

A photograph of three women of diverse backgrounds smiling and holding a light blue mug together. The woman on the left has long brown hair and is wearing a white and black striped shirt. The woman in the middle has curly brown hair and is wearing a white shirt. The woman on the right has dark skin and curly hair, also wearing a white shirt. They are all looking down at the mug with joyful expressions. The background is bright and out of focus, suggesting an indoor setting with large windows.

# ORIENTATION TRAINING THE CHURCH CARES MINISTRY

## W O R K B O O K

I stand at the door and knock. If anyone hears my voice and opens the door, I will come in and eat with that person, and they with me. Rev 3:20

[THECHURCHCARES.COM/TRAIN](https://www.thechurchcares.com/train)

*Hi there*

# WELCOME TO THE ORIENTATION COURSE!

This workbook provides two things

1. A way to follow the video training for The Church Cares orientation. Active learning is important for retention of the important materials.

2. A resource for the future. As you begin your care ministry, you may want to return to some of the ideas you learned in this training. This workbook creates a way for you to do that.

Blessings

*Jim Jen*

## Let's Begin with A Prayer for your Care Ministry

Lord, I take a moment to reflect on Rev 3:20. "I stand at the door and knock. If anyone hears my voice and opens the door, I will come in and eat with that person, and they with me."

As we begin this ministry training, would you please give me opportunities to show true hospitality to others, and to do it generously, joyfully and without grumbling. Would you give me grace to embrace interruptions as gifts from You, and help me make space for others in my schedule, at my table, in my home and heart. Amen



# DR JIM & DR JEN



The Church Cares is an equipping ministry for Church Care ministries. The Doctors are both licensed psychologists, Endowed Professors at Regent University, and co-directors of the Charis Institute. They have multiple books and publications on church ministry and helping Christian families.



*LET'S DO IT!*





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*THIS WORKBOOK ACCOMPANIES THE TRAINING MATERIAL FOUND ON OUR WEBSITE*

[WWW.THECHURCHCARES.COM/TRAIN](http://WWW.THECHURCHCARES.COM/TRAIN)



# COURSE TIMELINE

This helps explain the timeline for your training day if you want to stay within the three hour orientation training timeline.

## Module 1: Premodule & Module 1 Orientation

5 minute welcome. Find your pair for skill rehearsal  
Two videos: 21:36 minutes. Should be 30 minutes at most.

## Module 2: Joining to Understand

10:45 Video  
3 minute pair activity to find your pair

## Module 3: Focusing the Conversation

9:47 Video  
5 minute pair activity.  
5 minute break.  
Should be one hour now.

## Module 4: Curiosity not opinion

6:05 Video  
5 minute pair activity

## Module 5: Boundaries

8:04 video  
No pair activity

## Module 6: Looping Content & Emotions

12:48 Video  
12 minute pair activity  
Take 10 minute break  
2 hour point now

## Module 7: Summarizing

6:06 Video  
15 minutes pair activity

## Module 8: Four H's moving forward

2 minute video and 8 minutes for program evaluation form found at [www.thechurchcares.com/feedback](http://www.thechurchcares.com/feedback)  
14:47 Video  
10 minute pair activity  
3-4 minutes of farewell

# Introduction



**What is one thing you are looking forward to as you begin this training?**

## WHAT MINISTRY ROLES MIGHT YOU APPLY THIS TRAINING ?

- |  |  |
|--|--|
| <input type="checkbox"/> <b>LEADING GROUPS</b><br>Improve my listening when leading church groups or classes                     | <input type="checkbox"/> <b>CHILDREN OR YOUTH</b><br>For any children or youth in your life, to increase a sense of being there for them |
| <input type="checkbox"/> <b>PRAYER MINISTRY</b><br>When I pray for people, to improve my ability to hear the story of their pain | <input type="checkbox"/> <b>EVANGELISM</b><br>When listening to those not (yet) following Jesus, to hear their story                     |
| <input type="checkbox"/> <b>LOVE MY NEIGHBOR</b><br>Show hospitality to those in my life through being present & listening well  | <input type="checkbox"/> <b>THE CHURCH CARES</b><br>Matching with someone through this ministry to care and support them                 |
| <input type="checkbox"/> <b>OTHER</b> _____  | <input type="checkbox"/> <b>OTHER</b> _____  |



# Helper Training Module 1



## THE DOCS:INTRODUCTION

The Purpose of The Church Cares

- We Hurt
- We Connect
- We \_\_\_\_\_
- We Care



## DEMONSTRATION

Listen closely to how Casey describes herself. Take a few notes on what you hear.



## JOINING ACTIVITY

Either as a whole-group or with your partner share your favorite book of the Bible and why.



## Module 2: Joining to Understand



### THE DOCS: JOINING TO UNDERSTAND

Seeing is a prelude to trust. To build trust we need to:

- Suspend \_\_\_\_\_
- Offer \_\_\_\_\_
- Use \_\_\_\_\_ words
- Invite the telling of the \_\_\_\_\_



### DEMONSTRATION

As you watch Casey and Jordan's discussion. What did you SEE?



### JOINING PARTNER ACTIVITY

Talk with your partner about what would you say in response if someone said to you "I don't want to be a bother" 5 minutes





## Module 3: Focusing The Conversation



### THE DOCS: NONVERBAL COMMUNICATION

To create connection with others, the 3 Vs and a B are

- V \_\_\_\_\_
- V \_\_\_\_\_
- V \_\_\_\_\_
- B \_\_\_\_\_



### DEMONSTRATION

As you watch Jordan's body posture. What did you see?



### NONVERBAL PARTNER ACTIVITY

Role play with your partner. Casey tell the story, add details. Helper (Jordan) does not speak. The helper practices the 3Vs and a B of non-verbal listening.

Take 1-2 minutes per person, just focusing on your non-verbal communication.



## Module 4: Curious Questions

I should not give my opinion, but listen with curiosity

I agree

### THE DOCS: CURIOUS QUESTIONS

How are \_\_\_\_\_?

\_\_\_\_\_ is happening?

Can you tell me \_\_\_\_\_ about that?

How did that \_\_\_\_\_ you?

How were you shaped by this \_\_\_\_\_?

Where does God show up in this story, or is

\_\_\_\_\_?

Can you see any \_\_\_\_\_ options for this situation?



### DEMONSTRATION

As you watch Jordan ask questions. Take notes on what you noticed. How did she demonstrate curiosity with questions?



### CURIOUS QUESTIONS PARTNER ACTIVITY

Together with your partner, consider what questions you might ask Casey in the role play? What are curious questions you could ask?

Write out some good questions here. Take 5 minutes.





## Module 5: Boundaries

### THE DOCS: PITFALLS DANGERS & SOLUTIONS



- Avoid being overly responsible. I am not responsible, I am \_\_\_\_\_ in my role in this ministry.
- I don't need to make sure my help-seeker makes it to \_\_\_\_\_ on Sunday, or make things happen for the person.
- You are joining with the \_\_\_\_\_ of another person.
- \_\_\_\_\_ is the ultimate caregiver.
- Limit your \_\_\_\_\_
- Humility: Not \_\_\_\_\_
- I should not be alone but bring any burdens or painful stories to \_\_\_\_\_

### Resources for emergency support

- Dial 988 for mental health emergency care 24-7
- 7cups app is available 24-7, more emergency numbers there
- See your church leader for local resources
- Put these numbers in your phone
- Loop back to your church leader if/when emergencies happen



## Module 6: Looping Content & Emotions

### The Docs: Looping Content and Emotions

Loop content: Take the idea of what they said, and looping it back to them in their own words to help them feel heard.

You are heard, understood, \_\_\_\_\_ and known

Loop emotion: Loop back the emotion.

Reflecting: Bouncing back the same idea of what they said

Paraphrasing: Using your own \_\_\_\_\_ to loop back the emotion.

Clarifying: I'm not sure if it's this or \_\_\_\_\_.

Emotions can be in \_\_\_\_\_ and have  
| \_\_\_\_\_

### Demonstration

As you watch Jordan's looping. Take notes on what you noticed. How did she loop in this clip?





**Looping Partner Activity:** Take turns looping content and emotions.

As the help-seeker Casey, make sure you pause frequently so your partner can practice looping.

When you hear an idea, reflect an idea.

Take about 5 minutes each and then swap roles (you might need to set a watch or timer. It's normal to feel like 5 mins was a long time).

After you finish, give your partner some feedback on what they are doing well, and how they could keep getting even better.

Total partner practice time: 12 minutes

# The Emotions Wheel



We encourage helpers to meditate on these scriptures, especially in any emotions you have less comfort.



## Module 7: Summarizing

### The Docs: Summarizing

Establish: Establish \_\_\_\_\_ in the conversation.

Alter: Alter the \_\_\_\_\_ of a conversation.

Bring: Bring closure and introduce a new  
\_\_\_\_\_.



### How to summarize

1. Think back over the last 15 minutes of what they have been talking about, or over the whole time.
2. Summarize the main ideas.
3. Ask “Did I get it?”
4. Transition to a new topic, or finish the meeting with prayer.

It’s good to be \_\_\_\_\_. Being wrong actually brings out the clarification of what is most important.



## Demonstration

As you watch Jordan's summarizing. Take notes on what you noticed. How did she summarize well in this clip?



**Summarizing Partner Activity:** Take turns using all of the skills you have learned so far, and then giving a summary.

1. Use good non-verbal and body language.
2. Verbal tracking- listening
3. Curiosity with good questions, not advice
4. Loop content & emotions  
AND
5. Summarize for a gracious transition or close of conversation.

Set a timer for 5-6 minutes and just listen well, doing all the skills, 1, 2, 3 & 4 above

Then try #5, summarize as though ending the meeting

Swap roles and Give feedback to each other

Total partner practice time: 15 minutes



# One more module left: How has this been?

Have you enjoyed the training so far?

As we head into the final module, please take a few minutes to pull out your phone or tablet and complete our program evaluation of this training that you will find here.

We are a University-based training program and REALLY listen to you and revise our trainings based on feedback.

Go to

[www.thechurchcares.com/feedback](http://www.thechurchcares.com/feedback)





## Module 8: Connection to Direction

### The Docs: Connection to Direction

Sometimes we can do something and sometimes we have to \_\_\_\_\_ on the Lord and pray.

**Hear the Story.** Push away or \_\_\_\_\_ towards.

**Hope.** Our hope is in \_\_\_\_\_. It's okay to lament and cry. \_\_\_\_\_ did. God will not leave us alone.

Question: What is it that God is asking you to do next?  
(hint: It may be waiting, or it may be action)

**Hindrance.** The Limitations and realities of choices we have. Choices make our lives \_\_\_\_\_ and bring stress. What are hindrances that can't be moved, and what can be moved?

**Highway.** An elevated path. Courage is not merely telling them to have courage. Courage is instilled by invoking the presence of God, the \_\_\_\_\_ way.





### **Make a Plan and Pray Partner Activity:**

Think through the 4 H's in the role play scenario of Casey and Jordan

Work through the worksheet on the next page together. How would you fill in the worksheet with the Casey & Jordan scenario. Or if you are feeling comfortable you can use something from your own personal lives.

Total partner practice time: 10 minutes

Make a Plan & Pray (for meeting #3 or when time to plan)

Hear their story still: What is the concern?

Hope: What has to wait and what can be changed?

Resources: spiritual, personal, church, community, family, friends

Pray for God's plan: before, during, & after

Create a plan for the coming weeks/months

Hindrances: Discuss them

HIGHway: Where is God in this plan? Prayer

# PLAN & PRAY



THE CHURCH CARES

DATE: \_\_\_\_\_

## HEAR THE CONCERN

What is the concern?  
Be clear, specific

## HOPE

What can change, and  
what waits on God?  
What resources? spiritual,  
personal, church, family,  
city, friends, etc.

## HINDRANCES

What will make this  
difficult? Plans to respond  
to hindrances?

## HIGHWAY

Where is God in this plan?  
Pray over it

# I ' M T R A I N E D N O W W H A T ?

Congratulations on finishing  
The Church Cares orientation training!

Most new helpers find that continuing with their partner, or someone else in their church or ministry to do some listening to each other about real life issues is a good first step in the ministry. You can help each other with the skills and share together.

Then the coordinator of The Church Cares Ministry at your church will engage you in the ministry.

Two resources for you

[thechurchcares.com](http://thechurchcares.com) has helper resources in a variety of life issues you may face in your help ministry

[7cups.com/thechurchcares/](https://7cups.com/thechurchcares/) is an app for helpers and help-seekers available 24-7 to provide and receive help



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