

CRAIG GROESCHEL

LEADERSHIP PODCAST

120: Q&A WITH LYSA TERKEURST: LEADING WITH PRODUCTIVE BOUNDARIES

EPISODE NOTES

Thank you for joining the *Craig Groeschel Leadership Podcast*! In this episode, Lysa TerKeurst returns as the first three-time guest ever on the podcast. Lysa is a prolific author, speaker, and founder of Proverbs 31 Ministries, an organization leading millions of people all over the world.

Growing up, Lysa never thought of herself as a leader. There were hints of her leadership abilities, but they didn't look like traditional leadership traits.

One of those early hints was her love for giving book reports in front of her class. She loved the opportunity to influence her classmates to read a book she enjoyed.

Today, she sees that time as an early indicator of her calling as a leader. Your leadership giftings might not look "traditional" either, but they're there. Learn to identify them and embrace them.

How to attract and build up creative team members.

Lysa is creative herself and leads a large creative team. One of the worst things a leader can do to a creative person is micromanage them.

If you want thriving creatives on your team, tell them what the end result needs to be, but give them the freedom to get there in their own unique way.

The environment a creative person works in also matters quite a bit. Creative team members need enthusiasm and inspiration where they work. They need think tanks not more meetings.

If you're not wired like a traditionally creative person, you might have a hard time working with them at first. As their leader, be crystal clear about what excellent work looks like to you, but have some flexibility for *how* they do that work.

When you clearly define your expectations, you set them up well to deliver what you want them to deliver.

The workplace has changed. We should adapt.

In a post-Covid world, Lysa has observed a few fundamental shifts in the modern workplace:

1. **People don't want to come in to the office five days a week.**

Lysa's executive team recognized that some of their team members were *more productive* working from home than in the office. But they also see very real benefits of everyone working together in one place.

So, the current format at Proverbs 31 Ministries is that everyone will be in the office on Tuesdays and Wednesdays at least. For Lysa, this approach is working in the current season, but the team is ready to keep adapting as needed.

2. People are more skeptical of large organizations.

The pandemic taught people not to trust large organizations. So, you have to work harder today to gain the same trust you had before the pandemic.

Lysa and her team are countering this trend by going deeper with as many people as they can. They're leading team members to dive deeper into individual customer's stories when they talk to them.

As the leader of the organization, Lysa is also working to go deeper and more personal with her own staff.

Every organization will have different solutions and scenarios, but every one would be wise to respond to these two trends.

The disruptors aren't done.

The world is going to continue to change at an accelerated rate. So, Lysa and her team are intentionally getting laser-focused on their five-year goals.

As a leader, identify what disruptors are present in your industry and what distinctives you can leverage to set yourself apart from the "competition."

Keys to being a great place to work in 2022:

If you want to make a profit externally, take care of your team members internally.

By listening to what their team members were struggling with, Lysa's team identified three clear ways to take better care of the team. Those areas are benefits, contribution, and growth.

1. Benefits

The marketplace is offering better benefits after the pandemic, and that increase has raised the expectations from your team.

When you identify an area where your benefits package could improve, you have options. You can choose to argue why your current policy is "good enough," or you can choose to invest in your team and improve your benefits.

As far as you're able to, choose the second option.

2. Contribution

As a leader, give people permission to call out inefficiencies in their own team or other teams in the organization without being identified as a whistleblower. Feedback and surveys are great ways to collect this information.

When your team members do bring up ideas for improvement, don't punish them for gossip or disloyalty. Celebrate them like crazy for contributing to the health of the organization.

3. Growth

Your employees need to know how they're able to get promoted in your organization.

If you don't outline a clear growth track to your employees, your best team members will likely leave and go somewhere else.

When do boundaries become productive?

While going through some personal relationship chaos, Lysa spent about 1,000 hours studying boundaries, which led her to write *Good Boundaries and Goodbyes: Loving Others Without Losing the Best of Who You Are*. Any time you find yourself frustrated, burned out, or exhausted by a relationship, there is likely an unhealthy boundary.

In her research, she found that boundaries are built around three words: access, responsibility, and consequences.

Think of access and responsibility on two 10-level scales. When someone has level-10 access to you, they also need to have level-10 responsibility.

When someone has level-10 access, but they're only willing or able to bring level-three responsibility, the result is massive dysfunction and relational chaos in your life. This relationship needs a boundary.

When setting that boundary, you'll be tempted to ask people to increase their level of responsibility, but you can't force someone else to become more responsible.

You need to create a boundary that reduces their access down to the same level of the responsibility they're willing (or able) to give.

When you put up that boundary, be direct and clear, but don't feel the need to overexplain.

"I can say what I mean, mean what I say, and not say it mean."
—Lysa TerKeurst

What about consequences?

A boundary without a consequence is nothing but a suggestion—and one that's not likely to be taken. There should be logical consequences for boundaries when they aren't respected.

As the person setting the boundary, be consistent in applying the consequences. Understand that putting up a boundary will likely cost you something, too.

Keys to setting productive boundaries in the workplace.

So how do you know which part of your organization or life needs boundaries?

Look for chaos. Wherever there's chaos, there should be better boundaries.

Chaos might be tough to identify as an insider of an organization. To help overcome that, bring in an outside perspective to give you the emotional intelligence you need to know when you need a boundary.

Once you've identified a need for a boundary and start to have new boundary conversations, watch out for the "four horseman of conversation."

The four horsemen are criticism, contempt, defensiveness, and stonewalling, and you can read more about them here: <https://go2.lc/LG4Horsemen>

When are you oversharing as a leader?

With trust being at an all-time low in our culture, you need to be transparent as a leader. But how do you know when you're oversharing?

As a leader, be real about the facts, but going into too much detail can actually erode trust. Find the sweetspot: it is possible to be very honest and very private all at the same time. Find more on how to communicate as a leader in [Episode 71 of the Craig Groeschel Leadership Podcast](#).

Lysa points out that there's a big difference between secrecy and privacy.

"There's a big difference between secrecy and privacy." —Lysa TerKeurst

Get Good Boundaries and Goodbyes.

Your leadership potential is directly tied to your willingness to say "no." Lysa's new book *Good Boundaries and Goodbyes: Loving Others Without Losing the Best of Who You Are* will help you know when to say no and still be a productive, healthy leader.

Get your copy here: <https://go2.lc/LGGoodBoundaries>

DISCUSSION QUESTIONS

Here are exercises you can do to grow as a leader—ask yourself and your team these questions:

1. What updates have you been able to make to your benefits package since 2019? Are there other changes you could make to stay competitive in today's workplace?

2. Where is there chaos in your organization right now? Where is the breakdown of boundaries that needs to be fixed in that area? If you can't easily identify this yourself, ask a few trusted team members.

3. Where is there chaos in your personal relationships? Who are you giving too much access to, and what can you do to put up a healthier boundary?

LEAD LIKE IT MATTERS

Building and maintaining momentum can be extremely difficult. Learn how to create a lasting impact in Craig's book [Lead Like It Matters: 7 Leadership Principles for a Church That Lasts](#).

Written specifically for church leaders with many transferable leadership principles, this book will help you ignite a life-giving, soul-transforming, people-inspiring movement in your organization, church, or ministry. Learn more and get your copy of *Lead Like It Matters* here: <https://go2.lc/LLIMCGLP>

PODCAST RESOURCES

- More from Craig: www.craiggroeschel.com
- Download Leader Guides: www.life.church/leadershippodcast
- Subscribe on Apple Podcasts: www.go2.lc/cglpitunes
- Subscribe on YouTube: www.go2.lc/cglpyoutube
- Free Church Resources & Tools: www.life.church/churches
- Related Resources:
 - Listen to Craig's first interview with Lysa here: go2.lc/cglp-terkeurst
 - Listen to Craig's second interview with Lysa here: <https://go2.lc/Lysa2>

CONNECT WITH CRAIG

- Ask questions: www.craiggroeschel.com/connect
- Facebook: www.facebook.com/craiggroeschel
- Twitter: [@craiggroeschel](https://twitter.com/craiggroeschel)
- Instagram: [@craiggroeschel](https://www.instagram.com/craiggroeschel)

THREE KEYS TO SHARPEN YOUR LEADERSHIP

Craig hand-picked three episodes designed to help you build a strong leadership foundation. You'll learn practical ways to influence your leaders, manage your time wisely, and improve how you communicate. Head to www.go2.lc/threekeys to get the episodes and leader guides sent right to your inbox.

LEAVE A REVIEW

If this podcast has made you a better leader, you can help share it by leaving quick Apple Podcasts review. You can visit Apple Podcasts (www.go2.lc/itunes-cglp) or on your iOS device and then go to the "Reviews" section. There, you can leave a star rating or click on "Write a review" to share something you've gotten out of this podcast. Thank you for sharing!