

GROWING IN FAITH, RESILIENCE, AND LEADERSHIP

LEADING THROUGH COMPLAINTS



1 Now the people complained about their hardships in the hearing of the Lord, and when he heard them his anger was aroused. Then fire from the Lord burned among them and consumed some of the outskirts of the camp. **NUMBERS 11:1**

14 Do everything without grumbling or arguing, **15** so that you may become blameless and pure, “children of God without fault in a warped and crooked generation.” Then you will shine among them like stars in the sky **16** as you hold firmly to the word of life. And then I will be able to boast on the day of Christ that I did not run or labor in vain. **PHILIPPIANS 2:14-16**

1. When I Want to Complain as a Leader

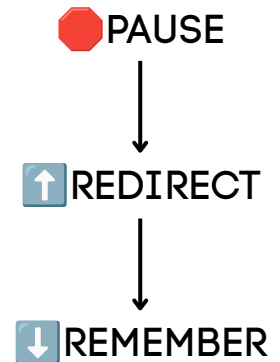
Leaders feel the same frustrations as everyone else. But how we process them sets the tone for those we lead. Remember, leaders are thermostats, not thermometers.

Reflection Questions:

- What situations tempt me to complain?
- Who is my safe outlet (God, mentor, peer) to process frustrations?
- What gratitude practices help me reframe my perspective?

Leadership Practices:

- ✓ Pause before speaking — ask, “Will this build up or tear down?”
- ✓ Redirect to vision — “What are we trying to accomplish together?”
- ✓ Anchor in God’s provision — “What has He already done for us?”



2. When Others Complain

Complaints can be warning lights. Good leaders don’t ignore them but also don’t let negativity take root.

Leadership Framework:

1. Listen – Validate feelings: “I hear you.”
2. Discern – Is this a solvable problem or just venting?
3. Redirect – Point toward solutions, gratitude, or mission.
4. Model – Demonstrate calm trust in God’s provision.

Helpful Phrases:

- “I hear what you’re saying. Let’s talk about what we can do.”
- “That’s tough. Here’s what I see God doing in the middle of it.”
- “How can we move this conversation toward a solution?”

3. Encouragement Challenge

This week:

- Instead of complaining → Pause and give thanks.
- When hearing complaints → Listen, discern, redirect.
- As a leader → Be the loudest encourager in the room.

