



Sample Church

Congregation Report

**Bring
your church
into focus.**

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**"If I had to choose one word
to summarize the theme of the Bible
from Genesis to Revelation
that word would be relationships."**

Kenneth Boa

Conformed to His Image

About The Church Relationships Assessment (CRA)

God designed the local church to play a vital role in helping his people “become conformed to the likeness of His Son” (Romans 8:29). God’s goal for His children is that we increasingly look, live and love just like our Lord Jesus Christ. As church leaders a big part of our calling is to be used by God to help this transformation take place.

**The CRA was designed to help you answer the critical question:
How do we know *if* and *how* our people are growing, maturing
and reflecting the reality of Christ in their daily lives?**

The CRA is a unique, one-of-a-kind resource
that will help identify existing strengths, potential growth areas
and suggest pathways for growth and increased impact.

Your congregants' responses to the CRA will help you
apply the exhortation of Proverbs 23:27 to
"know the condition of your flocks and give careful attention to your herds."

Your church's CRA results will help you better understand
where your congregants are emotionally, relationally and spiritually.

This CRA report provides you with
a breadth of practical information that you just can't get anywhere else.

The CRA is designed to help you understand your congregation by providing some answers to the following questions about your congregation:

- ➔ Are they growing in their faith and becoming more like Jesus?
- ➔ Are they aware of how their emotions affect themselves, their families and their relationships?
- ➔ Do they manage their feelings, including anger, in healthy ways?
- ➔ Can they communicate with others in ways that promote good relationships?
- ➔ Do they have the skills to disagree with others without turning conflict into combat?

The most significant evidence that we are becoming more like our Lord Jesus Christ is our ability live out the Great Commandment—to love others as Christ loves us, and to reflect the reality of our Lord in all of who we are . . . emotionally, relationally and spiritually.

The Center for Healthy Relationships has invested over 15 years of rigorous research and development to help you identify these essential components of a healthy church.

The Core of the Church Relationships Assessment

The CRA is designed to help church leaders understand the emotional, relational and spiritual state of their members and attendees. In addition to the practical aspects of people's lives and their experiences with your church, the CRA focuses on five core areas of interest.



Spiritual Formation

First and foremost, Christian formation is at the core of church health. Teaching people to live out their faith on a day-to-day basis is central to the mission of any congregation, and is the heart of the gospel. The goal is to encourage growth in Christ-likeness through the practice of spiritual disciplines and help individuals understand the difference Christ is making in their lives.

Emotional Self-Awareness

This area involves the ability to be aware of what one is feeling emotionally and why, which is foundational to the domain of Self Management (see below). Self-awareness also involves the ability to accurately evaluate one's strengths and areas for growth. Inaccurate self-assessment affects our ability to develop self-worth and self-confidence. Self-awareness is one of the four components of the *Emotional & Relational Intelligence®* model.

Emotional Self-Management

Being able to manage oneself while relating to others is a key to personal and professional success. This area involves the ability to manage one's emotions rather than being controlled by them and, similarly, to manage one's anger in appropriate and healthy ways. Finally, mature self-management includes taking personal responsibility for faults or errors that hurt others. Self-management is one of the four components of the *Emotional & Relational Intelligence®* model.

Relational Awareness

Interacting with others requires the relational awareness to recognize what the other person is saying or feeling. The core competencies of relational awareness are being aware of and understanding the feelings of others (empathy) and working to understand what someone is really trying to say in order to better understand (listening). Relational awareness is one of the four components of the *Emotional & Relational Intelligence®* model.

Relational Management

As we engage with others, we have the opportunity to develop the competencies of relationship management. This domain includes our willingness to engage in disagreements and our ability to manage those disagreements in healthy ways. Much of this depends on our ability to communicate well with others and to forgive others their trespasses against us. Relationship management is one of the four components of the *Emotional & Relational Intelligence®* model.

Understanding the CRA Report

The goal of the *CRA* is to help churches learn more about how the members of the church body see themselves, and how they see their relationships with God, others and their church. The following pages summarize their responses to the five core areas of the *CRA*, as well as to questions about their marriages, families and experience with your church.

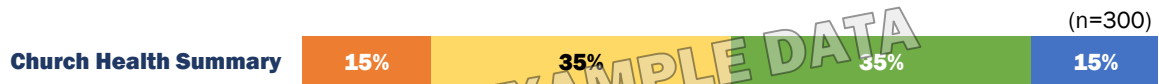
Individual Response Summaries

Within each of the 5 core areas of the *CRA*, there are multiple sub-scales which measure specific facets of those areas. For each of these facets, the *CRA* report summarizes how your members answered each question in that area. As seen in the sample table below, each question in the sub-scale is listed, as well as the percentages who disagreed or agreed with the statement.

Individual Response Summary	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
I pay attention to my thoughts and actions that could be causing how I feel.	10%	20%	40%	30%
I am aware of my emotions as I experience them.	20%	30%	30%	20%
I pay attention to how I feel.	15%	35%	35%	15%
I am able to name my feelings.	25%	20%	25%	30%
When I experience emotion, I know what caused it.	30%	20%	20%	30%

Church Health Summaries

Participant responses are evaluated to provide a summary score for each individual who completed the *CRA* for your church. The categorization of these responses reflects *The Center for Healthy Relationships's* understanding of the current literature regarding strengths and growth areas. Collectively, these scores are represented visually in charts like the sample below. The size of the sample included in the chart is noted next to the chart, e.g. "n=300". This value may change from chart to chart depending on the number of responses available.



A Note About Generalizing From This Report

It is important to keep in mind that the *CRA* report summarizes your participants' perspectives across the five core domains of the assessment, and across a number of lifestyle and behavioral questions. The *CRA* is not diagnostic, and should not be treated as prescriptive.

This report is intended to guide your church leadership's discussions about the spiritual, emotional and relational health of your congregation and inform your discussions about how you can become even more effective.

As you review the demographic data about this sample, consider how well your church's *CRA* participants reflect your understanding of the congregation.

How Responses Are Scored

Your congregation's responses to the *CRA* provide a snapshot of how individuals in this sample view themselves, their relationships and your church. As such, it's important to remember that this report provides a summary of their lives and experiences, and does not serve as a diagnostic tool.

In addition to the demographic and church engagement information, the *CRA* includes a number of subscales that capture individuals' perspectives on their own spiritual growth and formation, and on their own emotional intelligence and relational competencies. The pages that follow include tables that summarize their responses to individual questions.

For some of these subscales, the *CRA* is designed to provide individual scores based on the patterns of each person's responses. From these scores, individuals are categorized based on their apparent strength or potential for growth. When appropriate, the individual scores are summarized in a "Church Health Summary" chart, which provides a visual summary of their overall responses.

Clear Strength

Responses from individuals in this category suggest that they perceive this to be a clear strength in their lives and that it is contributing to their emotional and relational intelligence and success in their growth as Christians and in healthy relationships.

Potential Strength

Responses from individuals in this category suggest that they perceive this to be a strength in their lives, yet some responses indicate that there might be an issue or two affecting their growth as Christians and in healthy relationships.

Growth Area

Responses from individuals in this category suggest that this may be an emerging area of strength. While there isn't the urgency of the "Improvement Needed" category these individuals are most likely to be in the process of developing these areas and it would benefit them to continue to pay attention to them.

Improvement Needed

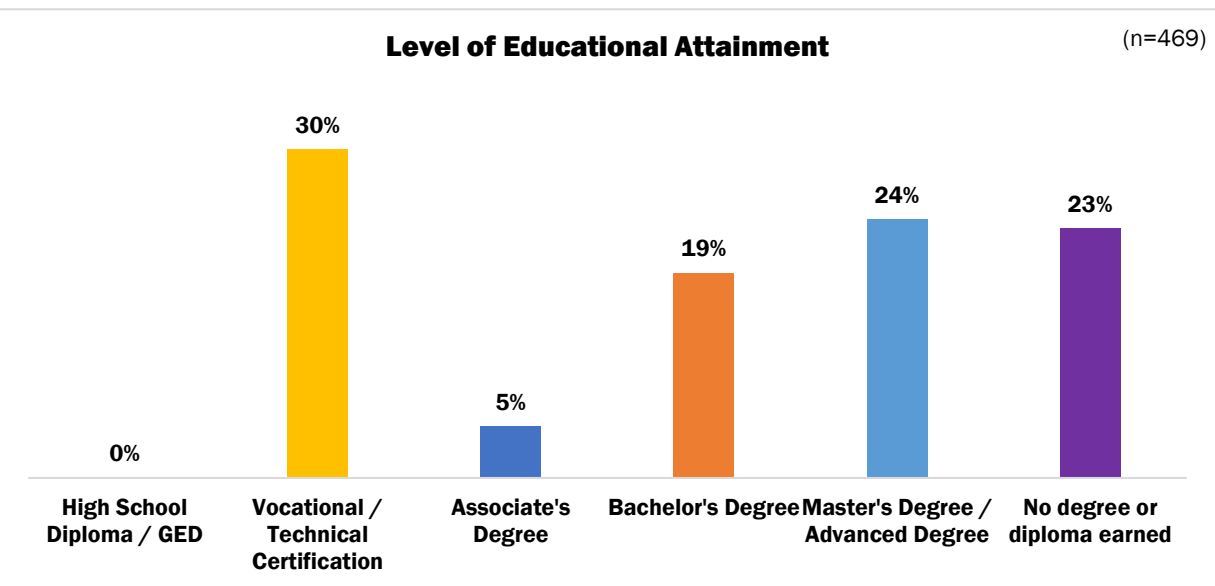
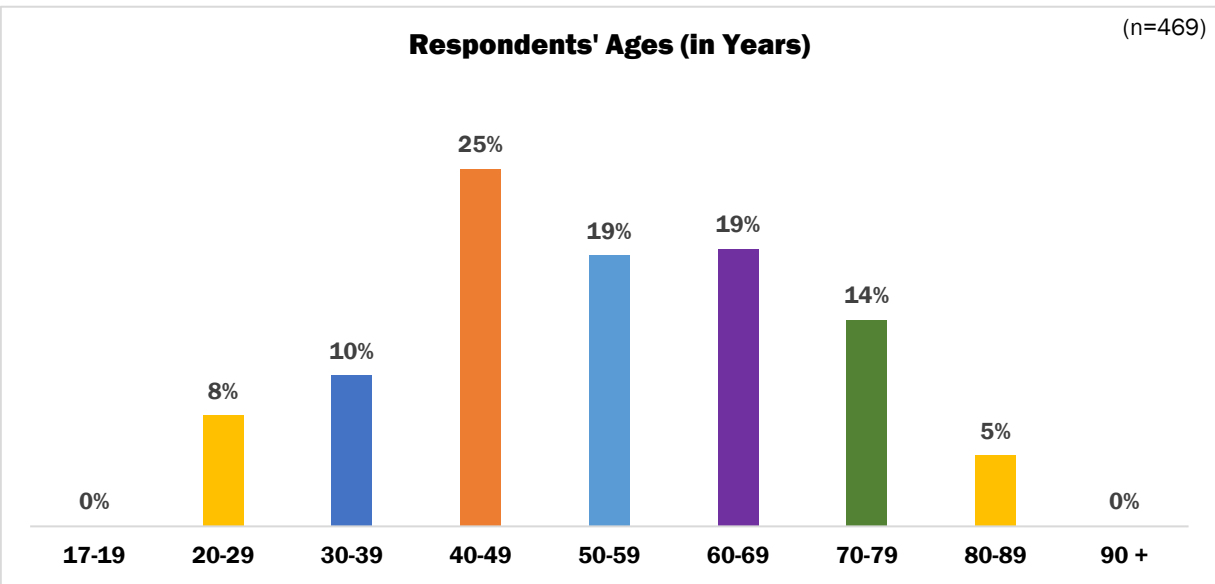
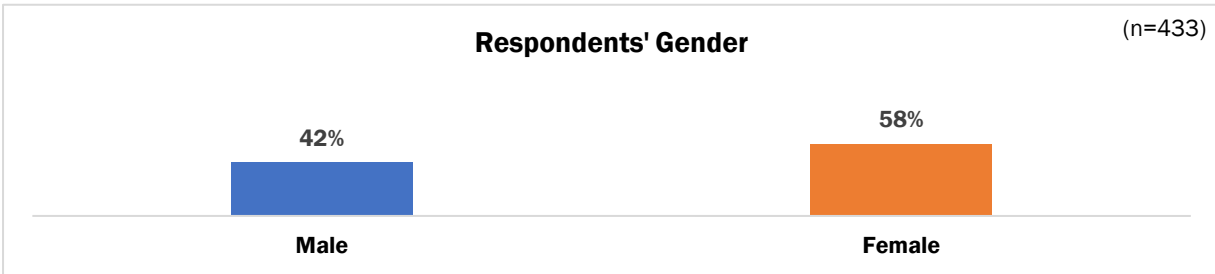
Responses from individuals in this category suggest that this is a definite weakness and an area that needs to be addressed as it is probably having a negative impact in their lives and hindering their growth and maturity in the development of healthy emotional skills and healthy relationships. These individuals have the greatest needs for programs and services specifically designed to address these areas of concern.

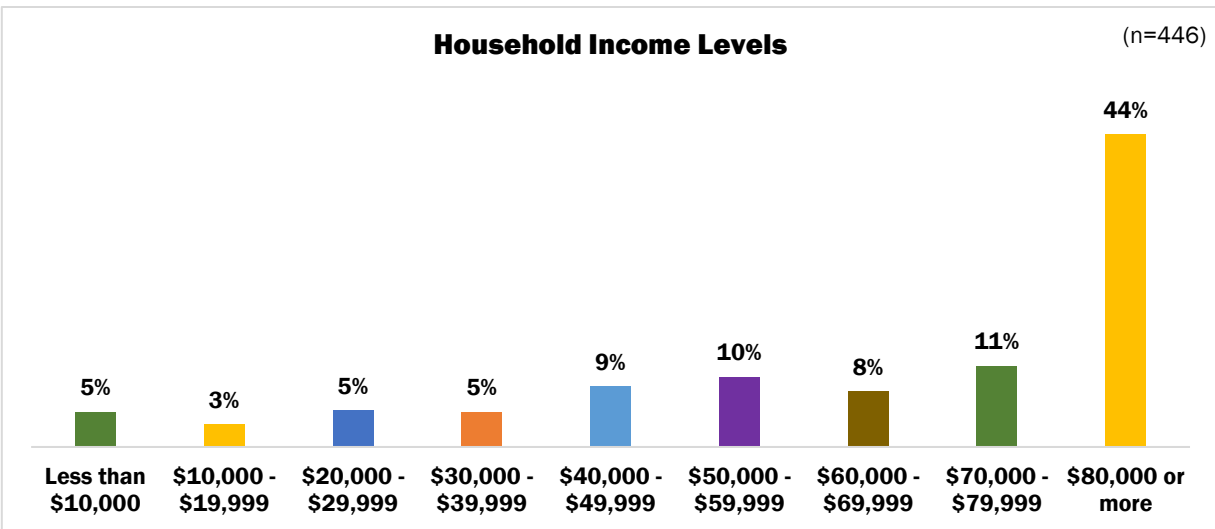
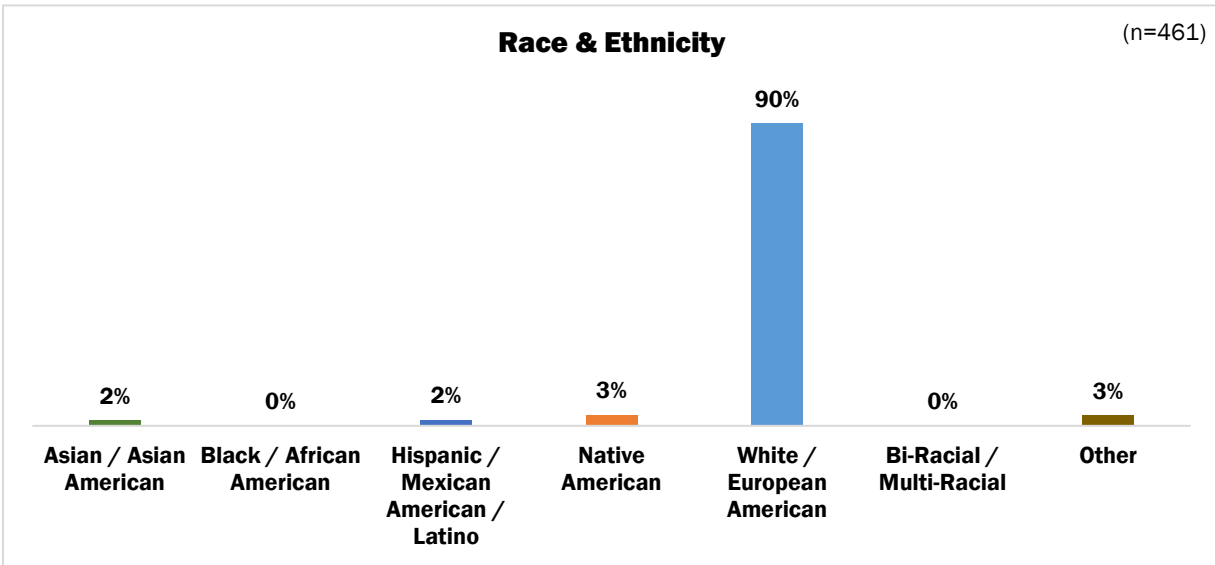
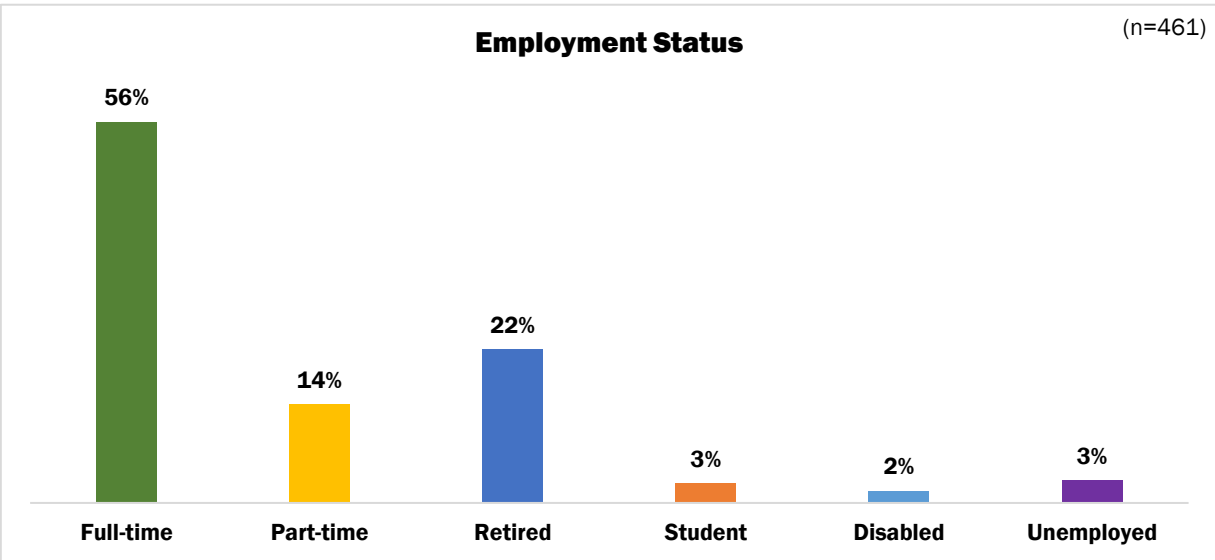
Please Remember:

The responses collected for this report represent a point-in-time for the members of your congregation who completed the *CRA*. Their perspectives on their spiritual formation, emotional intelligence and relational competencies reflect where they saw themselves on the day they completed the questionnaire. Their perspectives may be influenced by current conditions in their lives, and will always have the potential to change.

Participant Demographics

The following charts describe the individuals from your congregation who completed the *Church Relationships Assessment*. By comparing this information with your knowledge of the people attending your church, you will gain insight into the applicability of these CRA results to your entire congregation.





Participation and Attendance of This Sample

Relationship with this Church

	Sample Size	Member	Regular Attender	Occasional Attender	Visitor
Percentage of Sample	469	87%	12%	1%	0%

Attendance Frequency

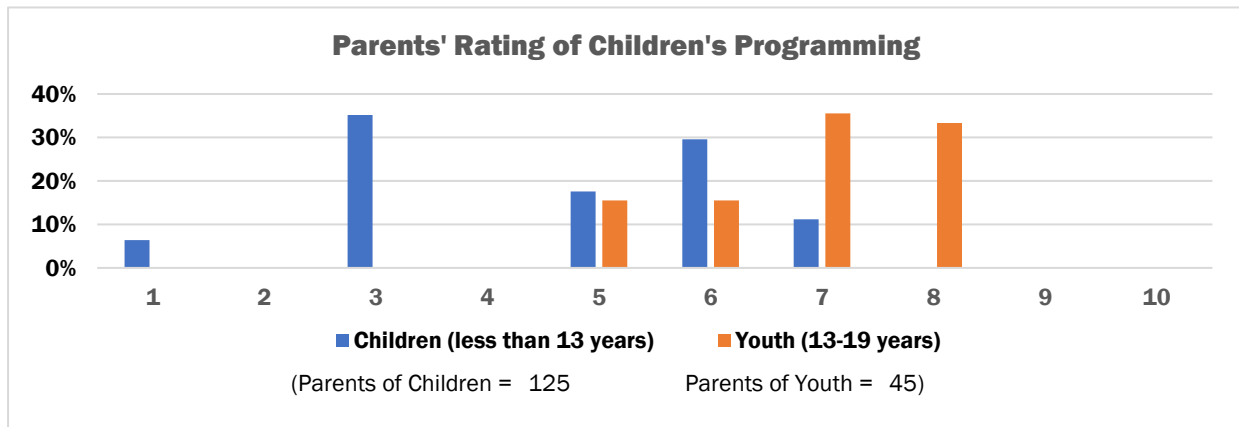
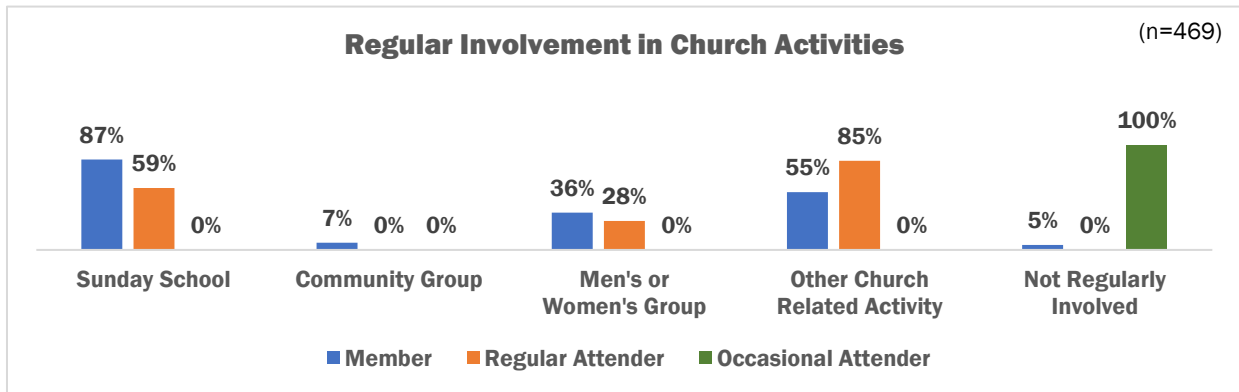
	Number in Sample	< Once a Month	Once a Month	2-3 Times a Month	Usually Every Week	More Than Once a Week
Member	408	0%	0%	7%	34%	58%
Regular Attender	54	0%	0%	15%	43%	43%
Occasional Attender	7	100%	0%	0%	0%	0%

Attendance History

	< 1 Year	1-2 Years	3-5 Years	6-9 Years	10-19 Years	20 Years or More
Member	0%	0%	20%	11%	32%	36%
Regular Attender	28%	0%	0%	0%	28%	44%
Occasional Attender	0%	0%	100%	0%	0%	0%

Annual Financial Contribution

	Number in Sample	10% or More	5-9%	Less Than 5%	Small Amounts As Able	Do Not Contribute
Member	408	72%	18%	3%	1%	2%
Regular Attender	54	72%	13%	0%	0%	15%
Occasional Attender	7	0%	0%	0%	0%	100%



Motivation, Satisfaction and Church Impact

The following tables include responses from members, regular attenders and occasional attenders.

Motivation	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
My primary motivation for attending church is spiritual.	1%	0%	1%	8%	32%	57%
My primary motivation for attending church is social.	25%	34%	15%	24%	1%	0%
I appreciate being invited to get involved in church activities.	2%	2%	0%	17%	49%	30%
I feel pressured to get involved with church activities.	9%	44%	16%	22%	9%	0%
My connection to this church is strong.	2%	2%	6%	16%	38%	37%
Overall, I find the church's mission and vision compelling.	1%	3%	8%	17%	51%	19%
I consider participation in my church to be a strong indication of my faith.	0%	6%	9%	14%	47%	24%

Satisfaction	Extremely Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Extremely Satisfied
Biblical foundation of preaching and teaching at this church	0%	0%	0%	14%	46%	41%
Music during the worship service	3%	13%	15%	33%	30%	6%
Worship service (other than music)	0%	0%	9%	17%	55%	18%
Communion service	0%	2%	5%	17%	58%	19%
Opportunities provided to use your knowledge and skills	2%	0%	6%	20%	64%	8%
The way this church contributes to your spiritual growth	0%	0%	9%	25%	55%	11%
The overall experience at this church	0%	0%	8%	16%	66%	11%

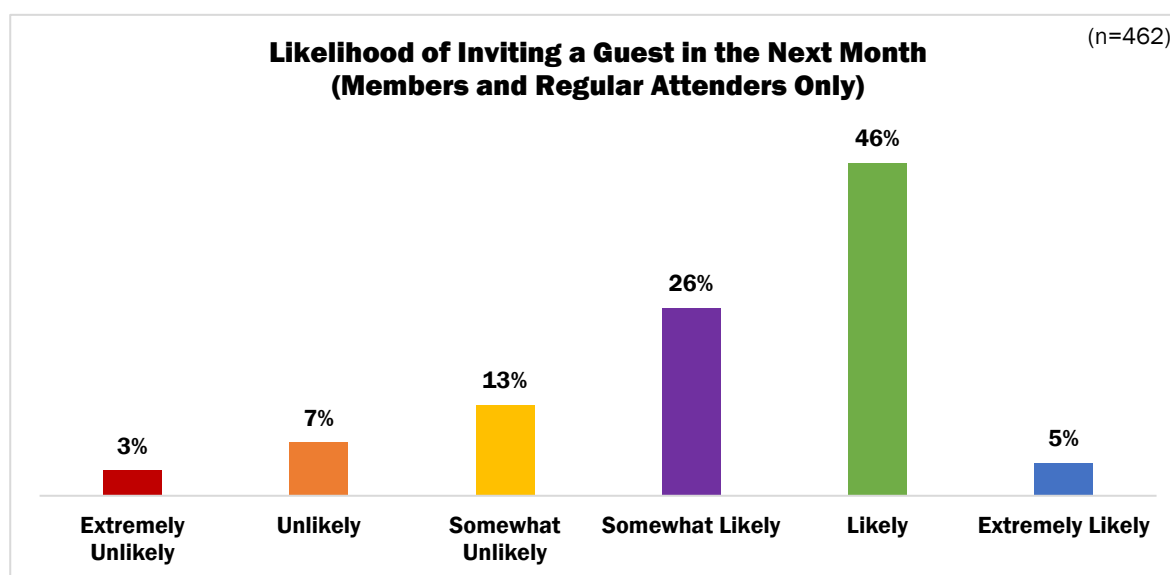
Impact	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
This church is a relaxed, safe place to experience God.	4%	0%	2%	16%	47%	31%
The worship service helps me to experience God in a deep way.	1%	6%	9%	36%	37%	10%
The worship style of this church enables me to experience God and enjoy his presence.	0%	3%	11%	37%	41%	8%
The primary focus of this church is to help me become more like Jesus.	0%	0%	5%	17%	38%	40%
I feel closer to God when I am worshipping at this church.	1%	1%	6%	31%	49%	11%
I feel equipped and encouraged to influence others for Christ.	0%	1%	8%	16%	60%	14%
The pastoral staff is equipping and encouraging me to be a spiritual leader.	2%	5%	6%	28%	46%	14%

The following table and chart include responses from members, regular attenders and occasional attenders.

Most Personally Valued Aspects of This Church

Participants were asked to mark their top 3 "most valued aspects".

	Count	Percent
Wider community care	66	14%
Reaching the unchurched	147	31%
Traditional style of worship	54	12%
Contemporary style of worship	61	13%
Holy communion	23	5%
Social activities	35	7%
Worship service, sermons, preaching	273	58%
Sunday school, Bible study, adult fellowship	240	51%
Home or small group fellowship	7	1%
Ministry for children or youth	104	22%
Prayer ministry for one another	123	26%
It's a friendly church	27	6%
It's located near my home	7	1%
The facilities	0	0%
The pastor and/or staff	95	20%
This was or is my family's church	51	11%



Christian Living

Lifestyle Behaviors

The following tables summarize your participants' answers to questions about how frequently they engage in different behaviors.

Christian Living	Never / Rarely	Several Times a Month	Once a Week	Several Times a Week	At Least Once a Day
Talk to others about my relationship with Jesus	19%	42%	12%	17%	11%
Ask others to pray for a specific need in my life	33%	41%	13%	10%	3%
Meet with a small group of believers for fellowship, accountability and encouragement	28%	22%	30%	19%	1%
Have at least 10 minutes of concentrated prayer (excluding meals)	13%	22%	5%	23%	37%
Read the Bible (other than in church)	3%	13%	5%	30%	48%
Read spiritual books (other than the Bible)	57%	21%	2%	16%	5%
Spend time memorizing scripture	63%	17%	6%	7%	7%
Listen to Christian praise/worship music (excluding church)	8%	9%	9%	20%	53%
Cultivate relationships with individuals of other racial/ethnic groups	46%	26%	9%	12%	8%

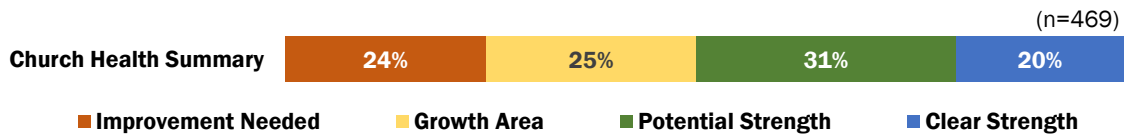
**"Peace I leave with you; my peace I give to you.
I do not give to you as the world gives. Do not
let your hearts be troubled and do not be afraid."**

John 14:27

Spiritual Formation

First and foremost, Christian formation is at the core of church health. Teaching people to live out their faith on a day-to-day basis is central to the mission of any congregation, and is the heart of the gospel. The goal is to encourage growth in Christ-likeness through the practice of spiritual disciplines and help individuals understand what difference Christ is making in their lives.

Spiritual Maturity



<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
I feel like I am becoming more like Jesus.	20%	36%	38%	6%
My friends say they see evidence that my relationship with God is alive and growing.	19%	26%	40%	14%
I am pursuing a more meaningful relationship with God.	10%	13%	37%	40%
I seek out opportunities to grow in my maturity as a Christian.	14%	21%	40%	25%
People say they see evidence of God working in my life.	17%	23%	41%	19%

Spiritual Support

<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
If I have doubts about my faith, I have someone I can talk with.	17%	16%	35%	33%
If I struggle in my faith, I have people who will listen and support me.	13%	14%	35%	37%
In the past year, I have spoken with someone else about doubts about my faith.	34%	20%	29%	17%
Working through doubts about faith is part of the process of growing and maturing as a Christian.	1%	5%	32%	62%
In the past year, I have not had doubts about my faith.	67%	13%	12%	9%

Community Issues and Diversity

(n=469)



<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
My faith requires me to engage with others to address important issues, like poverty or inequality.	13%	24%	34%	30%
I participate in efforts to address important issues in my community.	41%	32%	17%	10%
I seek out opportunities to engage with others of different ethnic or cultural backgrounds.	26%	28%	28%	18%
It is important to participate in a diverse church or faith community.	6%	14%	40%	39%
I want to have a positive impact on issues in my community.	5%	20%	39%	36%

"Now for this very reason also, applying all diligence, in your faith supply moral excellence; and in your moral excellence, knowledge; and in your knowledge, self-control; and in your self-control, perseverance; and in your perseverance, godliness; and in your godliness, brotherly kindness; and in your brotherly kindness, love."

2 Peter 1:5-7

"Do not be conformed to this world, but be transformed by the renewal of your mind, that by testing you may discern what is the will of God, what is good and acceptable and perfect."

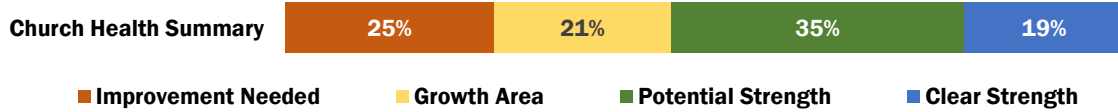
Romans 12:2

Emotional Intelligence - Self-Awareness

Emotional Self-Awareness

Overall, this measures how well individuals recognize their own emotions and the effects of their feelings. Individuals with good emotional self-awareness are able to identify what they are feeling, understand why they feel what they do, and acknowledge the importance of those emotions.

(n=469)

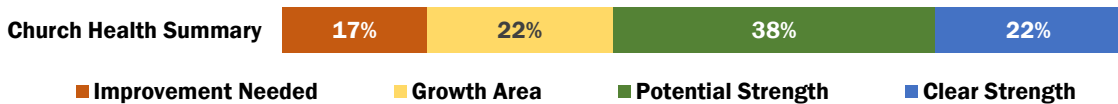


Individual Response Summary	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
I pay attention to my thoughts and actions that could be causing how I feel.	12%	24%	43%	22%
I am aware of my emotions as I experience them.	7%	20%	50%	23%
I pay attention to how I feel.	9%	16%	47%	29%
I am able to name my feelings.	19%	23%	42%	16%
When I experience an emotion, I know what caused it.	22%	32%	38%	8%

Accurate Self-Assessment

Overall, this measures individuals' ability to understand their own inner resources and abilities. Individuals who can accurately assess themselves are aware of their own strengths and limitations, typically exhibit a sense of humor about themselves, are open to constructive criticism and feedback, and have a sound sense of their capabilities.

(n=469)



Individual Response Summary	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
I know myself pretty well.	7%	14%	54%	24%
I can describe myself accurately.	15%	24%	45%	16%
I understand who I am as a person.	9%	22%	51%	19%
I am aware of areas where I need to grow.	4%	16%	55%	25%
I can accurately identify my strengths.	9%	30%	42%	19%

Self-Confidence and Self-Worth

Overall, this measures individuals' ability to recognize their own value and worth, and have positive attitudes towards themselves. Individuals with self-confidence and healthy self-worth are aware of their own good qualities, expect that they will be able to do most things as well as others, and are satisfied with their past accomplishments as they seek out new challenges and opportunities for growth.

(n=469)



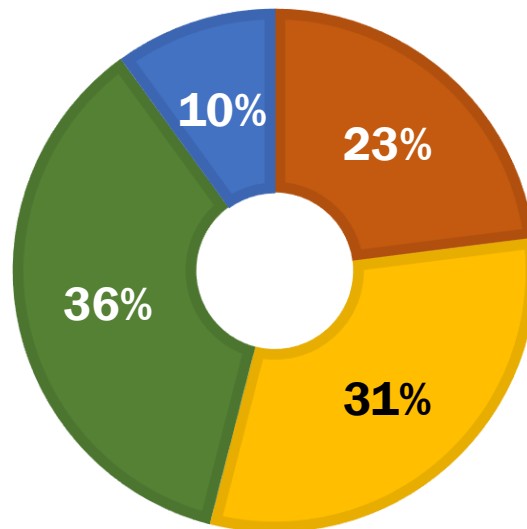
Individual Response Summary

	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
I believe I am a person of worth, at least on an equal plane with others.	13%	16%	38%	34%
I am not inclined to feel that I am a failure.	49%	18%	20%	13%
I do not think that I am no good at all.	17%	11%	35%	38%
I believe I am a capable person.	6%	19%	48%	27%
I have a positive attitude toward myself.	29%	25%	38%	7%

SELF-AWARENESS CATEGORY SUMMARY

(n=469)

Improvement Needed Growth Area Potential Strength Clear Strength



Emotional Intelligence - Self-Management

Emotional Self Control

Overall, this measures individuals' healthy (or unhealthy) management of their own emotions. Individuals with good self-management skills are able to keep disruptive emotions and impulses under control, and to channel them into useful ways. They are able to stay calm and clear-headed under highly stressful or crisis situations.

(n=469)

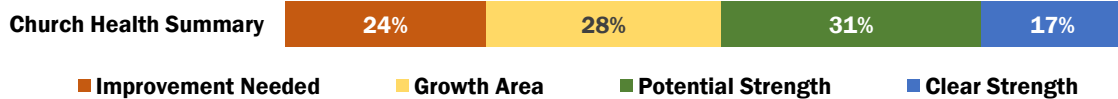


<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
I do not blame others for how I feel.	45%	14%	29%	12%
When I get upset, I do not often blurt out things I later regret saying.	36%	14%	34%	16%
I have rarely been so angry that I have wanted to hit someone or something, or break things.	48%	9%	22%	21%
I do not get distracted if things don't go my way.	59%	13%	25%	4%
When I'm frustrated, I do not show irritation when others interrupt me.	69%	13%	13%	5%

Personal Responsibility

Overall, this measures individuals assuming emotional responsibility for themselves. Individuals who demonstrate healthy personal responsibility take ownership of how they feel, are intentional about managing their feelings, and are thoughtful about how they express their emotions.

(n=469)



<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
I admit when I'm wrong.	10%	35%	46%	10%
I admit when I have made a mistake.	9%	23%	53%	15%
When I make a mistake or say the wrong thing, I accept responsibility for it.	6%	24%	51%	19%
It is not difficult for me to apologize when I've made a mistake.	24%	21%	38%	17%
I readily accept responsibility for my part in a disagreement.	12%	28%	44%	16%

Anger Management

Overall, this measures individuals' ability to manage their anger in healthy ways. Individuals with good anger-management skills are able to experience disappointment or discouragement while keeping their frustration from erupting in emotionally uncontrolled outbursts.

(n=469)



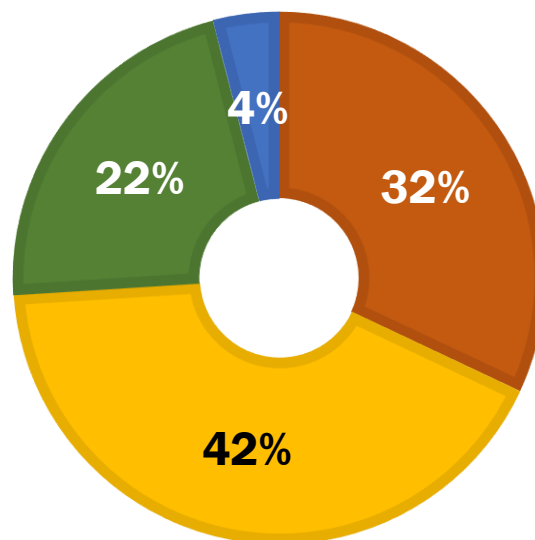
Individual Response Summary

	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
I do not get into trouble at school or on the job because of my temper.	3%	3%	21%	72%
People do not tend to think of me as an angry person.	5%	5%	35%	56%
People are not afraid of my bad temper.	6%	5%	28%	61%
I do not engage in heated arguments with the people who are close to me.	26%	13%	33%	28%
I do not have a hard time controlling my emotions.	31%	22%	35%	11%

SELF-MANAGEMENT CATEGORY SUMMARY

(n=469)

Improvement Needed Growth Area Potential Strength Clear Strength

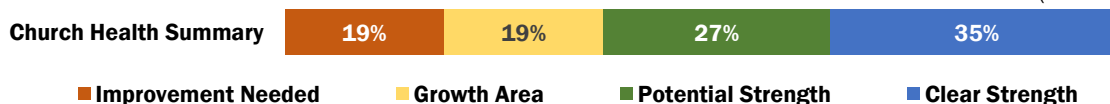


Relational Intelligence - Relational Awareness

Empathy

Overall, this measures understanding and engaging with other people's emotions. Individuals with healthy empathy are able to be aware of, to understand, and to appreciate the feelings of others. They are able to connect their own experience to other people's lives, without being overwhelmed by what the other person is experiencing or feeling.

(n=469)



Individual Response Summary	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
I am aware of other people's pain, even if they don't talk about it.	9%	23%	38%	30%
I can recognize and identify feelings in others.	10%	14%	43%	32%
I feel other people's pain.	11%	17%	36%	35%
I am able to tune into the feelings of those around me.	13%	16%	43%	28%
I am able to understand, beyond the actual words, what someone is feeling.	10%	27%	42%	22%

Listening

Overall, this measures the ability to truly hear what another is saying. Individuals with strong listening skills encourage others to talk, focus on the other person's message rather than their own response, give the speaker their full attention, and ask clarifying questions to increase understanding.

(n=469)

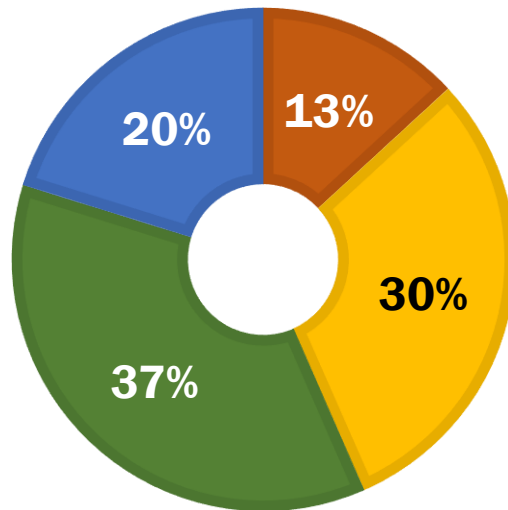


Individual Response Summary	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
I try to let other people finish their sentences before I start to speak.	10%	18%	44%	29%
I am a good listener.	3%	19%	42%	36%
I restate what someone has said to make sure I understand correctly.	14%	26%	42%	18%
If I don't understand what someone is saying, I will ask clarifying questions.	5%	13%	51%	31%
During discussions, I check with the other person to see if I am getting the point.	10%	23%	52%	16%

RELATIONAL AWARENESS CATEGORY SUMMARY

(n=469)

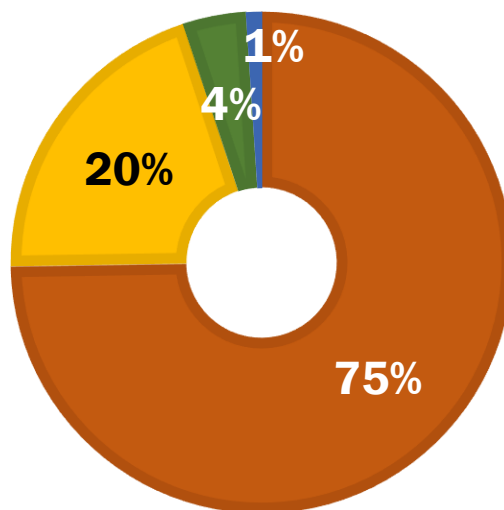
■ Improvement Needed ■ Growth Area ■ Potential Strength ■ Clear Strength



RELATIONSHIP MANAGEMENT CATEGORY SUMMARY

(n=469)

■ Improvement Needed ■ Growth Area ■ Potential Strength ■ Clear Strength

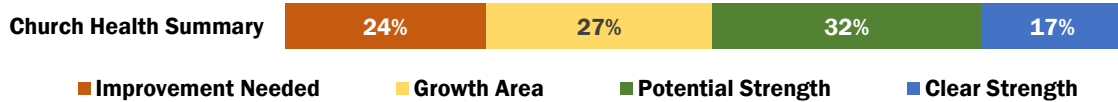


Relational Intelligence - Relationship Management

Forgiveness

Overall, this measures the capacity to forgive others. Individuals with a healthy ability to forgive are able to do so, even when the other person doesn't ask for it or doesn't own any responsibility for what happened. They choose to forgive rather than deal with ongoing resentment and bitterness.

(n=469)



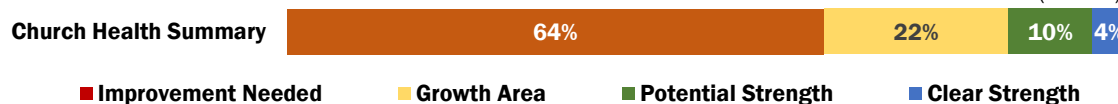
Individual Response Summary

	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
If a person apologizes, I do not have difficulty forgiving them.	23%	15%	44%	18%
I try to forgive others even when they don't apologize.	10%	25%	39%	25%
I forgive whether or not it is asked for.	12%	18%	41%	29%
If someone treats me badly, I do not treat him or her the same way.	6%	14%	40%	39%
I am able to forgive and not hold the experience against the other person.	25%	32%	35%	8%

Communication

Overall, this measures how well individuals talk with others. Individuals with healthy communication skills are able to speak up for their own needs or wants, are comfortable conversing with others, and feel confident that they are speaking in ways that others can understand.

(n=469)



Individual Response Summary

	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
It has not been hard for me to ask others for what I wanted.	75%	7%	12%	6%
It is not difficult for me to share negative feelings with others.	61%	11%	23%	5%
I am satisfied with how I talk with other people.	25%	25%	41%	9%
I express myself well.	22%	29%	40%	9%
I can express my thoughts in ways that others understand.	19%	23%	42%	16%

Conflict Engagement

Overall, this measures healthy participation in conflicts or disagreements. Individuals with healthy conflict engagement skills are able to speak for themselves in positive and assertive ways, and seek to engage with others when there are disagreements instead of avoiding an argument. They share what they are feeling rather than remaining silent. Low scores in this area suggest a pattern of conflict avoidance and withdrawal.

(n=469)

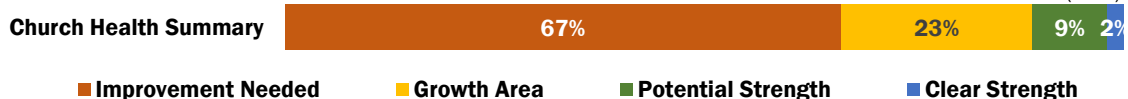


Individual Response Summary	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
In a disagreement, I do not withdraw, remain silent or leave the scene.	52%	17%	23%	8%
I do not end up feeling responsible for disagreements or arguments.	64%	15%	16%	5%
It is not difficult for me to confront others when they have disappointed me.	68%	11%	18%	3%
It is not difficult for me to confront others when they have hurt me.	69%	11%	17%	3%
I do not hold back from saying what I really think and feel during an argument, even if it might hurt someone's feelings.	75%	12%	11%	3%

Conflict Management

Overall, this measures habits that decrease or de-escalate conflict or disagreements. Individuals with healthy conflict management skills are able to disagree while avoiding defensiveness or vengefulness. They are able to accept criticism without fighting back. It's about being able to disagree without becoming disagreeable. Low scores in this area suggest a pattern of conflict escalation.

n=(469)



Individual Response Summary	Disagreed In Some Way	Slightly Agreed	Agreed	Strongly Agreed
If someone disagrees with me, I do not get defensive.	52%	17%	23%	8%
When someone hurts me, I do not hurt them back.	10%	16%	43%	30%
In an argument, my negative feelings do not arise quickly.	58%	18%	19%	5%
When people criticize me, I do not criticize them back.	23%	22%	40%	16%
After I forgive someone, I do not become critical if they let me down again.	78%	9%	10%	3%

Mental Health & Personal Wellness

Anxiety

The Personality Disorder Scale for anxiety measures a student's subjective feelings of anxiety or worry. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

n=(469)



<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
I do not feel my anxiety overwhelms me.	10%	35%	46%	10%
I am not nervous or tense most of the time.	35%	16%	33%	16%
I do not panic easily	44%	13%	27%	15%
I do not feel that my worry and anxiety is out of control.	38%	14%	30%	18%
I am not generally a fearful person.	36%	14%	36%	14%
I am not easily startled.	55%	19%	15%	11%
I rarely worry.	77%	8%	11%	4%

Depression

The Personality Disorder Scale for depression measures a student's subjective feelings of sadness, negativity and depression. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

n=(469)



<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
I tend not to feel very hopeless.	30%	19%	36%	16%
I am not sad most of the time.	26%	17%	38%	19%
I generally focus on the positive side of things.	73%	19%	6%	2%
I like myself.	30%	15%	33%	22%
I look at the bright side of life.	16%	31%	34%	19%
I rarely feel depressed.	53%	14%	23%	9%

Loneliness

The UCLA Loneliness Scale measures a student's subjective feelings of loneliness and social isolation. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

n=(469)



<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
I do not lack compassion.	27%	12%	31%	30%
There is someone I can turn to.	9%	10%	31%	49%
I am an outgoing person.	39%	23%	22%	16%
I do not feel left out.	53%	18%	23%	6%
I do not feel isolated from others.	42%	15%	29%	13%
I can find companionship when I want it.	17%	22%	41%	20%
I am not unhappy being so withdrawn.	60%	16%	18%	7%
People are around me and also with me.	44%	20%	27%	10%

Social Withdrawal

The Personality Disorder Scale for social withdrawal measures a student's subjective feelings of isolation and social engagement. (Some items are reworded to reflect the reversed coding in the questionnaire items.)

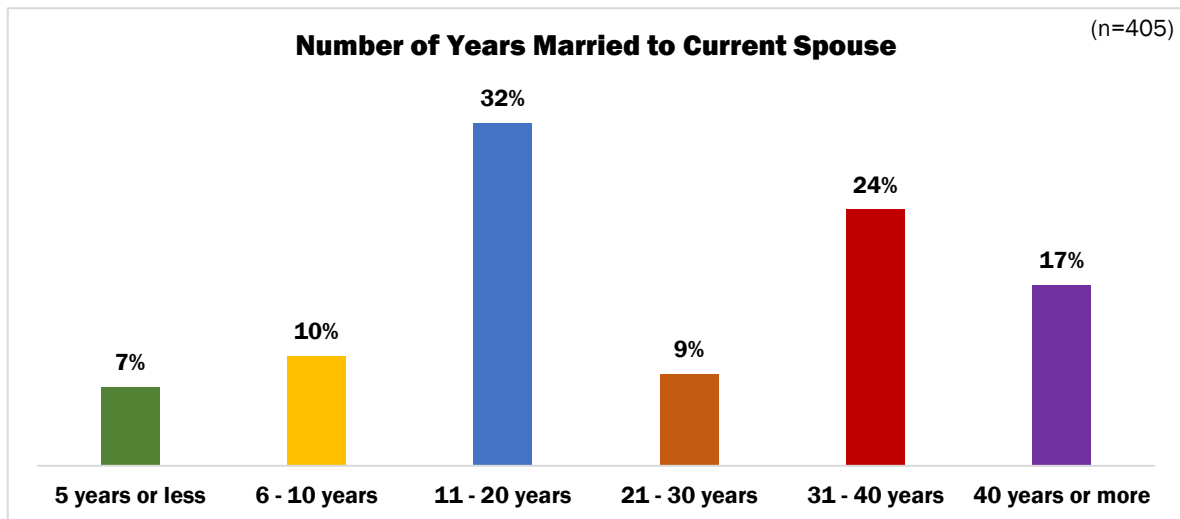
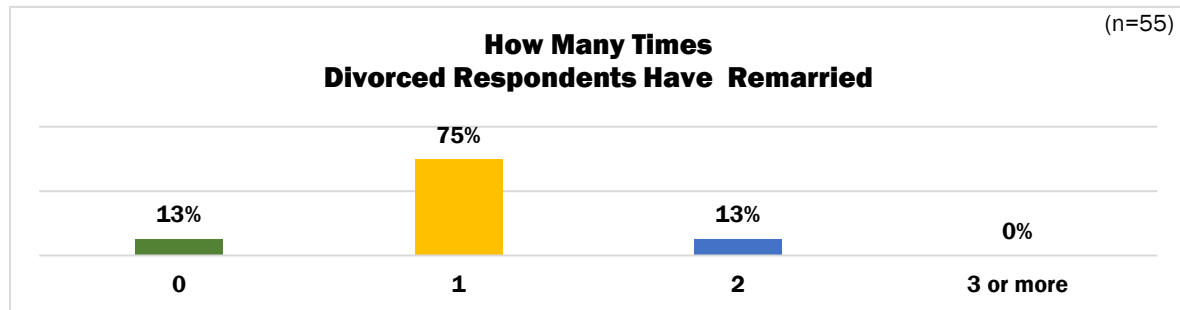
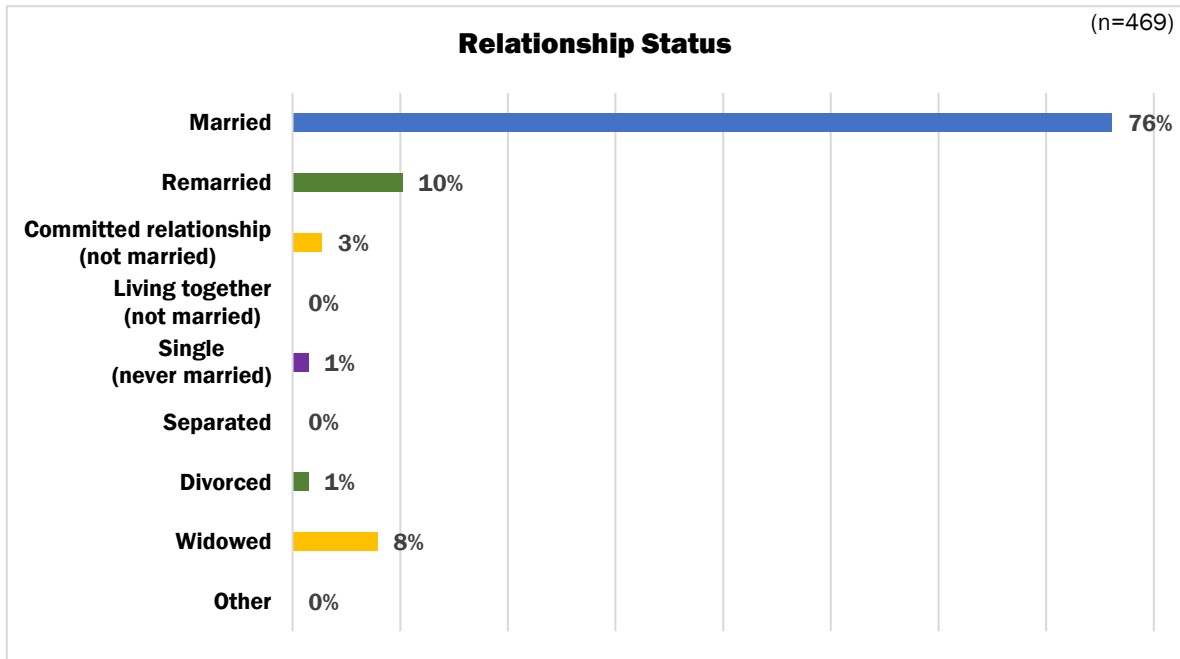
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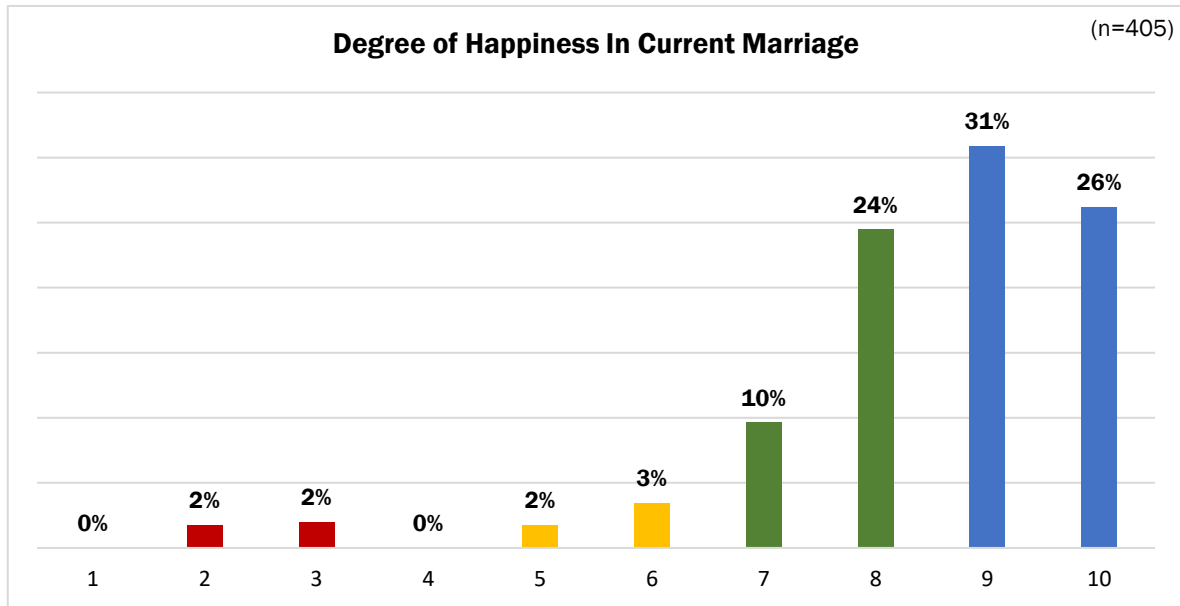


<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
I enjoy going to social gatherings.	21%	21%	38%	20%
I feel comfortable around people.	15%	24%	41%	20%
I do not keep to myself even when I'm around other people.	51%	14%	22%	13%
I frequently enjoy being with people.	12%	12%	38%	38%
I feel close to people.	67%	18%	10%	5%
I find it easy to approach others.	49%	16%	26%	10%

Marital Relationships

Marriage Demographics

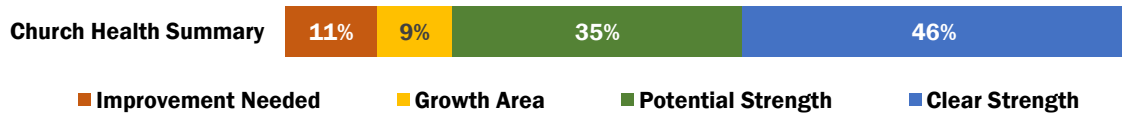




Marital Quality and Satisfaction

Marital satisfaction is a general perspective of an individual regarding the health of the relationship and how well the experience of being married matches with personal expectations. This measure represents an individual's personal perspective about the quality of the relationship.

(n=405)



<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
We have a good relationship.	7%	5%	47%	41%
My relationship with my spouse is very stable.	5%	10%	27%	57%
My relationship with my spouse is strong.	9%	7%	42%	42%
My relationship with my spouse makes me happy.	5%	11%	48%	36%
I really feel like part of a team with my spouse.	5%	14%	45%	35%

Marital Affirmation

<i>Individual Response Summary</i>	<i>Disagreed In Some Way</i>	<i>Slightly Agreed</i>	<i>Agreed</i>	<i>Strongly Agreed</i>
My partner treats me in ways that help me become more like the person I want to be.	11%	9%	57%	23%

Marital Oneness

Marital oneness is about merging the expectations of two people. Specifically, these questions identify significant areas of couple relationships and measure how often the couple disagrees over these areas.

(n=405)



How often do you agree with your spouse on ...	Never / Rarely	Sometimes	Usually	Almost Always	Always
Ways of dealing with in-laws	7%	5%	22%	51%	15%
Amount of time spent together	2%	13%	32%	38%	15%
Making major decisions	2%	9%	25%	46%	19%
Religious matters	2%	7%	18%	41%	31%
Demonstrations of Affection	5%	18%	21%	44%	11%

Marital Behavior

Marital behavior is about individual actions that indicate support for an ongoing relationship. The following behaviors have been specifically associated with relational health and marital longevity.

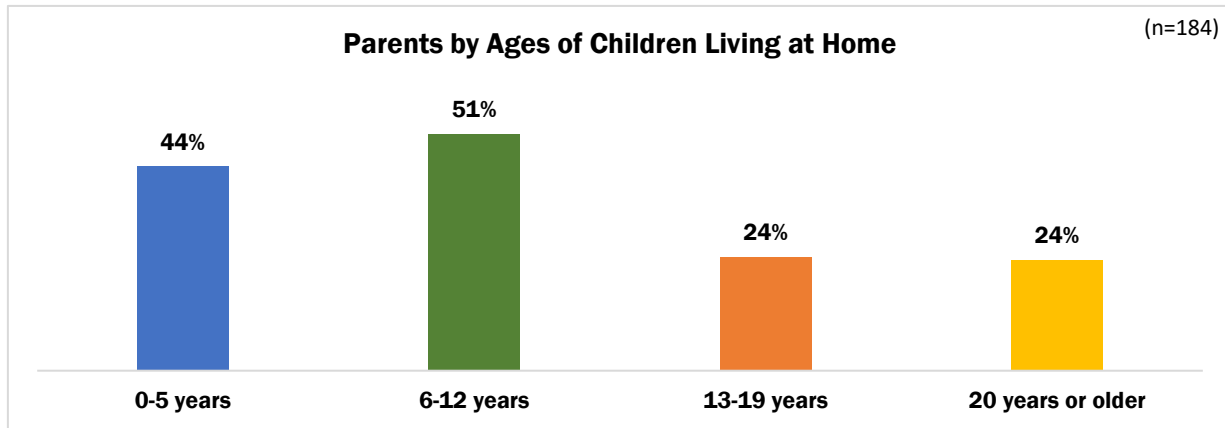
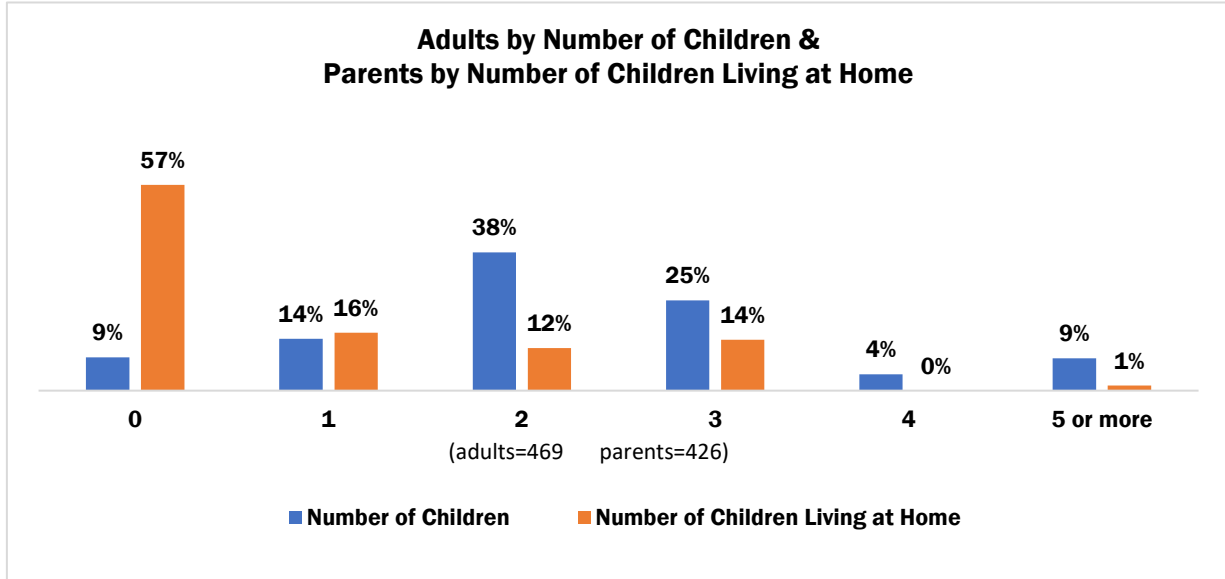
How often do you...	Never / Rarely	Several Times a Month	Once a Week	Several Times a Week	At Least Once a Day
Quarrel with your spouse	65%	18%	7%	7%	4%
Confide in your spouse	6%	22%	10%	39%	23%
Work on a project with your spouse	28%	36%	9%	22%	5%
Calmly discuss something with your spouse	9%	11%	9%	39%	32%

Marital Spiritual Formation

The following tables summarize your congregations answers to questions about how frequently they engage in different behaviors.

How often do you...	Never / Rarely	Several Times a Month	Once a Week	Several Times a Week	At Least Once a Day
Pray <u>with</u> your spouse	45%	7%	9%	13%	26%
Pray <u>for</u> your spouse	3%	12%	5%	31%	48%
Read and discuss with your spouse the Bible or some other spiritual book for the purpose of strengthening your shared spiritual journey	33%	17%	15%	24%	13%
Share with each other what God is teaching you in your individual spiritual journeys	24%	26%	15%	29%	5%

Children and Parenting



**"Behold, children are a heritage from the Lord,
The fruit of the womb a reward."**

Psalm 127:3

Family Satisfaction

Family satisfaction reports on the individual's perspective on his or her family life, particularly relationships with and between children, on their children's behavior and their own behavior as a parent.

(n=426)



	Extremely Dissatisfied	Dissatisfied	Mildly Dissatisfied	Mildly Satisfied	Satisfied	Extremely Satisfied
Their family life	0%	2%	3%	17%	58%	19%
Their relationships with their children	0%	0%	6%	15%	54%	24%
Their children's relationships with each other*	0%	4%	8%	18%	46%	25%
The behavior of their children	0%	0%	7%	19%	48%	27%
Themselves as parents	0%	1%	4%	31%	57%	7%

* Parents of siblings only. Parents of only children omitted from this line.

Family Spiritual Formation

Family spiritual formation is how parents convey the importance of their faith and beliefs to raise up children in the way they should go, so that they will not depart from those ways when they are older (Proverbs 22:6).

Individual Response Summary	Never / Rarely	Sometimes	Often	Almost Every Day	Every Day
Talk about spiritual values with your children	0%	21%	28%	17%	34%
Pray <u>with</u> your children	20%	9%	24%	30%	16%
Pray <u>for</u> your children	4%	4%	30%	29%	32%
Have a family devotional	56%	8%	28%	9%	0%

**"Train up a child in the way he should go;
Even when he is old, he will not depart from it."**

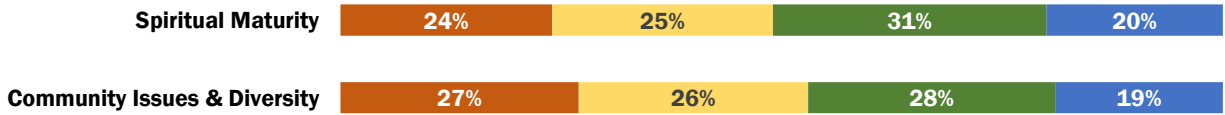
Proverbs 22:6

Summary of Your Congregation's Results

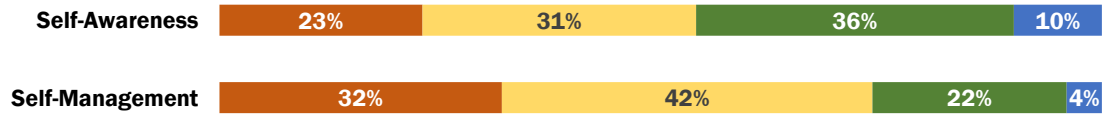
Throughout this report, you will see charts similar to the ones below. These charts summarize the perspectives of your church's participants in this CRA, based on the patterns of their individual answers to the questions in each sub-scale. These charts summarize how the CRA participants saw themselves at the time they answered the questions.

Sample Size = 469

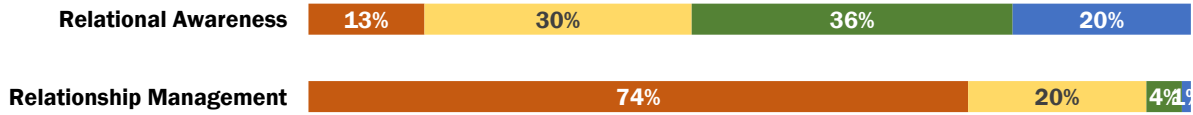
Spiritual Formation



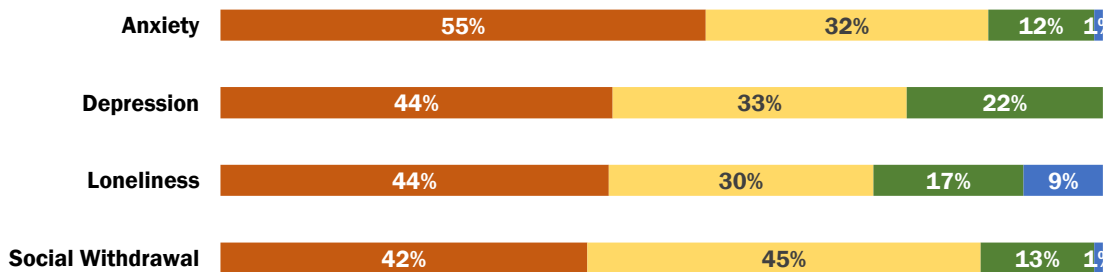
Emotional Intelligence



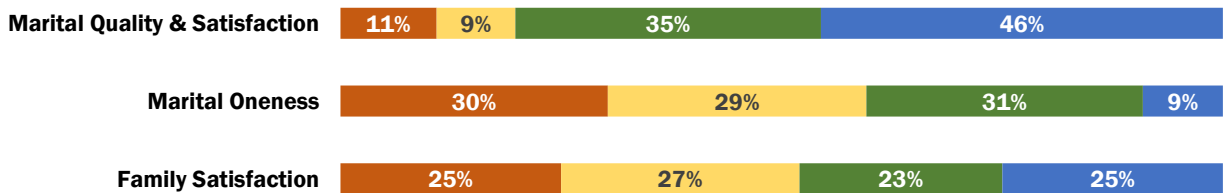
Relational Competence



Mental Health and Personal Wellness



Marriage and Family Perspectives



■ Improvement Needed
 ■ Growth Area
 ■ Potential Strength
 ■ Clear Strength

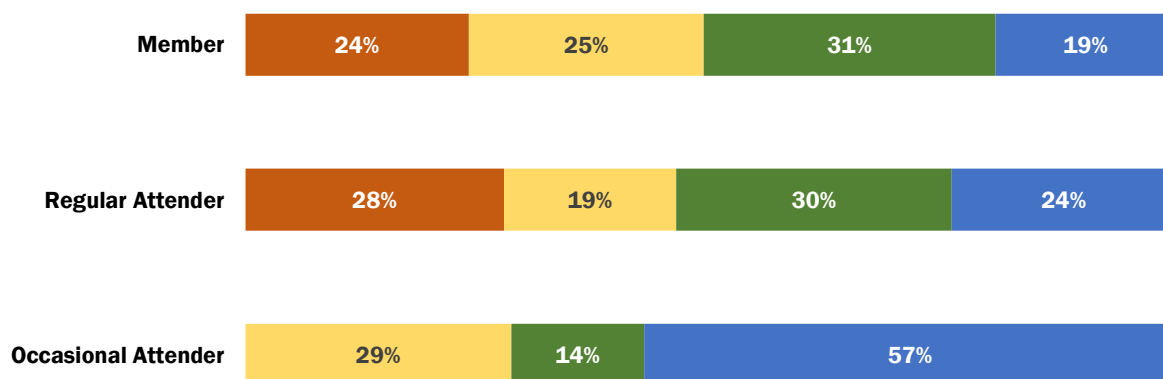
It can be useful to look at differences between respondents at the different points of their relationship with your church. This allows for an approximation of variation within your congregation. To be clear – these charts compare all participants at the point of data collection. These charts do not represent, for example, an individual's transition from visitor to member.

The charts on the next two pages are intended to illustrate differences between attendee types at the time of this single assessment. This can be useful for identifying patterns across the increasing levels of involvement with your church.

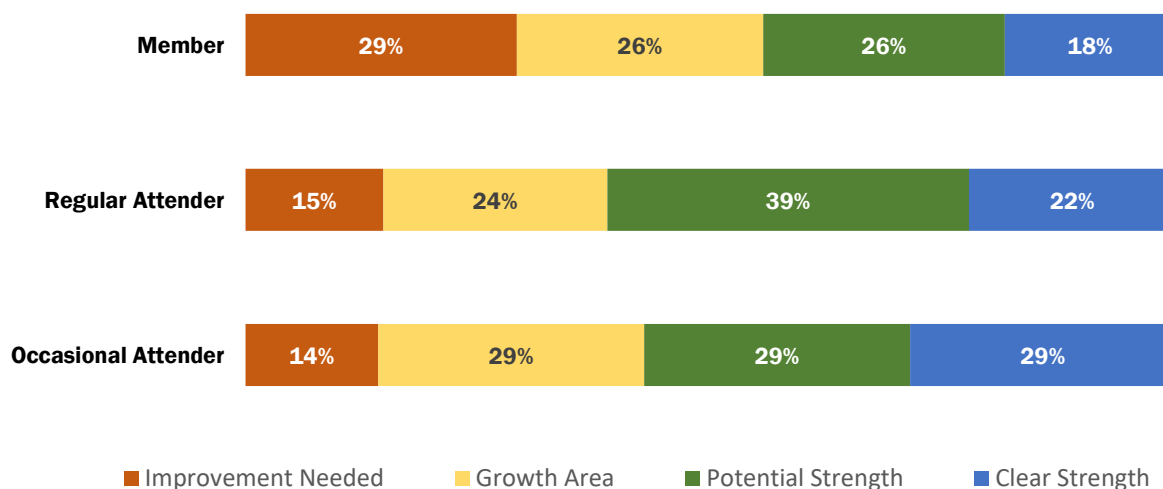
Relationship with this Church

Member	Regular Attender	Occasional Attender	Visitor
408	54	7	0

Spiritual Maturity Summaries by Attendance Type

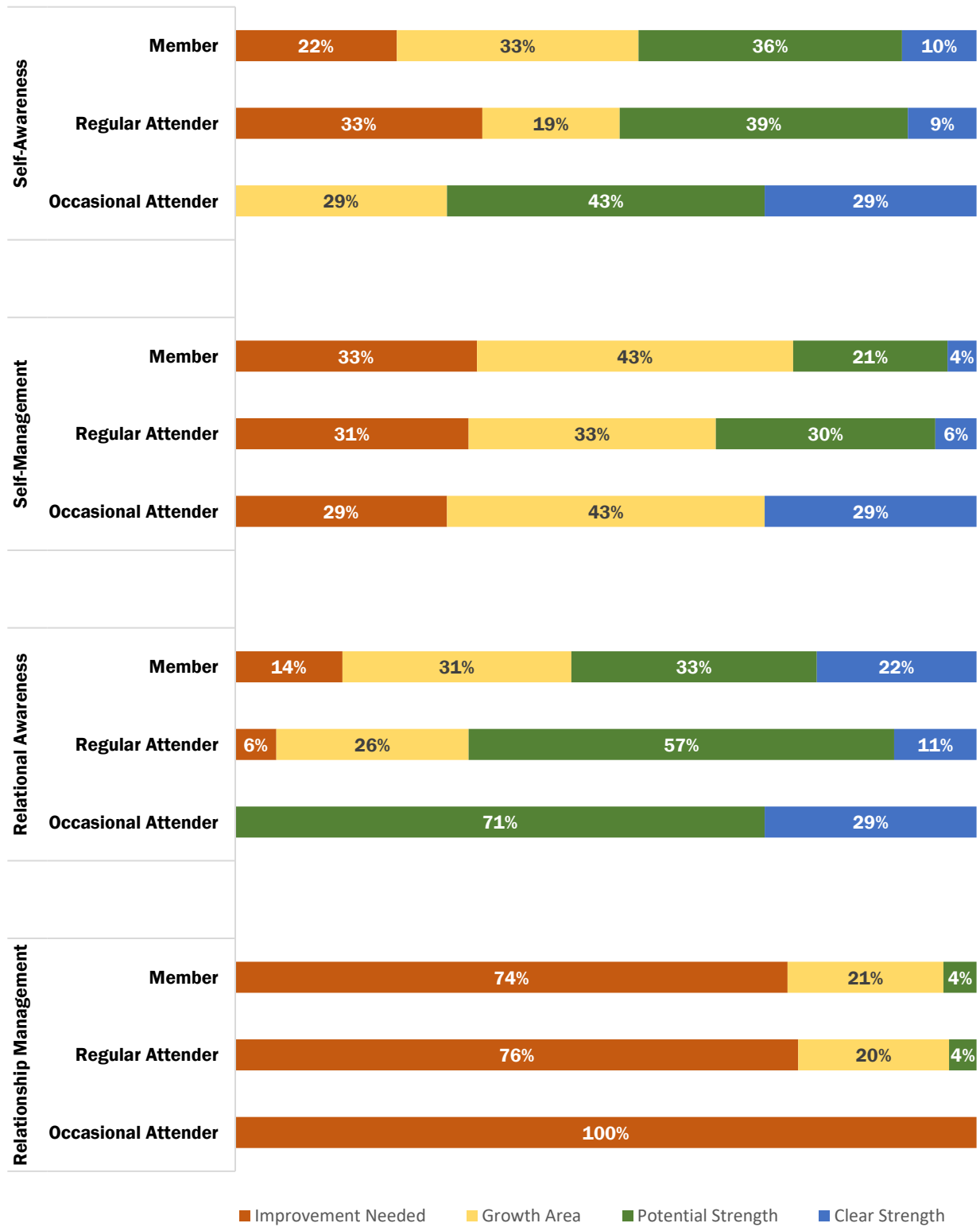


Community Issues & Diversity Summaries by Attendance Type



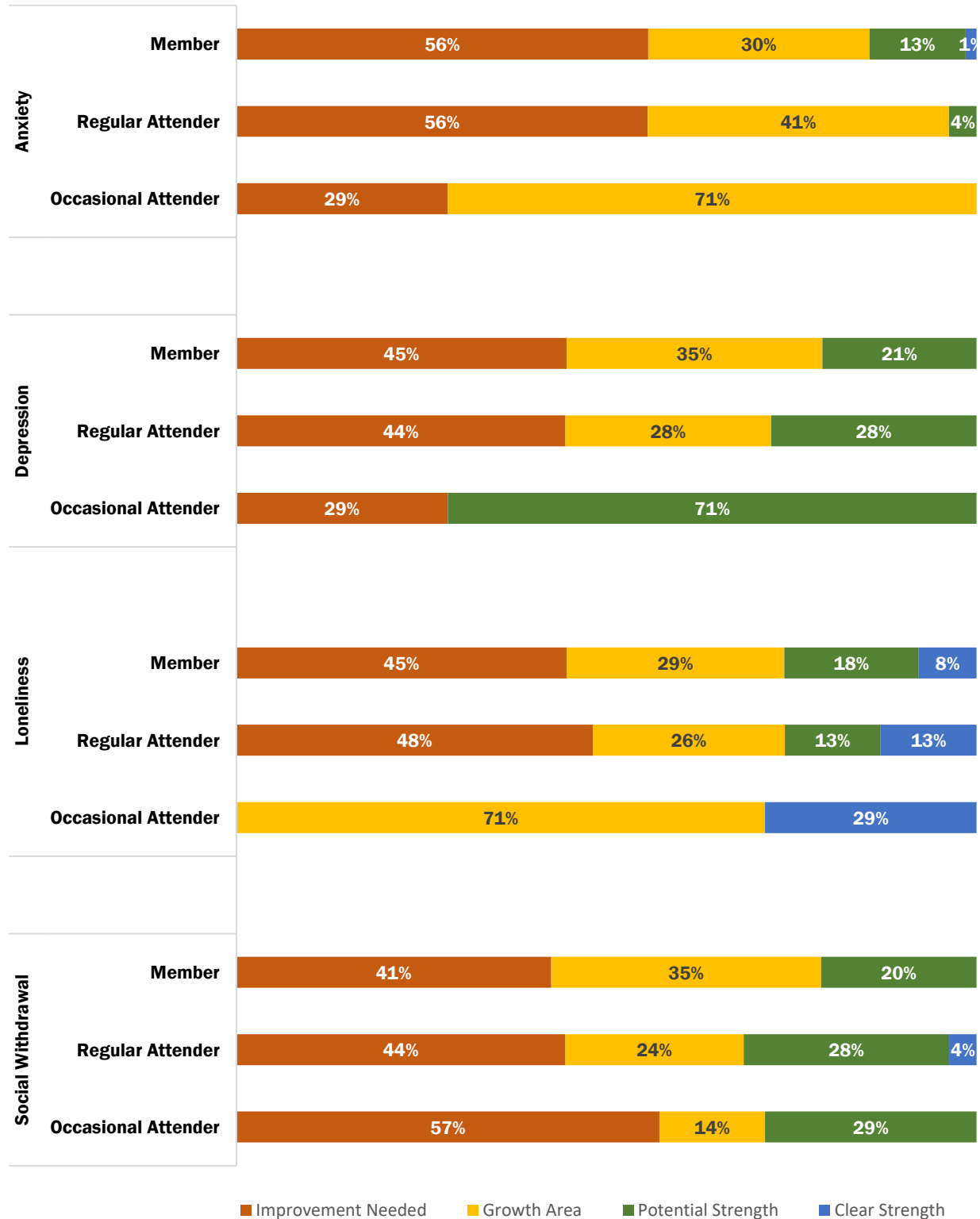
Emotional and Relational Intelligence Summaries by Attendance Type

Member	Regular Attender	Occasional Attender	Visitor
408	54	7	0



Health and Wellness Summaries by Attendance Type

Member	Regular Attender	Occasional Attender	Visitor
408	54	7	0





Church Relationships Assessment

Development of the CRA

Development of the CRA was started in the 1990s by Dr. Gary Oliver, with input and guidance from a group of professional consultants. The initial development involved a comprehensive literature review and thorough survey of existing instruments to determine if any of them fit the criteria of the CRA to assess relational, emotional and spiritual development in church congregations. Our team concluded that there was not an existing instrument that adequately met our criteria.

Based upon this initial research and with the help of outside consultants, the CHR team began to generate items based on our desire for an instrument that would assess spiritual, emotional, and relational competence and growth. After generating thousands of items, the first generation CRA was completed and given to several congregations for beta testing.

In 2015, the CHR team began an intensive re-evaluation of the existing CRA question items, with a special focus on the Emotional & Relational Intelligence Questionnaire (ERIQ). This process provided a shorter ERIQ core to the CRA but also expanded the areas included within the survey. Factor Analysis of the new ERIQ core verified that each sub-scale contained 5 items that loaded meaningfully on the factor. The end result is an CRA that provides a statistically significant report of students' knowledge, attitude and behaviors, particularly in their development of emotional and relational intelligence.

Additional improvements have been implemented through this process, including a new online-submission process. Participants who complete the CRA online are now provided a summary of their results so that they can directly and personally benefit from their participation in the process.

Our long-term plan is to develop a form available for participants to take online sometime after they take the initial assessment. This will provide us with a potentially invaluable longitudinal perspective. As we are able to assess the long-term impact of our programs, we will be able to improve what we are doing as well as find new ways to more effectively encourage and serve our alumni.

The Emotional & Relational Intelligence Questionnaire (ERIQ®)

The core of the *Church Relationships Assessment* is the 60-item *Emotional & Relational Intelligence Questionnaire (ERIQ®)*. This instrument measures individuals' perspectives about their own attitudes, beliefs and behaviors related to 12 core competencies of *Emotional and Relational Intelligence*, which are clustered into 4 categories, as shown below.

	Relational Awareness	Relationship Management
Relational Intelligence	<ul style="list-style-type: none"> • Empathy • Effective Listening 	<ul style="list-style-type: none"> • Forgiveness • Communication • Conflict Engagement • Conflict Management
	Self-Awareness	Self-Management
Emotional Intelligence	<ul style="list-style-type: none"> • Emotional Self-awareness • Accurate Self-Assessment • Self-Confidence 	<ul style="list-style-type: none"> • Emotional Self-control • Anger Management • Personal Responsibility

Development of *ERIQ* began in 2001, when *The Center for Healthy Relationships* collaborated with a group of professional consultants to develop a new measure of *Emotional and Relational Intelligence*. Early versions of *ERIQ* were included in the *Student Relationships Assessment*, a companion survey to the *CRA*, and data were collected initially from over seven hundred college students from various institutional members of the Council of Christian Colleges and Universities.

In 2015, the *CHR* team began an intensive re-evaluation of the existing *ERIQ* question items and subscales. This process provided a shorter *ERIQ* core, but also expanded the areas included in the survey. Factor analysis of the new *ERIQ* core verified that each sub-scale contained five items that meaningfully contributed to the measurement of the 12 competency constructs in the model. The end result is a measure of *Emotional and Relational Intelligence* that provides a statistically significant report of individuals' knowledge, attitudes and behaviors that contribute to their relational success.

Development of *ERIQ* is ongoing, as *CHR* continues to evaluate the measure to ensure its validity, reliability and meaningfulness for the populations we serve.

Participant Feedback Example

The following example represents the immediate feedback received at the end of the *Church Relationships Assessment*. Participants can choose to have a copy of this information emailed to them.

Your Personal ERI Results

The following table summarizes your scores on the different Emotional and Relational Intelligence (ERI) sections of this survey. You can use this information to recognize areas in your life where you are doing well in your relationships, and to identify areas in your life where you might want to invest time and energy to improve how you relate with others.

The percentage scores we've provided will help you understand which areas are strengths and which are areas for growth. The table below will help you understand what your percentage scores suggest.

90 to 100%	This is an area of clear strength
80 to 89%	This is an area of potential strength
70 to 79%	This is an area where you have room to grow
Below 70%	This is an area where improvement is needed

To Learn More about the areas listed below and how you can work to improve your score, we have a collection of [online resources available on our web site](#).

EMOTIONAL INTELLIGENCE

Self-Awareness

Emotional Self-Awareness:	93%
Accurate Self-Assessment:	85%
Self-Worth:	88%

Self-Management

Emotional Self-Control:	84%
Personal Responsibility:	98%
Anger Management:	82%

RELATIONAL COMPETENCE

Relational Awareness

Empathy:	78%
Listening:	84%

Relationship Management

Forgiveness:	100%
Conflict Engagement:	74%
Conflict Management:	76%
Communication:	80%

About The Center for Healthy Relationships

A relationship is like a pebble—when it hits the water, it creates a ripple that has an impact way beyond where it entered. We know, from our work and ongoing research, that the greatest sources of joy in life are healthy relationships, and that the greatest sources of frustration and pain are unhealthy relationships.

Since 1998, the Center for Healthy Relationships (CHR) has been encouraging and equipping individuals, couples and families to experience healthy relationships in their personal and professional lives.

LifeRelationships.com contains a wealth of unique information to empower you to have healthy relationships, including topical articles, questions and answers, and our current schedule of seminars and workshops.

Regardless of where you are in your important relationships know that you can enjoy stronger, healthier, more vital, vibrant and effective relationships—and we're here to help.

Vision

The CHR vision is a world where everyone is equipped for a lifetime of healthy relationships.

Mission

The CHR mission is to provide individuals, couples, families and organizations with practical and innovative resources that encourage and empower the growth of healthy relationships in personal and professional settings.

So what does CHR Actually do?

CHR serves individuals, couples and families, often through our relationships with colleges and universities, churches, community agencies and businesses. Our participants have included those who are wealthy and those who are living in poverty, those who are unemployed and those who manage small businesses and large corporations, those who are incarcerated and those recently released from prison.

Christian College and University Outreach

We work with intuitions to help them better understand and foster the spiritual, emotional and relational health of their students. These efforts include programs for developing Emotional & Relational Intelligence (ERI), and our *Spiritual, Emotional & Relational Assessment* (SERA) as well as coaching and consulting

Local Church & Parachurch Ministries

Our *ChurchStrong* initiative helps church leaders better serve their congregations. We assist church leaders in understanding the spiritual, emotional and relational health of their attendees through the *Church Relationship Assessment*. Our *Healthy Leaders – Healthy Churches* intensives for pastors and ministry leaders take them on four-day off-site retreats focused on their own emotional, relational and spiritual maturity.

Community Workshops

Our *RelationshipsMatter* project provides biblically-sound, research-based relationship education and enrichment programs to NW Arkansas residents. In addition to our public workshops, we also collaborate with social service and public agencies to meet the needs of their clientele. Program topics include Emotional & Relational Intelligence (ERI), parenting, marriage and dating, healthy anger, healthy conflict management, and more.