



VALUES - PERFORMANCE MATRIX

PURPOSE

This tool helps ministry leaders discern how to best develop, coach, or release the people they lead. It's a quick-glance evaluation that integrates both what a person *contributes* (their ministry performance) and *how they embody your church's values*. It helps ensure that decisions about people reflect both results and character, because in ministry, how we serve matters as much as what we accomplish.

Use this matrix to clarify your next leadership move: who to reward, reposition, restore, or remove, and how to do it with both truth and grace.



The Two Axes

Values (Vertical Axis):

Measures alignment with the heart, culture, and character of Christ expressed through your core values.

Performance (Horizontal Axis):

Measures fruitfulness and contribution toward the mission.

The Quadrants

1. Multipliers (High Values, High Performance) → Retain & Reward

These are your culture carriers and mission drivers. They live the values and deliver results. They make others better, raise the bar for excellence, and embody what healthy success looks like in your ministry.

- Retain and reward them.
- Invest in their growth and leadership development.
- Give them stretch opportunities and let them reproduce their mindset in others.

2. Good Citizens (High Values, Low Performance) → Reposition

They love the mission and embody your values but may be in the wrong seat or season. Their heart is right, but their current results don't match their potential.

Your move:

- Reposition them where their strengths can thrive.
- Offer training, coaching, or clarity around expectations.
- Honor their alignment while helping them find a role that fits better.

3. Toxic Stars (Low Values, High Performance) → Restore

They hit their goals but do it in ways that damage culture, unity, or trust. They're talented yet misaligned, producing fruit that tastes bitter over time.

Your move:

- Address quickly and clearly.
- Name the values gap, not just the behavior.
- Provide a 30–60-day plan for restoration and accountability.
- If change doesn't come, release them for the sake of the team's health.

4. Detractors (Low Values, Low Performance) → Remove

They neither live the values nor deliver on the mission. Keeping them creates drag on culture and morale.

Your move:

- Have a direct but compassionate conversation.
- Offer pastoral care and a dignified exit.
- Protect the team's health and mission alignment.

How to Use It Well

1. Pray before you assess. Ask the Spirit for wisdom and humility.
2. Evaluate quarterly. People change; growth and drift are both real.
3. Use it for coaching conversations. It's a framework for development, not judgment.
4. Balance grace and truth. Every quadrant requires both.
5. Model what you measure. If you want Multipliers, lead like one.