



Complex Coaching and Consulting Services

By Paul Cornwell
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While all church conflict has complexity, many local church/organizational leaders find themselves involved in issues they are not equipped to handle. (Paul personally experienced the difficulty of not being adequately equipped in his pastoral ministry too.) While our knowledge of Scripture and organizational policies are normally high, that knowledge does not always translate to effectiveness in addressing the issues.

The focus of Life Impact's work has been broad involving situations like relational brokenness, leadership division, organizational misalignment, and congregational division. Many times, these situations led to splinter-groups not unlike the Apostle Paul's description of the church in Corinth. (See I Corinthians 1-4 for a review of the variety of the complexities involved there.) Most situations we have served had multiple aspects of complexity present.

Our experience over the past 22 years reveals that, for the most part, current leaders are not seen as unbiased and cannot serve as an intermediary. The challenge is compounded when the issues remain unresolved for an extended amount of time. The complexity goes even higher when leaders are involved in the issues.

Many local leaders find it difficult and for some impossible to 'pursue peace, righteousness, justice, and sanctification' in a manner acceptable to all sides of the issues. They need help. One result when help is not provided, the very things Christ calls all Christians to experience together are in jeopardy.

Paul Cornwell, founder of Life Impact Ministries, has served local churches, ministry organizations, and denominational leaders for the past 22 years (2002-2024). For 15 years (2009-2024) of his work was national in scope. Paul has provided our onsite services in 36 states including Hawaii, and outside the United States in Canada and Guatemala. We have served churches of all sizes and denominational background as well as seminaries/Christian schools, and denominational entities like Presbyteries, Executive Committees, and other governing authorities.



Situations like these are too important to ignore. There is simply too much at stake. (See Hebrews 12:14-15; Proverbs 21:3-4, 21; I Peter 5:1-3; John 17)

Complex Coaching and Consulting Services (CC&CS) is our approach to situations like these. When conditions are complex, they require an equipped, experienced and neutral guide. Life Impact Ministries is one such guide. (Check out our team's credentials: [link here](#))

Life Impact Ministries is committed to assisting local churches, Christian Ministries, and individuals who desire an approach that can lead to resolution. If you would like to consider how we might serve you, please simply hit the [Let's Talk](#) button and complete an inquiry. We will be in contact with you shortly. If your situation has timing urgencies, please let us know and we will expedite our response.¹

Complex Coaching and Consulting Services Description:

As you read the follow description and if you would like to see how we might assist you, please reach out to Life Impact today. ([Inquiry link](#))

Complexity is subjective. What is complex for one person or group may not be for another. We desire to understand your view of the situation. We hope to assist you to address and resolve the unresolved issues. To do this understanding the complexities is necessary.

Initial Assessing of Complexity:

How do you determine if gaining assistance from someone outside your organization is needed? Here's a simple Yes/No Questionnaire to help you evaluate your situation:

Consider the following questions answering yes or no:

1. Have the issues been unresolved for 3 months or longer? How long?
2. Have the efforts to resolve the issues stalled, led to more tension, or been ineffective? What causational factors are in play?
3. Have non-parties (not involved in the issues) become aware of or aligned themselves with one of the individuals are groups involved in the issues? How many diverse players are involved?

¹ We are committed to respond to all inquires with 48 hours of receiving it. Most are replied to the follow business day. If this timing will not work for you, feel free to text Paul at (407) 718-8284. He will reply as quickly as his schedule allows, hopefully the same day.



4. Can you outline a path forward that would be embraced by all parties and would provide a sense of hope to all those involved as well as those impacted (non-parties) by the difficulties?

Potential Actions to Consider:

- If you answered 'yes' to 3 or 4 of these questions, please call us to discuss your situation.
- If you answered yes to 1 or 2, what would turn those yes's into no? If you can, what actions will help you address the issues? Create an actionable plan and implement it.
- Finally, would it be wise to invest an hour discussing your situation with us?

Providing Help: A Brief Description of Life Impact's CC&CS

As you will see there can be multiple elements to providing assistance in complex situations. However, for simplicity and brevity please note 2 of the foundational elements to our services;

- Coaching individual leaders/members involved
- Consulting with leaders, providing immediate recommendations

We are happy to provide one or more of the CC&CServices.

Coaching involves an exchange of information and ideas between those involved and the coach. Coaching begins applying the Biblical principles and processes necessary for a person or a leadership team to address the issues effectively.

Consulting considers the broader and organizational impact of the issues. Identifying what is necessary for long-term solution is essential. The scope can be leadership and membership focused.

Other Potential Elements:

Beyond coaching and consulting life Impact provides other associated services. These services include:

- Instruction - expanding what is known and adding application-exercises to gain the results necessary
- Training - adding new skills and effective processes to implement going forward
- Biblical Counseling - short-term or long-term counsel supporting the persons goals and the organizations health
- Leadership Coaching - regular sessions assisting a leader to gain traction with others and organizationally



- Mediation - a time-tested process to prepare and address the unresolved issues, with the goal of reaching agreements to benefit the relationship and organizational harmony

Getting Started: Consider an Actionable Path:

Hit the Let's Talk button and set up an initial call! We would love to speak with you soon. We regularly offer a custom process including the CC&C Services desired. These generally fall into two categories:

1. A multi-phase approach that establishes a relationship between you and Life Impact to provide CC&C Services over a stated period of time (examples: 3-months; an Open-ended process) and providing the specific services desired.
2. A standalone approach-we provide a specifically named service (examples: coaching key leaders; or Calander an onsite workshop or training for your Lead Team or congregation, etc)

Guidelines for a Multi-phase and Stand-alone Services:

Common Guidelines:

A custom agreement will be provided for CC&C Services. The Agreement will outline the scope of effort, financials, and who is involved in the effort. Contact provisions are outlined.

Approving an agreement establishes the relationship between you and Life Impact. An authorized signature from your organization and a retainer, as detailed in the agreement, is collected.