3%

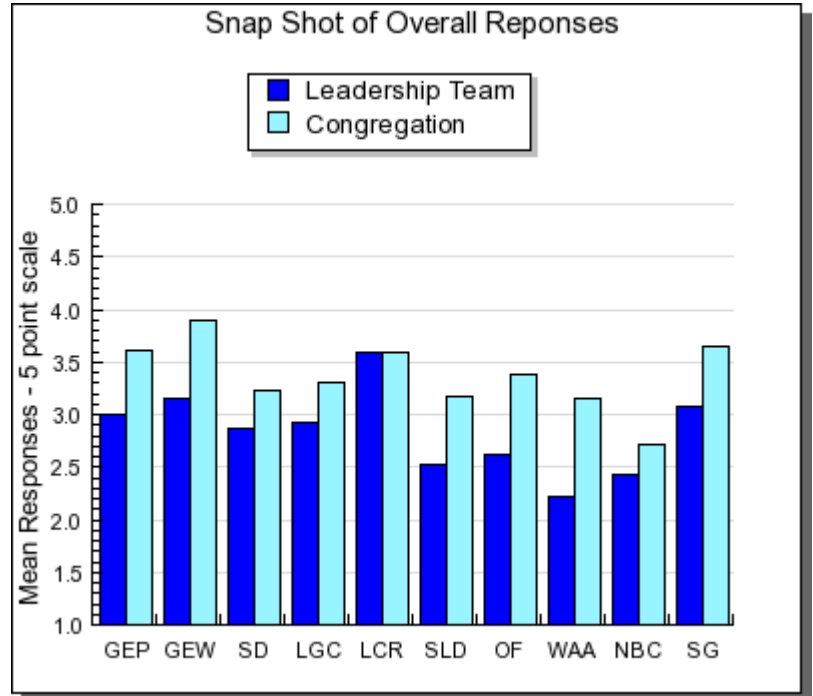
# SUMMARY OF THE COLLECTED DATA

## Congregation and Leadership Team responses are compared side by side.

The following graph shows the mean responses to the question, "Overall, how effective are we at living out [this characteristic] in our church?" which was asked at the end of each characteristic section.

### The 10 Characteristics

1. **GEP**-God's Empowering Presence
2. **GEW**-God-Exalting Worship
3. **SD**-Spiritual Disciplines
4. **LGC**-Learning & Growing in the Community
5. **LCR**-Loving & Caring Relationships
6. **SLD**-Servant-Leadership Development
7. **OF**-An Outward Focus
8. **WAA**-Wise Administration & Accountability
9. **NBC**-Networking with the Body of Christ
10. **SG**-Stewardship & Generosity

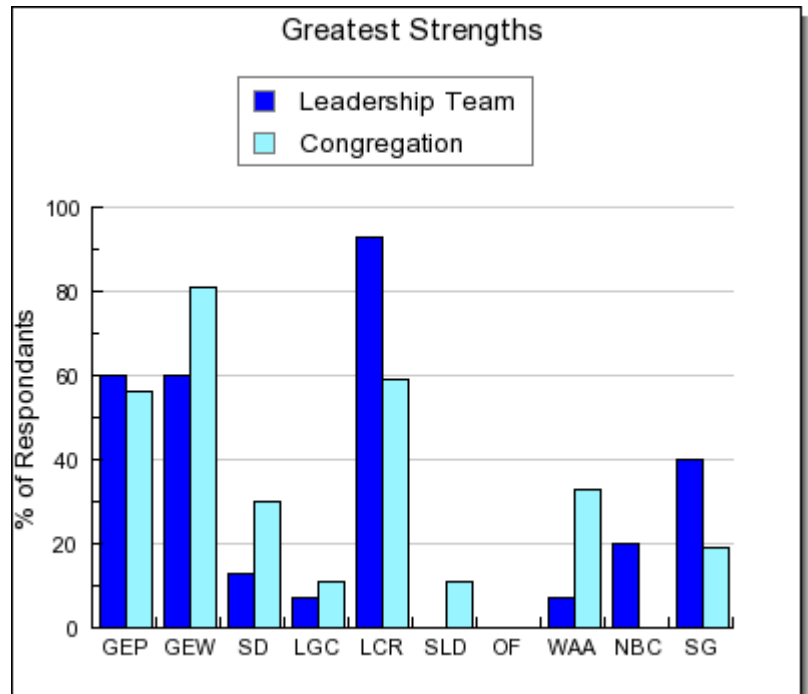


# GREATEST STRENGTHS OF OUR CHURCH

Keep in mind that each participant was asked to choose *three* characteristics. The following graph shows that for each characteristic, X% of the respondents chose that trait as one of their top three selections.

## The 10 Characteristics

1. **GEP**-God's Empowering Presence
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*Note:* Pay careful attention to areas where there was a stark discrepancy between what the Congregation said and what the Leadership Team said. Discuss why you think this discrepancy exists.

**The Congregation identified your church's strongest characteristics as follows (more than one trait indicates a tie in percentage response):**

**81% of the Congregation chose the following trait(s) as one of their "top three strengths of our church."**

**God-Exalting Worship** Typically, when your congregation affirms "God Exalting Worship" as one of your greatest strengths, they are celebrating the fact that the experience of gathering together for worship as the people of God is refreshing and renewing, uplifting and meaningful (consult your detailed findings for specific ways in which this trait is affirmed). Worship is a value that your congregation encourages you to consider a high priority on a weekly basis and generally appreciates the ways in which they are ushered into the presence of God. When worship is a strength, it's important to keep building on this so the people are fed by the Word of God, nurtured by prayer, and encouraged to engage the world as instruments of God's mercy, wisdom, and strength.

**59% of the Congregation chose the following trait(s) as one of their "top three strengths of our church."**

**A Commitment to Loving & Caring Relationships** Typically, when your congregation affirms "Commitment to Loving, Caring Relationships" as one of your greatest strengths, they are saying that building healthy relationships appears to be a high priority in the life of your church (consult your detailed findings for specific ways in which this trait is affirmed). As a part of this commitment, the congregation is appreciative of the ways in which love is shared tangibly and intangibly among members and families. When this trait of a healthy church is noted as a strength, there is a willingness to address areas such as communication, conflict resolution, and reconciliation within the framework outlined for us by God's Word. Intentionality in building healthy relationships will allow the church to conquer relational challenges that inevitably will occur in ways that will honor the Lord and serve His purposes within your fellowship of believers.

**56% of the Congregation chose the following trait(s) as one of their "top three strengths of our church."**

**An Outward Focus** Typically, when your congregation affirms "Outward Focus" as one of your greatest strengths, they are communicating their appreciation for the ways in which the church is extending the love of Christ to those outside the faith

in word and deed (consult your detailed findings for specific ways in which this trait is affirmed). They are expressing their commitment to the Great Commission, sharing the gospel of Christ to those within families, local communities, and in hard to reach places in their homeland and around the world. Living out the priorities associated with effective outreach implies that the church cares about training its people in ways of presenting the love of Christ through verbal testimony, acts of justice and mercy, care for the least/last/lost in this world, and a variety of ways to extend the mission of the Church internationally. Building on this strength will significantly impact the health of the local church in the future.

**Out of all 70 questions, the Congregation gave the following specific questions their highest marks (more than one question indicates a tie in mean response):**

**1. Mean Score: 4.56 out of 5**

When we gather to worship together, how well are we as a church invited to engage in singing songs and hymns that praise God and encourage us as believers? (GEW)

**2. Mean Score: 4.33 out of 5**

When we gather to worship together, how well do we as a church emphasize biblical and relevant preaching? (GEW)

**3. Mean Score: 4.30 out of 5**

How concerned is our church for lost souls in our community? (OF)

**The Leadership Team identified your church's strongest characteristics as follows (more than one trait indicates a tie in percentage response)**

**93% of the Leadership Team chose the following trait(s) as one of their "top three strengths of our church."**

**A Commitment to Loving & Caring Relationships** Typically, when your leadership team affirms "Commitment to Loving, Caring Relationships" as one of your greatest strengths, they recognize the effective ways in which the church pursues a God-honoring quality of life together (consult your detailed findings for specific ways in which this trait is affirmed). When this trait is considered a strength within the fellowship of believers, there are concerted efforts to communicate with one another in ways that edify, resolve conflicts in a manner befitting Christ, and deepen relationships through joyful experiences of worship, love and service. When authenticity is modeled and affirmed, caring for one another will include forgiveness, healing, reconciliation and the bearing of each other's burdens. What a joy to behold!

**60% of the Leadership Team chose the following trait(s) as one of their "top three strengths of our church."**

**God's Empowering Presence** Typically, when your leadership team affirms "God's Empowering Presence" as one of your greatest strengths, they are noting the many ways in which the abiding presence of the Holy Spirit is sustaining your shared worship, fellowship, and witness (consult your detailed findings for specific ways in which this trait is affirmed). When leaders see the work of the Spirit alive in the local church, they are recognizing the gifts of the Spirit among the people as evidenced through the fruit of the Spirit. Leaders who understand the need to totally depend upon God for their relationships, deliberations, and decision-making will serve well the needs of the congregation and the extension of ministry will flow generously into the community and world.

**God-Exalting Worship** Typically, when your leadership team affirms "God Exalting Worship" as one of your greatest strengths, they are celebrating together the ways in which the weekly gathering of God's people is edifying, enriching, and renewing for all who attend (consult your detailed findings for specific ways in which this trait is affirmed). In this trait of a healthy church, the public worship experiences are held in high regard as the place where the church comes together to dedicate their lives to fulfilling believers' primary reason for being. As a result, each worship service is designed to create the space for the ministry of God's Spirit to be evidenced through the music, praying, Scripture reading, preaching, giving, sharing, baptism, communion, etc. - all for the glory of God.

**40% of the Leadership Team chose the following trait(s) as one of their "top three strengths of our church."**



**Stewardship & Generosity** Typically, when your leadership team affirms "Stewardship and Generosity" as one of your greatest strengths, they are celebrating how effective the members of the church serve as stewards of their God-given resources and how sacrificially they share them with others (consult your detailed findings for specific ways in which this trait is affirmed). This attitude is a tangible expression of the heart of Jesus, who taught that "from everyone who has been given much, much will be demanded" and "where your treasure is, there will your heart be also." Building on this strength will require church leaders to consider ways to teach on generosity and financial planning, family and church budgeting, and principles of financial accountability. Having this trait as a positive contributor to the health of the church will undoubtedly deepen faith, strengthen relational trust, and enliven service to others in the name of Christ.

**Out of all 70 questions, the Leadership Team gave the following specific questions their highest marks (more than one question indicates a tie in mean response):**

**1. Mean Score: 4.33 out of 5**

When we gather to worship together, how well do we as a church emphasize biblical and relevant preaching?  
(GEW)

**2. Mean Score: 4.13 out of 5**

When we gather to worship together, how well are we as a church focused on the importance of communion?  
(GEW)

**3. Mean Score: 4.00 out of 5**

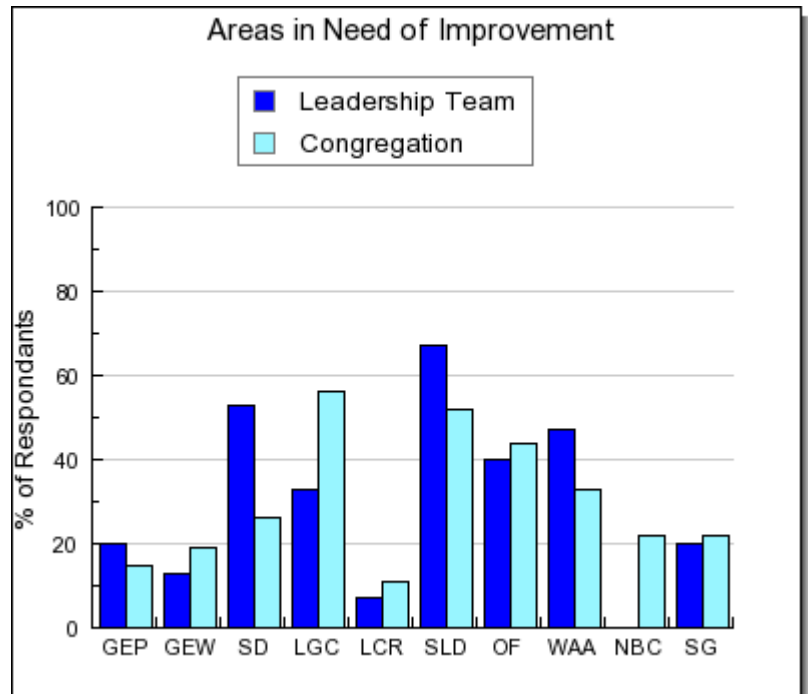
From your perspective, how well does our church operate with financial integrity and accountability? (SG)

# AREAS IN NEED OF IMPROVEMENT FOR OUR CHURCH

Keep in mind that each participant was asked to choose *three* characteristics. The following graph shows that for each characteristic, X% of the respondents chose that trait as one of their top three selections

## The 10 Characteristics

1. **GEP**-God's Empowering Presence
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*Note:* Pay careful attention to areas where there was a stark discrepancy between what the Congregation said and what the Leadership Team said. Discuss why you think this discrepancy exists.

**The Congregation identified the characteristics most in need of improvement as follows (more than one trait indicates a tie in percentage response):**

**56% of the Congregation chose the following trait(s) as one of their "top three areas in need of improvement."**

**Learning & Growing in Community** Generally, when your congregation identifies "Learning and Growing in Community" as a trait in need of improvement, the people are sharing their collective concern about the lack of community-building opportunities within the church (consult your detailed findings for specific ways in which this trait is highlighted). In addition, there may in fact be concern about the existing "group" experiences that the church offers, which may not be meeting the expectations of your members and attendees. Concentrating creative efforts toward the enhancement of community life will lead to meaningful growth within the context of safe, affirming environments. The word "community" will require special focus, resulting in a deeper walk of faith side-by-side as the family of God.

**52% of the Congregation chose the following trait(s) as one of their "top three areas in need of improvement."**

**Servant-Leadership Development** Generally, when your congregation identifies "Servant Leadership Development" as a trait in need of improvement, the concern being voiced is focused on the lack of identifying, training and empowering members for service within and outside the local church (consult your detailed findings for specific ways in which this trait is highlighted). When regular attendees share this anxiety about their church, the message is directed primarily toward their leaders. Is there a plan in place for "equipping the saints for the work of ministry?" If so, then be sure to communicate that to the membership; if not, then make it a priority to establish ways in which this can be addressed. Help people identify their gift mix, share opportunities for utilizing their gifts in ministry, provide training and resources, and send them out to serve others with your blessing.

**44% of the Congregation chose the following trait(s) as one of their "top three areas in need of improvement."**

**An Outward Focus** Generally, when your congregation identifies "Outward Focus" as a trait in need of improvement, they are expressing collectively their concern about the local church's lack of outreach (consult your detailed findings for

specific ways in which this trait is highlighted). This may include reaching out evangelistically to unchurched neighbors, serving the tangible needs of people in impoverished communities, practicing hospitality to internationals living in our country, and/or supporting missionaries in other parts of the world. When this trait of a healthy church is lacking in your faith community, there are many ways to transform your shared mission toward strategic initiatives of outreach. Capture the best ideas among your members and mobilize as many as possible to engage in the Great Commission of "going and making disciples of every nation" for the sake of building up the kingdom of God.

**Out of all 70 questions, the Congregation gave the following specific questions their lowest marks (more than one question indicates a tie in mean response):**

**1. Mean Score: 2.36 out of 5**

Do our ministry leaders receive training for their specific ministry with other leaders from other churches? (NBC)

How often does our church join area-wide celebrations where Christians from other churches worship God together? (NBC)

**2. Mean Score: 2.43 out of 5**

How well does our church serve as a place for supporting the needs of single adults? (LCR)

**3. Mean Score: 2.48 out of 5**

How well does our church encourage and equip its members to live out the practice of reflective disciplines (such as journaling, prayerfully reviewing the day's events, etc.)? (SD)

**The Leadership Team identified the characteristics most in need of improvement as follows (more than one trait indicates a tie in percentage response):**

**67% of the Leadership Team chose the following trait(s) as one of their "top three areas in need of improvement."**

**Servant-Leadership Development** Generally, when your leadership team identifies "Servant Leadership Development" as a trait in need of improvement, there is a recognition that too few people are handling too much responsibility (consult your detailed findings for specific ways in which this trait is highlighted). If this is true, this will allow you the opportunity to begin fresh initiatives that will assist members in discovering their God-given gifts, provide places to utilize their gifts, train in the development of gifts, and commission members to serve God in a vast array of ministry arenas within and outside the local church. Creating an environment of servant leadership will empower and assimilate many in the active ministry of the local church.

**53% of the Leadership Team chose the following trait(s) as one of their "top three areas in need of improvement."**

**Spiritual Disciplines** Generally, when your leadership team identifies "Spiritual Disciplines" as a trait in need of improvement, the anxiety being expressed is in recognition of the lack of attention given to the spiritual vitality of each member (consult your detailed findings for specific ways in which this trait is highlighted). Practicing the ongoing disciplines of prayer, Scripture, and reflection will enhance daily personal worship experiences for all ages. When this priority is established, a lifestyle of worship is promoted and achieved. Encouraging all leaders to pursue regular times with the Lord will have a ripple effect throughout the congregation. This trait is vital to the health of the church and will affect every other aspect of the ministry.

**47% of the Leadership Team chose the following trait(s) as one of their "top three areas in need of improvement."**

**Wise Administration & Accountability** Generally, when your leadership team identifies "Wise Administration and Accountability" as a trait in need of improvement, they are voicing concern about the long term strategy and/or the day to day operations of the local church (consult your detailed findings for specific ways in which this trait is highlighted). When this trait of church health is questioned it's important for leaders to begin to address specific areas such as the discernment of direction for the future, the goals you are led to pursue, and the systems, structures, and programs that are currently in place. Ongoing assessment of ministry, in alignment with the church's vision and mission, is essential to the fulfillment of this characteristic. Leaders who pay close attention to the strategic and administrative needs of the church are also open to accountability from the congregation and those who are a part of the wider community.

**Out of all 70 questions, the Leadership Team gave the following specific questions their lowest marks (more than one question indicates a tie in mean response):**

**1. Mean Score: 1.77 out of 5**

How well does our church serve as a place for supporting the needs of single adults? (LCR)

**2. Mean Score: 1.79 out of 5**

How often does our church join area-wide celebrations where Christians from other churches worship God together? (NBC)

**3. Mean Score: 1.82 out of 5**

How well does our church think and act strategically? (WAA)

## Section II: ADDITIONAL COMMENTS

### 1. God's Empowering Presence

Unedited additional comments from Characteristic #1(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #1(Leadership Team)

- *Sample Comment form Leadership Member*

### 2. God-Exalting Worship

Unedited additional comments from Characteristic #2(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #2(Leadership Team)

- *Sample Comment form Leadership Member*

### 3. Spiritual Disciplines

Unedited additional comments from Characteristic #3(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #3(Leadership Team)

- *Sample Comment form Leadership Member*

### 4. Learning & Growing in Community

Unedited additional comments from Characteristic #4(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #4(Leadership Team)

- *Sample Comment form Leadership Member*

### 5. A Commitment to Loving & Caring Relationships

Unedited additional comments from Characteristic #5(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #5(Leadership Team)

- *Sample Comment form Leadership Member*

### 6. Servant-Leadership Development

Unedited additional comments from Characteristic #6(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #6(Leadership Team)

- *Sample Comment form Leadership Member*

### 7. An Outward Focus

Unedited additional comments from Characteristic #7(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #7(Leadership Team)

- *Sample Comment form Leadership Member*

## **8. Wise Administration & Accountability**

Unedited additional comments from Characteristic #8(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #8(Leadership Team)

- *Sample Comment form Leadership Member*

## **9. Networking with the Body of Christ**

Unedited additional comments from Characteristic #9(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #9(Leadership Team)

- *Sample Comment form Leadership Member*

## **10. Stewardship & Generosity**

Unedited additional comments from Characteristic #10(Congregation)

- *Sample Comment form Congregation Member*

Unedited additional comments from Characteristic #10(Leadership Team)

- *Sample Comment form Leadership Member*

## **Overall comments at the end of the survey**

General Comments (Congregation)

- *Sample Comment form Congregation Member*

General Comments (Leadership Team)

- *Sample Comment form Leadership Member*

## Section III: SUGGESTED NEXT STEPS

Now that we've done CHAT, what do we do with what we've learned?

### **NEXT STEPS**

1. If your denomination has a coach available to help you unpack these findings and chart a course for the future, please take advantage of his/her help! If you don't have such a resource, one of our trained Church Health Coaches would be glad to come along side you via telephone (much cheaper than onsite consulting). [Click here for teleconference coaching information](#).
2. Get a copy of this report to each member of your leadership team and set up a time to discuss the findings together.
3. Review the Detailed Survey Findings and look for places of agreement/disagreement between congregation and leadership team; discuss possible reasons for any differences of opinion. Are the discrepancies due to alternate views of reality? Are the discrepancies due to a failure to clearly inform the other group? Other reasons? Using the drop-down menu in the Appendix, consider running a couple of sub reports to look at the data through various lenses (age, gender, etc.). Note that the Detailed Survey Findings are found in a separate place (linked from the cover page of the report). This makes the Executive Summary short enough to be printable. We would recommend making a copy or two available for "public viewing" at the church office.
4. Read through the unedited Additional Comments section with a highlighter and identify any common themes being raised by members and/or leaders. These comments are a valuable window into what is "bubbling at the surface" for the participants.
5. Share the results of CHAT with your church. Keep in mind that the people who have taken the time to participate in this process are going to be curious about what the findings were and waiting to hear some sort of summary as to what you heard from this exercise. Circle back to them as soon as possible with at least a cursory response explaining, "We heard you; We are grateful for your participation; Here are a few things we learned right off the top; Here's what will be happening next in this process ... (further review of the data, an implementation team/committee taking next steps, etc.)"
6. With your leadership team, discuss the top line lessons to be learned through this listening process. These [Seven Planning Questions \(PDF\)](#) could be helpful for you and your team as you move from assessment to planning.
  - o Agree together on what the report is telling you in your areas of strength and needed improvement.
  - o Based on the findings of the report, discuss as a team the most significant opportunities and/or potential threats/barriers in your current season of ministry together.
  - o Identify any high percentage responses in the "I don't know" category (you'll find this breakdown in Detailed Findings section) and discuss possible rationale.
  - o Begin laying out some realistic goals for how you and your team will begin to take action. For each major initiative, determine a set of no more than 3-5 goals to pursue over the next 12 - 24 months. You may find this [S.M.A.R.T Goals Worksheet \(PDF\)](#) helpful in that process.
  - o Based on the above goals, what action steps must be accomplished in order to achieve these goals and who has responsibility for each action step?
7. Invite your leaders to read together [Becoming A Healthy Church](#) to reinforce their understanding of the 10 Traits of Vital Ministry on which this assessment is based (visit [www.LeadershipTransformations.org](http://www.LeadershipTransformations.org) or call (877) TEAM LTi to order). If you have not done so already, you might consider introducing the 10 Traits of Vital Ministry by way of a sermon series (outlines and biblical texts can be found in the *Becoming a Healthy Church Workbook*), Sunday school class, small group bible study, etc. [Becoming a Healthy Disciple](#) and the [Becoming a Healthy Disciple Small Group Study & Worship Guide](#) are helpful resources to infuse the 10 Traits into the DNA of your church family.

### **NEED MORE HELP?**

We have qualified Church Health Coaches standing by ready to assist you in your dialogue, discernment, and decision-making process. Multiple Telecom Packages are available. [Click Here](#) for more information.

### ***ADDITIONAL RESOURCES***

Our mission is to cultivate vibrant spirituality and attentive discernment among Christian leaders and teams. We have all sorts of resources aimed at those purposes: assessments, spiritual retreat guides, spiritual formation training handouts, spiritual direction training (Selah), and lots of books on dozens of spiritual formation topics. [Click here to visit our online store](#).

### ***REGULAR ASSESSMENT IS IMPORTANT***

Make it a habit to take your church through CHAT on an annual basis. We'll send you a reminder email when you get close to your one year CHAT anniversary.

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