**Opening: Get Acquainted Questions**

Where are you from? What is your position? What do you do? How long have you been a staff?

Tell us one thing about yourself that no one else here knows. It can be hobbies, experiences, food, etc.

**Introduction to Teen Challenge Core Values**

1. **What do people value?** *(John 15:5b “Without me you can do nothing”)*
   1. Something they think has worth
   2. Things like gold, diamonds, and houses *(graphics of gold, diamonds, houses)*
   3. Things that contribute to their activities and goals

For example, a runner, a skater, and a soldier would value different kinds of footwear.

*(Graphics of a running shoe, an in-line skate, a combat boot)*

1. **What is a core value?**
   1. A priority – something that is important to a person or an organization
   2. A key influence – something that gives guidance to everyday decisions and actions
   3. A matter of the heart – something that is a personal conviction, something a person feels strongly about
   4. A choice – something that a person chooses to make important
   5. A source of unity – something that gives a group of people direction and purpose
   6. A legacy – something we want to pass on to future generations (graphic apple seeds and tree)

The values we develop now will produce fruit in the future.

* 1. For the Christian, a core value is something God values. *Something important to God.*

1. **What do core values provide?**
   1. They provide focus. Hebrews 12:2 “Fix your eyes on Jesus.”
   2. They provide boundaries. Hebrews 12:1 “the race marked out for us”
   3. They provide a way to get rid of distractions. Hebrews 12:1 “Throw off everything that hinders”
   4. They provide a goal and a reward. Philippians 3:14 “I press toward the goal to win the prize.”

Credit to Jerry Nance for his book “Our Core Values – Connecting Our People to Our Culture”

**Teen Challenge has Seven Core Values.**

1. Integrity g. Servanthood
2. Compassion
3. Community
4. Vision
5. Stewardship
6. Faith
7. **Why did Teen Challenge adopt these seven core values?**
   1. The mission of Teen challenge is to bring people with life-controlling problems into relationship with Jesus and to disciple them to live out this relationship in every area of their lives.
   2. In order to fulfill this mission, Teen Challenge staff members chose these seven qualities.
   3. Because we are followers of Jesus, we want to value what He does.
   4. Because we are followers of Jesus, these values are based on the Word of God.
   5. Because we are followers of Jesus, these are the values we feel Him leading us to embrace.
   6. We feel these qualities are central to the ministry of Teen Challenge.
8. **How will these seven Teen Challenge core values become yours**?
   1. Realize these are values God wants you to have.
   2. Let the Word of God and the Spirit of God personalize these values in your life.
   3. Choose to make them a big part of your everyday decisions and actions.
   4. *\*Realize these values will change the way you see and respond to things. Ill. glasses*
   5. *\*Work together as a team with other staff members to let these values guide your ministry.*
9. **We will consider these questions about each of the Teen Challenge core values**.
10. How are these core values defined?
11. How does the Bible teach these core values and which people in the Bible are examples of these values?
12. How do you develop these values?
13. How can you apply these values in a Teen Challenge setting?
14. How do students from a background of drug addiction view these core values?
15. How can you help Teen Challenge students develop these values?
16. What have been your experiences in applying these values? What questions do you have about these values?
17. Where can you start today in growing these core values in your life?

The book “Our Core Values: Connecting Our People to Our Culture” is available at:

<https://iteenchallenge.org/resource/our-core-values-international-edition-pdf-5/>

**Example: South West Airlines - One of top airlines in lowest customer complaints**.

Mission: The mission of Southwest Airlines is dedication to the highest quality of Customer Service delivered with a sense of warmth, friendliness, individual pride, and Company Spirit.

Core Values

**Live the Southwest Way**

Warrior Spirit work hard, desire to be the best, be courageous  
Servant’s Heart (put others first, live by The Golden Rule),  
Fun-LUVing Attitude Have **fun** Don’t Take Yourself Too Seriously; Maintain Perspective; Celebrate Successes; Enjoy Your Work; Be a Passionate Team Player

**Work the Southwest Way**  
Safety and Reliability Friendly Customer Service Low Costs

Humor, or as Southwest calls it their "fun-LUVing attitude," has always been a value they reward, recognize, and talk about.

A Southwest Airport gate in New Orleans provided the perfect setting to show their core values lived out to perfection. When a Southwest employee required everyone who asked a question to sing, one fearless customer took them up on it.

Southwest CEO Herb Kelleher received an email complaint from a customer about flight attendants using humor when describing their safety protocol in the event of a water landing. Instead of giving away free flights or apologizing for his employee's use of having a "Fun-LUVing attitude," he wrote 3 words back to the passenger, "we'll miss you."

INC Magazine 8/26/19 Southwest Airlines

Last week, a [Southwest Airlines](https://www.inc.com/jeff-haden/how-we-made-southwest-our-corporate-jet.html) flight from Orlando to Washington, D.C., was [delayed](https://www.inc.com/jeff-haden/6-ways-to-never-miss-your-flight-without-having-to-get-to-airport-2-hours-early.html). Passengers sat at the gate for an hour. Then two. Naturally, they grew frustrated.

But then a gate agent stepped in and started playing games with the waiting passengers. One game? A contest for the worst driver's license picture. Other games included a paper airplane contest.

The winners received Southwest gear and $25 vouchers.

"I was really irritated that the flight kept getting delayed because I was going for a quick weekend trip to D.C. to visit friends," [Dundas said](https://www.cnn.com/2019/08/25/us/southwest-airlines-flight-delay-games-trnd/index.html). "Once he started playing games, I was laughing and having a great time and didn't even mind that the flight was delayed."

Dundas wasn't alone: When the flight boarded after a three-hour delay, passengers applauded the gate agents

As a Southwest [spokesperson told CNN](https://www.cnn.com/2019/08/25/us/southwest-airlines-flight-delay-games-trnd/index.html), "This video is another great example of how we encourage our employees to have fun with customers."

They have also created a department of Culture Services, whose mission is to retain focus on company values, the employees and “low cost,” which is one of the company’s values. One way they remind employees of the culture is through “Culture Blitzes,” in which a Culture Services team visits an airport and touches every Southwest employee there with food and fun. The team even cleans the planes for the flight operations employees