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# THE PASTOR'S DILEMMA

**Kyle Ristig, Centenary College of Louisiana**

## CASE DESCRIPTION

*This case can be used to illustrate the difficulties of working with volunteers that serve on an organization's advisory board. The situation becomes more complex when the President of the Board is quick to make decisions, sometimes without adequate information, and exhibits a somewhat contentious personality. The case has a difficulty level of two to three and is designed to be taught in one class hour. Depending on the depth of detail the instructor intends to pursue, preparation time for the students will take from one to two hours.*

## CASE SYNOPSIS

*A pastor is faced with a dilemma. Although his church is located in a growing area, the church's attendance, membership, and giving are stagnant. The church's advisory panel, led by an assertive President, believe the solution is to combine the two Sunday services into one service. They are, however, basing their decision on questionable assumptions, a lack of data not recognized by the panel, poor analysis of data that is available and pressure from the panel's President. This case explores the dynamics of working with a panel comprised of volunteers, working with a headstrong leader, considerations for the effective process of data gathering and problem solving, and suggestions for investigating and instituting change in an organization not typically subject to change.*