

# **Factors Leading to Lay Leader (or Staff Member) Satisfaction**

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1. Do I know what's expected of me?
2. Do I have the information or materials to do my work well?
3. Do I have the opportunity to do what I do best all the time? (Am I able to be successful?)
4. Have I recently received recognition or praise for good work?
5. Does my "supervisor," co-workers, or fellow congregants seem to care about me as a person?
6. Is there someone who encourages my development?
7. Do my opinions seem to count?
8. Does the mission or purpose of my congregation make me feel like my work is important?
9. Are others with whom I'm working doing quality work?
10. Do I have a best friend at work/in the congregation?
11. In the last six months, have I talked with someone about my progress?
12. In this last year, have I had opportunities to learn and grow?

*Adapted from FIRST, BREAK ALL THE RULES – WHAT THE WORLD'S GREATEST MANAGERS DO DIFFERENTLY, by Buckingham and Coffman*

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Small Church Specialist for the Northeast District of the Unitarian Universalist Association.

**Contact the Rev. Jane Dwinell at:**  
[sky@vtlink.net](mailto:sky@vtlink.net)  802.229.4008  1 Liberty Street, Montpelier VT 05602