Employing Emotional Intelligence

By Tracy Scriba

Many of us are overloaded at work—burdened by the number of emails, meetings, and the sheer workload. This can make us move faster and take less time to connect with our colleagues. We send an email rather than talking on the phone or face-to-face. We jump right to business in a conversation. We dismiss a suggestion rather than taking the time to understand another’s viewpoint. In the process, we can fail to value our coworkers as God does.

We spend nearly a third of our waking hours working—and that’s only in a traditional 40-hour workweek. How we relate in the workplace can have a significant effect on our life and the lives of our colleagues. Although we usually don’t intend to treat others as simple cogs in the turning wheels of the process, trying to be efficient and deal with the fast pace and pressure can have that effect. What may be good business in the short term for getting an individual task done quickly, can be bad for business—and God’s kingdom—in the long run. Everyone wants to be valued and treated as an individual who is appreciated and understood. The growing field of emotional intelligence helps facilitate this approach to relating to others.

Emotional intelligence, sometimes referred to as EQ, is the ability to recognize your emotions and the emotions of others, use that information to guide thinking and behavior, and manage or adjust one’s emotions and actions to help achieve one’s goals. There are many aspects to EQ—including self-awareness, adaptability, understanding others, and conflict management. In many jobs, EQ can be just as important as technical ability for attaining success and being effective. Some companies are using it for professional development, or when they hire and promote, to improve employee retention and teamwork. Better understanding what others want and need in a situation, and how to interact effectively, can increase the ability of teams to work together and improve outcomes and buy-in.

I once had a situation with a colleague where he had not completed a key assignment by a deadline. This resulted in consequences, including extensive time and disruption for both of us. Although the situation was rectified, tension between us lingered despite my efforts to move past it. Finally, with the prompting of the Holy Spirit, I scheduled a meeting to directly discuss the tension and its effect on our relating. While we agreed on the facts of the situation, we had very different feelings about it and came to understand each other and how our different perspectives had led us to interpret a key piece of information very differently.

Through emotional intelligence, our professional relationship returned to a productive and peaceful one.

Our frenzied pace in the workplace raises the importance of emotional intelligence. It’s important to value the people we work with not only as a means to an end or even a co-laborer in meeting a shared goal, but as a unique individual who is valued in the eyes of God...and in ours as well. God calls us to love our neighbor as ourselves, and our neighbor includes those we work with. The next time you’re under a deadline or pressure to deliver, take a deep breath and think about not only the task to be accomplished but also the people you are working side-by-side with to accomplish it. It can be immensely valuable in building the Kingdom of God and in making our workplaces more effective.

Tracy Scriba is a manager in the transportation policy field in Washington, DC.

I once read a story about a husband being Christ in his marriage. One night when his wife was pregnant with their first child, she had a craving for a turkey salad with shredded lettuce—and it had to be from Subway. Even though there were no Subways nearby, the husband persisted and returned victorious with the required salad.

His small sacrifice is an example of a familiar teaching, “Greater love has no one than this: to lay down one’s life for one’s friends.” (John 15:13)

Now the husband wasn’t exactly laying down his life in his salad adventure. But by sacrificing his time in an attempt to make his wife comfortable, he was demonstrating his love for her.

Christ’s love for us goes far beyond our love for friends and family. As stated in Romans 5:8, “But God demonstrates his own love for us in this: While we were still sinners, Christ died for us.”

Jesus loves us, giving up everything—all his glory, his life—to serve us.

Happy Easter!

cassell@ cicintl.org • (703) 205-5600
The Need is the Call

By Dave Mazanowski

"The King will say, 'Truly I tell you, whatever you did for the least of these brothers and sisters of mine, you did to me.'" (Matthew 25:40)

At a recent challenge group, Joe brought up a significant problem he was facing. Recently released from prison after a five-year sentence, he was transitioning into society as a free man. He had several hurdles to overcome, one of which was a suspended driver's license. For him to get his license reinstated, he would need to pay a $365 reinstatement fee, take an online driving class for $50, pay $375 in unpaid tickets, and then pass the driving exam. To make matters worse, he had already purchased a car and was driving without a license and insurance. The cart was before the horse, but he needed to drive so that he could get to work.

After a few minutes of lecturing from the group about the potential consequences of driving without a license, the conversation took an amazing turn. Cory took things into his own hands and immediately started to solve the problem. He got online, paid the $365 reinstatement fee, and signed Joe up to take a driving class. Cory then told Joe that he would give him a ride to and from work until he got his license. I watched in awe as the whole situation was completely transformed. Cory was a real life Good Samaritan, and Joe was so grateful for what Cory had done for him.

It didn't stop there. Another member of our group is an insurance broker, and he was able to maneuver some hurdles to get Joe a reasonably priced insurance policy and he paid his first month's bill. The following week, another member drove Joe to the courthouse so that he could pay his outstanding tickets. Simultaneously, a family from my church reached out to me because they wanted to donate some of their Christmas money toward the needs of an ex-con. I mentioned Joe's need to them, and they gladly agreed to give him $150 toward his tickets.

It took over six weeks, but Joe now has a driver's license, car insurance and plates, and is driving legally. The process was not always smooth and easy and there were several times that I wanted to throw up my hands and quit. But the Spirit kept telling me to hang in there and love more.

Jesus's call to love requires action and sacrifice. I once heard a preacher say, "The need is the call." Joe needed help in order to no longer drive illegally, and there were several people who saw his need and decided to take concrete actions to help him. By doing so, they served the Lord by helping their brother who was in need.

The Need is the Call

We are coworkers in Christ working for our Father. This is the mission we've been given to foster and fuel. Support us in helping the next generation shine bright and light the darkness.

To learn more about how you can support this effort:
goto CICINTL.ORG/AGC19
**Demonstrating the Love of Christ**  
By Jen Torma

But Martha was distracted by all the preparations that had to be made. She came to him and asked, "Lord, don't you care that my sister has left me to do the work by myself? Tell her to help me!" "Martha, Martha," the Lord answered, "you are worried and upset about many things, but few things are needed—or indeed only one. Mary has chosen what is better, and it will not be taken away from her." (Luke 10:40-42)

In my work as a physical therapist, I am never bored. There is always a patient to see, a note to write or a phone call to return. The work is wonderful, but sometimes I get in the "zone" and don't look up to notice the needs of my coworkers.

A few weeks ago, I was finishing my notes for the day and could tell that one of my coworkers had just ended a difficult phone conversation. She was lingering in the office, and I was faced with a choice. Do I offer to console her or do I finish my notes and get to my dinner meeting on time? I looked up from my computer and began a conversation with her.

It turned out that she had recently had a tumor removed and that day found out that it may have metastasized. She shared a few more details and some specific fears, and I listened. When she was done sharing, I told her the story of my mom. In February of last year, my mom was diagnosed with anaplastic thyroid cancer—a rare and aggressive cancer. Life expectancy was four months upon detection.

Due to the generosity and fast action of many doctors and thousands of prayers, mom is miraculously still here, with no sign of cancer. I shared this to boost my coworker's faith and then we prayed. We prayed against fear and for complete healing, and then I finished my work day.

In the working world, we are often serving so many. Lord, help us see how you want to demonstrate your love in each situation and give us the courage to do it!

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**You’re Not a Racist**  
By Dave Mazanowski

There is no fear in love, but perfect love drives out fear. (1 John 4:18)

As a result of being entangled in a serious legal matter, I was ordered to serve six months in a halfway house. When I sat down soon after arriving, I was met with an ominous stare followed by, "Why do you hang around those guys?"

Sam was a new friend. He was an imposing figure at 6’2” and 210 pounds of muscle as a result of years bulking up in prison. I was intimidated by his demeanor and wanted to retreat into a defensive posture to minimize any potential conflict. Then I suddenly felt the Lord’s presence, confidence, and love.

I asked Sam what he meant. He tapped his forearm with his two fingers, and he asked me again why I was hanging around those guys?"

Sam was irritated by my answer and quickly said, "I'm a racist." As if the Lord put the words in my mouth, I looked straight into Sam's eyes and said, "Sam, you are not a racist!" He clearly did not expect to hear that response and was visibly shaken by it. He went on the defensive and to justify his position he stated that he was raised in southern Indiana and that was just the way it was. Once again, I told him that he was not a racist.

"Why do you say that?" he asked. "Because you have black friends in here, like Anthony and Damond," I said.

"Those guys are different," he said. I asked, "They're black, aren't they?"

Sam is a Christian, and we were able to talk further about how all people are God's children and how racism is not acceptable in God's Kingdom. What started out negative was turned into something positive because I chose not to give in to fear.

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**You’re Not a Racist**  
By Jen Torma

Jen Torma lives in Indianapolis and is a physical therapist working for Methodist Sports Medicine. A presenter at the 2015 CIC Annual Conference, Jen can be reached at tormajk@gmail.com.

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Reflected: Week 4

Resetting Goals

By Jen Torma

Now that same day, two of them were going to a village called Emmaus, about seven miles from Jerusalem. They were talking with each other about everything that had happened. As they talked and discussed these things with each other, Jesus himself came up and walked along with them. (Luke 24: 13-15)

This is a passage I’ve spent some time thinking about recently—how to walk with those the Lord is sending me to. For at least 30 hours of my week, he’s sending me to my patients.

I’m a physical therapist in outpatient orthopedics and when I evaluate patients, I always ask them about their goals. One evaluation particularly stands out. This patient was a runner. I enjoy treating runners because they are so driven. But sometimes it’s hard to help them reset goals for a time because their only goal is running. The surest way to lose a runner as a patient is to tell them they can’t run, so I only do that when it’s absolutely necessary.

In the evaluation, it was clear that my patient’s inability to run was affecting her friendships and her marriage. She wasn’t spending time with her friends who were also runners and she was more irritable at home. This added fuel to the fire of the need for me to try to meet her where she was and walk with her toward recovery. By the time we finished physical therapy, her pain had resolved for everyday activities, and she was running 2-3 times a week without pain.

Nothing I said or did blatantly focused on Christ, but I do believe the Holy Spirit gave me ideas each week to help her set goals that kept her running some, decreased her pain, and helped her marriage and friendships. The Lord is calling each of us to walk alongside those he is sending us to. Lord, give us more of your Holy Spirit so that we can see just what to say and do.

Pray:

Lord, who are you asking me to accompany today and what would you have me do?

Reflect:

Ask the Lord to bring to mind specific people and situations he may need you to help with. What specific ideas is he giving you?

Discuss:

What prevents us from accompanying those we work with?

2019 Consolidated Income/Expense Projection

Brothers and Sisters,

Each year we provide our income and expense projections for the current year to date in the Challenge Newsletter. We hope CIC has given you a reason to help meet our goals for 2019. The workplace needs Christ, and CIC is bringing him there. We are making a difference in the marketplace and, ultimately, in people’s lives! Please contact the Home Office if you need any additional details. Thank you and God bless you.

Terry Cassell, President

2019 Operating Budget

Income: $550,416

INCOME

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<tr>
<th>Source</th>
<th>2018 Actual</th>
<th>2019 Operating Budget</th>
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<td>Local Chapter Income*</td>
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* These funds are for local chapter use only (rental space, Challenge Weekends, fundraisers, insurance, etc.), not used by our home office.
Too often the nightly news highlights workplaces that have become spaces of tragedy. For Deb Merriner in the Washington metropolitan area, this hit close to home last Christmas.

Deb worked with a local lawyer, Buckley Kuhns-Ficker. Her practice focused on protection for the marginalized, the elderly and the disabled in their community. The office, “Buckley’s for Seniors,” was located in her Virginia home. Early one morning, tragedy struck when she and her husband Scott Ficker were murdered in their home by an intruder.

For Deb, Jeremiah’s word has been integral to moving forward both personally and professionally. “For I know the plans I have for you,” declares the Lord, “plans to prosper you and not to harm you, plans to give you hope and a future.” (Jeremiah 29:11)

Continuing The Good Work

Trust in the Lord and coming against fear have been the key reasons for Deb continuing the good work Buckley began. Deb is quick to say that it has been a graced time. At first, it was hard to get past the horror of the event and the unbelievable suffering it brought to the families involved. She trusted in God’s grace to handle the trauma of seeing how and where the events unfolded with the knowledge that but for the early morning hour, she could easily have been caught up in the situation too.

She said, “There was a lot to be done those first hours back in the house so I had to trust that God would help me put aside those fearful thoughts to concentrate on the tasks at hand.”

Those tasks concerned personal family matters—finding estate planning documents and insurance policies, passwords, PINs, information for the new guardians of the children, and even the family pet.

“It had to be God’s providence that so many people made themselves available on Christmas Eve to answer critical questions and find important information for us. At the end of that first day, God was already proving himself faithful.”

Experiencing God’s Presence

The day after Christmas, Deb worked to address the needs of Buckley’s business. Many of the employees are stay-at-home moms, or retirees with hearts for service. Deb was the only full-time staff. Without Buckley’s presence, everyone assumed that the business would fold, presenting Deb with yet another opportunity to come against fear and anxiety. Again, God was faithful.

“I was amazed at the peace I had about losing not just my income but this very purposeful work that brought me so much joy,” she said.

Having that much-needed peace made it easier to tackle the tasks necessary to close the business. There was final billing to be done and payroll to run, two things that Buckley routinely handled. Deb was familiar enough with Quickbooks to do the invoicing but payroll was another matter.

“I prayed long and hard about this because the only time I had done payroll was when Buckley walked me through it over the phone, having me call her back after I had done each step. By the grace of God, those steps came back to me and the employees were able to get paid on time. It seemed that with every day that went by, some door opened, some ‘mini-miracle’ happened, that allowed us to carry on. The presence of God was so evident.”

A New Beginning

As January came to a close, The Medical Team, a national company headquartered in Northern Virginia, came forward to purchase Buckley’s for Seniors. This company saw how the acquisition could benefit their operation and their mission to provide high-quality, cost effective healthcare services to the elderly and disabled. By keeping the name Buckley’s for Seniors, the name recognition helped the company to continue.

Deb said, “For the first time our business is located in a professional office building. We could not have landed in a more welcoming space. We are always hearing laughter in the hallways and there is a chaplain on staff who frequently comes down to check on us. But the most surprising thing was hearing the new business owner tell us we were doing God’s work.”

Deb feels that God is at work in this new company as well, evidenced by the ways the management and staff have given them the time and space to acclimate and continue to heal. They’ve also embraced and supported the staff by sponsoring a Memorial Walk for Buckley and Scott and including them in their annual Hospice Service.

For a company that’s large with several offices throughout the country, they seem not to have lost their heart, according to Deb.

“Our company is a very small organization and our employees are mostly part-time and very service-driven. Work with us is work of the heart. It allows us to focus on grace, not hate. I am so blessed to be able to continue the work of helping the marginalized among us and I have great peace in seeing God continue to bring good from this situation,” she said.

Deb is especially blessed when she recalls Buckley’s mother-in-law who said, with great peace and confidence, that she was sure that God would bring great good out of all this. You intended to harm me, but God intended it for good to accomplish what is now being done….”(Genesis 50:20) Trust in the Lord for he is faithful.
Over the years, I have discovered you can be the stone in the pond that creates the ripple. Or, you can be on the receiving end of those ripples. We need to give in order to receive. And for all the times that I get so frustrated with situations at work, such as last minute business trips, where I have to cancel all my appointments at home, I always have to remind myself, “Okay, there is a reason, I just haven’t figured it out yet.” It’s not my reason, it’s God’s reason.

As a technology leader faced with the daily challenges of delivering complex business-critical solutions, I have found that my ability to rise above the chaos is only as good as my relationship with Christ. Without that relationship, I can easily become distracted by petty things compared to that which has eternal significance. My relationship with Christ provides me the foundation for focusing on the things that really matter—the relationships with my coworkers and my commitment to being a good listener, a respectful communicator, an obstacle remover, and a trusted partner.
On the first page of What’s Best Next: How the Gospel Transforms the Way You Get Things Done, Matt Perman puts his finger on the problem that has dogged me throughout my career:

“Most of us are feeling that we have way too much to do and too little time in which to do it. As David Allen points out, the process of managing our work is often messy and overflows its banks. Behind closed doors, after hours, there remain unanswered calls, tasks to be delegated, unprocessed issues from meetings and conversations, personal responsibilities unmanaged, and dozens of emails still not dealt with.”

In the next paragraph, Perman sums up the frustration we all feel at the end of a long day of work when we feel we did not get done what we really wanted to accomplish.

“This is especially unfortunate because we live at an incredibly exciting time in history. Many of us love our jobs and find the world of work exciting. We have more opportunity to do good than ever before and more opportunity to do creative, challenging work than perhaps at any point in history.”

Perman suggests that the aim of What’s Best Next is to reshape the way we think about productivity. He then presents a practical approach to help us become more effective in our lives with less stress and frustration. The book achieves this goal by doing something unique in comparison to other books of this genre. In parts one and two of the book, Perman lays out a solid, biblical reason for why we should be getting things done by exploring the bigger picture of productivity in God’s plan.

This idea of gospel-driven productivity calls us to:

“…use all that we have, in all areas of life, for the good of others, to the glory of God…to be on the lookout to do good for others to the glory of God, in all areas of life, and to do this with creativity and competence.”

Next, in parts three through seven, the book moves from practical theology to practical application. This is the how that is the basis for most books written on this subject. Here Perman pulls together the best secular thinking around the idea of productivity by viewing it through the lens of his gospel-driven model.

He writes that this idea of gospel-driven productivity…

“…also means actually knowing how to get things done, so that we can serve others in a way that really helps, in all areas of life, without making ourselves miserable in the process through overload, overwhelm, and hard-to-keep up productivity systems.”

This new perspective makes it clear that we as Christians are called “to put productivity practices and tools in the service of God’s purposes.”

In the final analysis, Perman explains that from a biblical perspective productivity isn’t just about getting more things done; it’s about getting the right things done. This book shows us how to effectively do the work that matters in order to bring glory to God, serve the common good, and further his kingdom in the here and now.

What’s Best Next: How the Gospel Transforms the Way You Get Things Done is a book that I wished someone had given me 40 years ago. Read it and you will be astounded by all the things you do.

Published with permission from the Institute for Faith, Work & Economics’ blog. Subscribe to the IFWE Blog at www.tifwe.org.
to the valet employee, he was going to run out to the parking lot and he was going to be looking for a 1995 Acura Integra that needed a paint job so badly, it looked like it had leprosy.

And I was standing there after I gave him the ticket, I knew there was a whole line of people behind me that had shiny, luxurious cars, and I was going to be so ashamed to have my bucket of bolts come rolling up. At that moment I fully felt, that I was an imposter in Silicon Valley and that I didn’t belong.

So what’s the answer then? I could fight the feeling, or I could just leave. But I knew that I was called there, and I knew that God had called me there, for that moment, in that time, to that place. And if God has you in a workplace, he’s called you there too. He had made you, you. As the scriptures teach us, we are fearfully and wonderfully made.

Now ultimately we do know that we are all imposters. That if we were judged by our work and our integrity, the quality of our life, we would all fall short. So the work that really matters is not the work that we do, but the work that is done for us, the work of Jesus Christ. And when we live and rest in the finished and complete and fully good work of Jesus, and we accept that work, as work done on our behalf, then we graciously get all the blessings of God. We bring them into the workplace, so we are not in any situation, imposters. But rather, we are always those sent out by the Father to the places he wants us to be, to be the people he has called us to become.

I’ll never forget the day I first heard the phrase “imposter syndrome.” It came up as a prayer request when I was meeting a group of friends for lunch at Facebook headquarters. One of the guys shared his prayer request and said, “I’m struggling with imposter syndrome.” I didn’t know what it meant and when I asked he said, “It’s when you think everyone around is better than you. I’m with this team and they’re all really brilliant and I just feel like I’m an imposter—that I don’t measure up and I don’t belong, and it’s just a matter of time before they figure it out.”

Right after that lunch, I went out to the valet outside of Facebook and I stood in line with my little valet card. I watched the people in front of me as they gave their cards to the valet driver. He would run out to the parking lot and return with a nice Tesla. Then he would run back out again and return with a BMW, or a shiny Acura. But I knew that when I gave my ticket...
**PLANNED GIVING**

There are many good ways to support Christians in Commerce (CIC) financially*. Our Annual Gift Campaign (AGC) is the financial lifeblood of CIC and it’s important for our members to support it. Another method is to donate all or portions of our Required Minimum Distributions from our retirement accounts to support CIC. A new method described in this article is to prayerfully consider donating to CIC through what is called “planned giving,” or giving at the end of one’s life. Members have an option to assign future gifts to CIC as part of their estate plan. Assets such as cash, stocks, bonds, appreciated real-estate, jewelry, or other items of value, can be donated to CIC, following a death. Future gifts are typically established as part of the disposition of assets named in an individual will or trust. A donor would work closely with their estate planning attorney to draft the specific language required, to ensure specific assets can be donated to CIC. These types of gifts usually enjoy tax advantages and deductions from income taxes and estate taxes, if properly arranged with their legal advisors.

Many of us in CIC have truly been transformed by what God has done with us through Christians in Commerce. We are praying and hoping that members and others will consider planned giving as a way to continue financial support for CIC for future generations. There is no better investment we can make in life, than in the building of God’s Kingdom here on earth through CIC.

For those who are interested, please check out a reference document on our CIC website at www.cicintl.org/bequest. For more information, please call the Christians in Commerce Office at 1.877.205.5600 or email info@cicintl.org. Or, connect with Greg Aitkens at 949-275-8581, or greg.r.aitkens@gmail.com

*Please note that CIC does not endorse any specific investment strategy. Be sure to consult with your own financial advisor before making any financial decisions.

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**CIC MINISTRY TRUCK**

Due to the generosity of a handful of CIC brothers and some of their friends, Aloysius Mugisa, Fort Portal Chapter president in Uganda, was able to purchase a truck for CIC. Up until now, our ministry teams needed to rent transportation for their equipment each time they conducted a seminars. Now, with their own truck available, their ministry costs will be greatly reduced.

Aloysius shared that when they travelled to Kampala to purchase the truck, they discovered the prices had changed since the quote from the previous year. Not only had the truck’s prices increased, but the government environmental vehicle policy had also changed and that particular truck would be subject to an annual fee of $2000, a sum beyond their reach.

He said “The good news is that we opted for a much more durable, stronger truck which meets the new regulations and is not subject to the policy fee, but the cost will be an additional $3,300.” In the end, the CIC brothers were able to send the remaining funds and the purchase was complete. Aloysius expressed his gratitude in an email saying “Our appreciation, brothers, is more than what we can put in words. God bless you, mightily!”

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**UPCOMING EVENTS**

**MEN’S CHALLENGE WEEKENDS**

- Minneapolis South
  - April 5-6, 2019
- Fresno
  - April 5-7, 2019
- Salinas Valley/Santa Cruz
  - April 26-28, 2019
- Greater Sacramento
  - September 20-21, 2019
- Salinas Valley
  - November 15-17, 2019

**WOMEN’S CHALLENGE WEEKENDS**

- Fresno
  - April 26-28, 2019
2019 APRIL

“I have been crucified with Christ and I no longer live, but Christ lives in me.”

Galatians 2:20

CHRISTIANS in COMMERCE

CHRISTIANS IN COMMERCE PRAYER

Father,
You are my Lord and Creator.
You entrust me with a place of stewardship in your creation.
Fill me with your Holy Spirit:
That he may teach me to pray and live in Christ and as Christ;
That he may teach me love for family, friends and all people.
A love that is selfless, humble, and wise;
That he may teach me stewardship of the talents, time, money and possessions you have given me.
A stewardship that serves, is generous, and brings honor to your name;
That he may teach me faithfulness to your call to Christians in Commerce.
A call that unites us and builds your Kingdom in the marketplace.
Through Jesus Christ who is Lord.
Amen

VISION: Being Christ in the workplace

MISSION: To encourage and equip Christians to be God’s presence in the workplace by the power of the Holy Spirit, exercising faith, integrity, and excellence

VALUES: Christians in Commerce is an ecumenical organization committed to:
• Growing and being transformed in Jesus Christ
• Manifesting the gifts of the Holy Spirit
• Building strong brotherhood and sisterhood
• Serving God and expanding his Kingdom in all aspects of our lives

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