



## Care Minister Training





This Training Manual belongs to

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## *Welcome!*

Thanks for taking this next step and being a part of the Care Minister Training! I am very excited about what God is doing among the people of College Wesleyan Church! God is stirring in people's hearts and moving them to places of ministry that is building up The Body of Christ!

As a Care Minister, you will be an integral part of the Care Ministries at College Wesleyan Church. Through your presence, sharing prayer, scripture, visits, and encouragement in various settings, to the CWC congregation, you will provide spiritual support to those in need during certain seasons of life.

What a journey this will be for all of us! You may feel inadequate, or fully prepared. You may feel hesitant about this step or ready to get moving. Wherever you are in this journey, give it to the Lord. He will guide and direct and inform your next steps.

The goal over these next few hours is to give you a few tools and resources that will help you as a Care Minister here at College Wesleyan Church. We want you to feel more confident than you already are. We want you to feel supported and encouraged in this opportunity. We want you to grow more in the Lord, as you care and support those around you.

Let's get started!

Alex Mandura  
*Pastor of Care Ministries*  
*College Wesleyan Church*

## *Schedule of Day*

8:45 – 9:00	Grab your packet and some refreshments
9:00 – 9:20	Session #1 – Care Ministries at College Wesleyan Church
9:20 – 10:40	Session #2 – Developing Care Skills (1)
Break	
10:50 – 11:30	Session #3 – Developing Care Skills (2)
11:40 – 12:00	Panel Discussion
Lunch	
12:15 – 12:45	Session #4 – Developing Care Skills (3)
12:45 – 1:15	Session #5 – Where do we go from here?

# Session # 1

## Care Ministries at College Wesleyan Church

*Why do we care?*

*Ezekiel 34:11-16*

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*Sheep to Shepherd<sup>1</sup> (Galatians 6:2)*

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*Fault Lines<sup>2</sup>*

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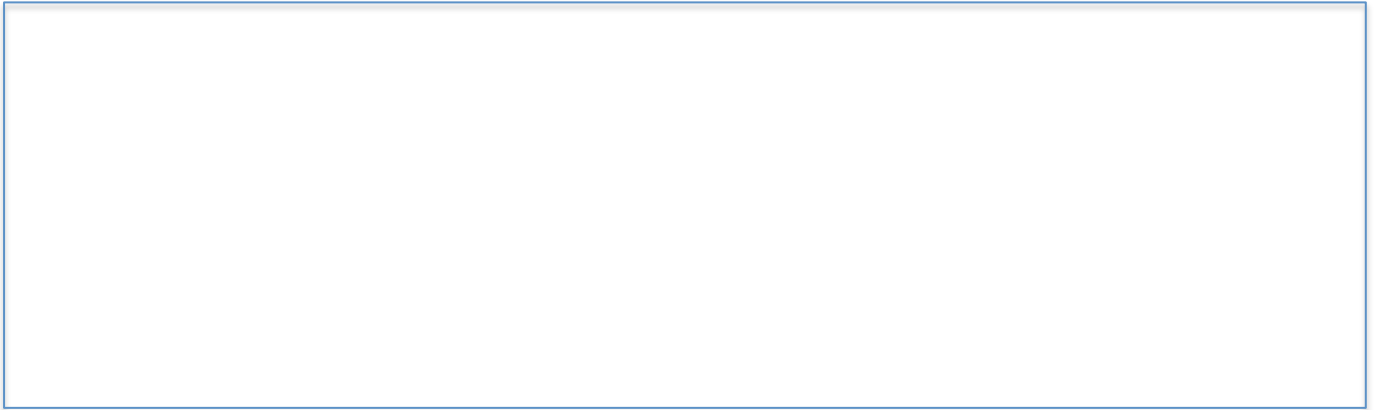
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<sup>1</sup> Sheep to Shepherd is one of the shifts that DeNeff and Drury describe in the book *Soul Shift*.

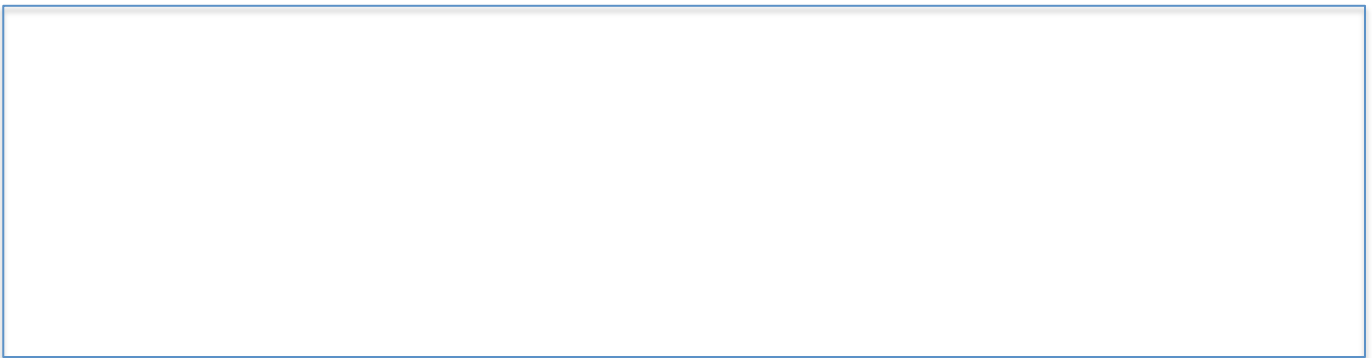
<sup>2</sup> This is the title of the book Steve DeNeff wrote describing key moments in a person's life that are critical for spiritual growth.

*“Care is the embodiment of the redemptive work, of the proclaimed Word of God, through the active members of the Body of Christ, for the purpose of whole life transformation to those cared for.”*

### *Holy Week Care<sup>3</sup>*



*What does it look like here at CWC?*



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<sup>3</sup> Thomas Oden's book, *Pastoral Theology-Essentials of Ministry* (1983), influenced this model and thinking about Care.

*Care Network Ministry roles*

Care Ministers: \_\_\_\_\_

Homebound/Shut-In Care: \_\_\_\_\_

Communion to Homebound/Shut In: \_\_\_\_\_

Prayer Team : \_\_\_\_\_

Card Ministry: \_\_\_\_\_

Pastoral Team: \_\_\_\_\_

Soul Coaches: \_\_\_\_\_

Funeral Care Team: \_\_\_\_\_

*As Care Ministers you are partners in the Care Ministry. Because of your work, you will strengthen and enhance the care that is happening in CWC through the different means!*

## Session #2

### *Developing Care Skills (1)*

*Let's talk about what you personally bring to being a Care Minister. Remember, in that who you are, God has and can use you to participate in the caring ministries to those who are part of CWC.*

### *Being a Care Minister*

**STRENGTHS:** *In the spaces BELOW, list some of the strengths and gifts in your life that you feel will aid in you being a care minister*

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_



**ITEMS OF CONCERN:** *In the spaces BELOW, list some of the items of concern you have about being a care minister*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**EXPECTATIONS FROM PEOPLE:** *In the spaces BELOW, list some of the expectations you believe the people have from a care minister.*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

*NOW, think of a time when you received care in an extraordinary way. Think about the situation, and the people who were involved... do you have one? Great! Now ...*

**QUALITIES OF CARE STORY:** *In the spaces BELOW, list some of the qualities and characteristics the people showed you during that time.*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

*Now... take a few minutes and talk through the previous exercises with the people around your table.*

*What are some of the strengths people listed?*

*What are some of the areas of concern people shared?*

*What are some of the perceived expectations your group corporately shares?*

*What are some of the qualities/characteristics from people who have shown you care in the past? What are some qualities you want to emulate?*

### *Qualities of a Care Minister<sup>4</sup>*

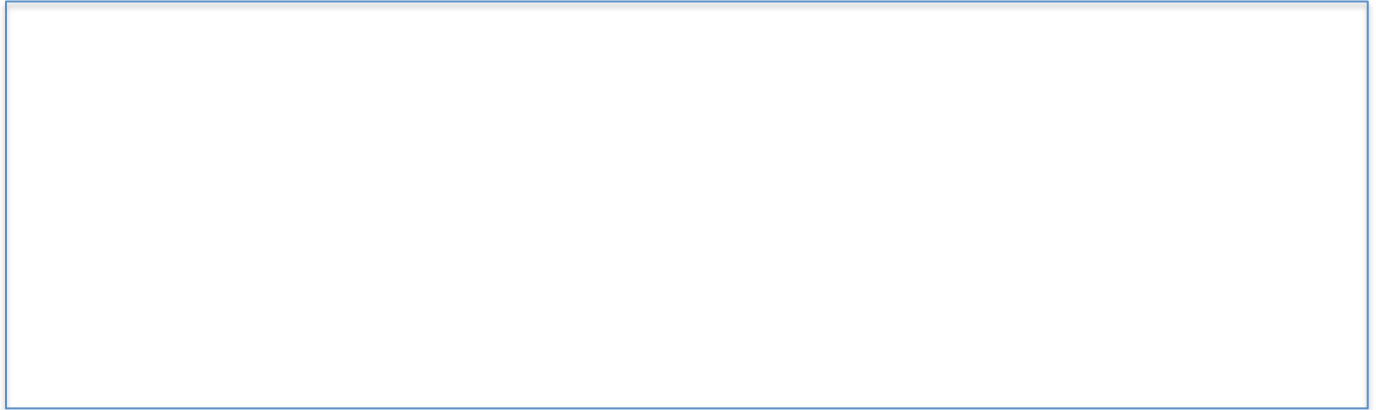
- Possess a deep and genuine love for people
- Trustworthy and capable of trusting
- Spiritually and psychologically mature
- Genuine and honest
- Experiential knowledge of God's grace
- Faith that light will overcome darkness
- Wisdom and Humility
- Patient
- Compassionate
- Discerning
- Good Listener

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<sup>4</sup> The first seven characteristics come from David Benner's book, *Care of Souls*, pgs. 207-211

*In reference to this list...*

- What's on there that you weren't expecting?
- What else should be on there?
- What are some qualities that match with up with who you are?



*The goal of today is to give you some of the tools you will need to either strengthen areas that already exist in you, or areas that you believe you need to grow in!*

***Lets keep going!!!***

*In his book, The Shepherd Leader, Timothy Witmer talks about 4 qualities that allow a person to shepherd well. He says you need to "Know – Feed – Protect - Lead."<sup>5</sup> Over these next few sections we are going to acquire some hints so that, as Care Ministers, we can provide good care for the people we will encounter.*

## *Developing People Skills*

Howard Stone's Hints<sup>6</sup>

Show "I Care"

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<sup>5</sup> Timothy Witmer, *The Shepherd Leader – Achieving Effective Shepherding in Your Church* (2010)

<sup>6</sup> Howard Stone in his book, *The Caring Church* (1991) outlines tangible ways that people can develop practical people skills to help with the care and interaction. These are 4 hints on pages 53-55, Howard suggests in his book and training helps.

Good Body Posture

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Use Appropriate Touch

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Maintain Eye Contact

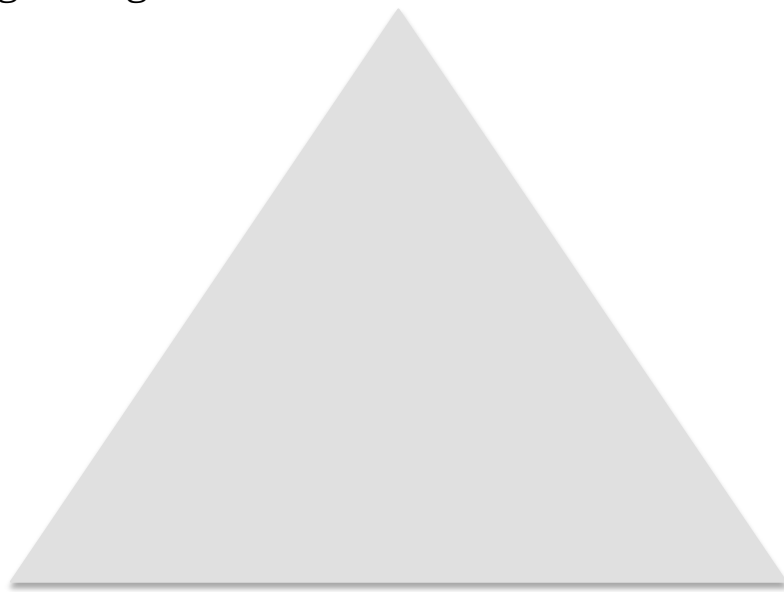
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### *Developing Listening Skills*

Listening Triangle<sup>7</sup>



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<sup>7</sup> I learned this "Listening Triangle" concept from Judy Crossman while she and I were on staff together at College Wesleyan Church (2011 - 2016).

## Howard Stone's Hints<sup>8</sup>

Be Patient

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Listen for themes

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Ask open-ended questions

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Avoid evaluating

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Don't Interpret

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Avoid Arguing

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Don't reverse therapy

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<sup>8</sup> Howard Stone in his book, *The Caring Church* (1991) outlines tangible ways that people can develop practical listening skills to help with the care and interaction. These are 8 hints on pages 57-66, Howard suggests in his book and training helps.

Check out what you are hearing

Let's put this into practice!!!!

Debrief about this experience...

- What was awkward?
- How do you feel you did?
- What was your overall impression to this care exercise with another person?
- What emotions were stirred inside of you?

- Write down some questions or observations you may have

*Take a look at the next page and read through some hints and tips that Mel Silberman shares in his book, People Smart (2000). You may find some helpful practices with areas that you are concerned about in your care practices.*

**Take a break! Grab some refreshments... use the restroom... stretch your legs!**

## Mel Silberman's Hints and Tips<sup>9</sup>

**Struggle: It's hard to pay attention because you're eager to talk yourself**

*Tip: Practice being fully present and not have an answer ready.*

**Struggle: You know exactly what the person is going to say. You could finish their sentence.**

*Tip: Interruptions only produce frustration. Validate the person by listening to them.*

**Struggle: You have a short attention span**

*Tip: Pretend that you have to take a test on what the person is going to say.*

**Struggle: You have a strong need to give advice**

*Tip: Ask yourself how you would feel if you were given unsolicited advice*

**Struggle: The person goes on and on, or keeps repeating themselves**

*Tip: Ask pointed questions "What is most important?" Listen for feelings*

**Struggle: You have a hard time understanding people who are different from you.**

*Tip: Make an extra effort to listen. Put aside your assumptions and get them to state what is purpose.*

**Struggle: You disagree with what the person is saying and you don't want to convey acceptance.**

*Tip: Understanding does not equal agreement. Separate the two and watch wording.*

**Struggle: You get mad when the other person starts saying negative things about somebody**

*Tip: Breathe. Listen. Breathe.*

**Struggle: The other person takes advantage and monopolizes the conversation**

*Tip: Change the subject when it is your time to speak.*

**Struggle: The other person doesn't make sense.**

*Tip: Probe for understanding, ask clarifying questions*

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<sup>9</sup> This list comes from the book, *People Smart* (2000), by Mel Silberman. The original list and more expanded descriptions can be found on pages 47-50



## Session #3

### *Developing Care Skills (2)*

*Here are a few more hints for being present in care situations*

*Purpose of Visit*

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*Boundaries/Touch*

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*The “3 Thank You” Rule*

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*Keep it Confidential!!!*

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*When we care... we enter the situation people are in and have invited us to be with them...*  
*Romans 12:5 “Rejoice with those rejoice; mourn with those who mourn”*

*Let’s talk a little about some hints and tips regarding the environments in which you will  
serve as a Care Minister.*

## *Practical Situation Hints and Tips*

### *Hospital Care*

- Wear your ID
- Check in with the Information Desk
- Sanitize your hands
- Check in with the Nurse station
- Don't interfere with Hospital Work
- Keep your visit on purpose
- Report back/update
- Leave a note!
- Sanitize your hands (again)
- Appropriate touch (Ask!) (Hold hand)
- Stand/sit easy place for them to see you.

### *Homebound Care*

- Check in with Information Desk
- Sanitize your hands
- Ask them to share stories
- Talk about their relationship with God
- Leave a note!

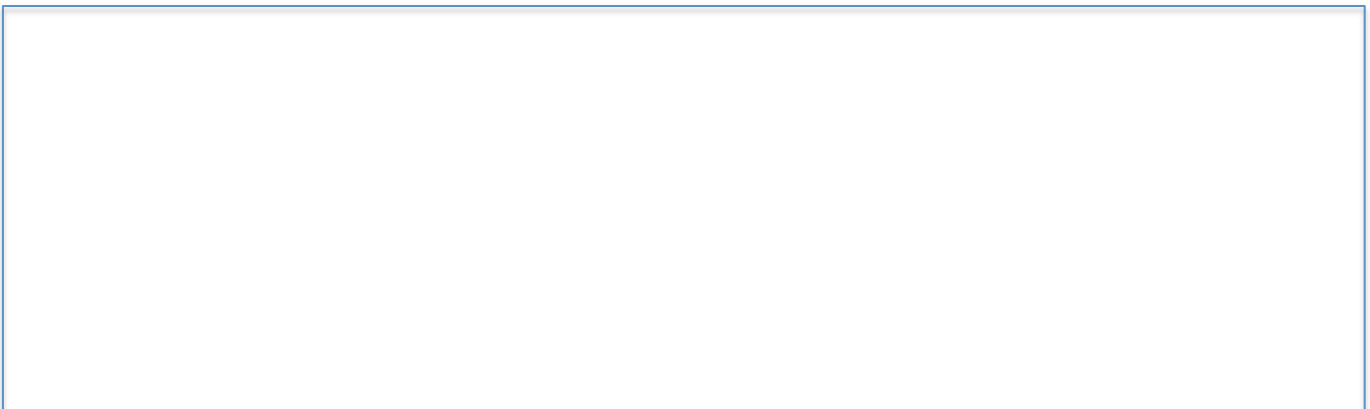
### *Funeral Care*

- Body posture of empathy/compassion
- In writing cards, share scripture and a prayer for them

### *Sunday Care*

- Come early
- Pray before service
- Available to pray at end of service
- Look for people

*Panel Discussion:* What did you hear? What do you want to know from this group?



**Time for a break! Grab some lunch!... Use the restroom... stretch your legs! We are going to do the next session while eating!**

## Session #4

### *Developing Care Skills (3)*

*What sustenance do we give people as we are caring for them? Yes, we give them our presence, but what else can we share with them?*

#### *Sharing Scripture*

- Spend time in prayer
- Discern what scripture verse may be appropriate.
- Remember that God's Word feeds the soul.

Philippians 4:13

*"I can do all this through him who gives me strength."*

Psalms 33:20

*"We wait in hope for the Lord; he is our help and our shield."*

Philippians 1:6

*"Being confident of this, that he who began a good work in you will carry it on to completion until the day of Christ Jesus."*

Isaiah 40:31

*"But those who hope in the Lord will renew their strength. They will soar on wings like eagles; they will run and not grow weary, they will walk and not be faint."*

Psalms 121:1-2

*"I lift up my eyes to the mountains where does my help come from; My help comes from the Lord, the Maker of heaven and earth."*

1 Peter 5:7

*"Cast all your anxiety on him because he cares for you."*

Isaiah 41:10

*"So do not fear, for I am with you; do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand."*

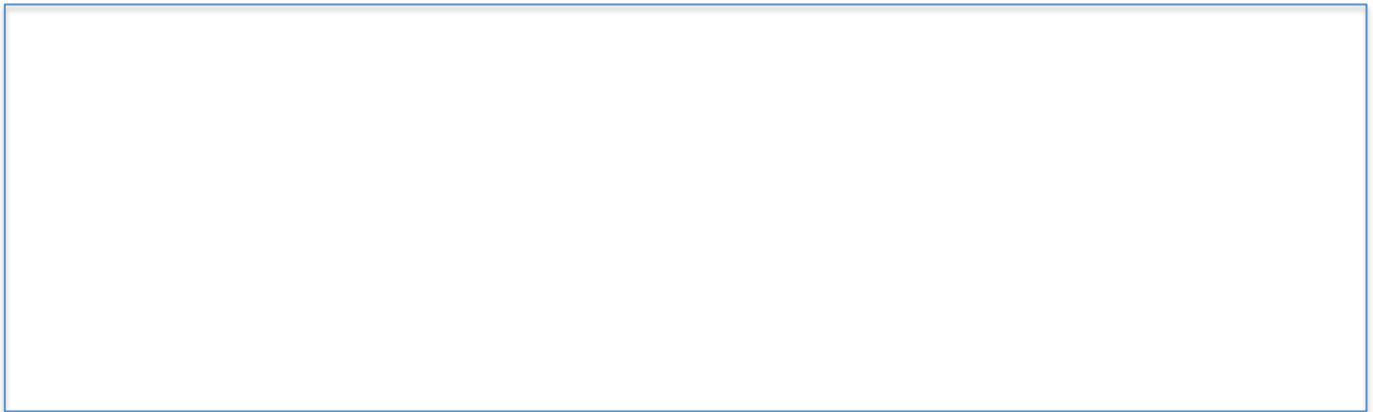
Proverbs 3:5-6

*"Trust in the Lord with all your heart and lean not on your own understanding; in all your ways submit to him, and he will make your paths straight."*

Deuteronomy 31:6

*"Be strong and courageous. Do not be afraid or terrified because of them, for the Lord your God goes with you; he will never leave you nor forsake you."*

*What Scripture passages would you add to this list?*



*Encouraging Words*

- Don't share platitudes!<sup>10</sup>
- Be careful and not use trite and empty words. People need to hear empathy
- Share words of hope, not judgment
- Share words of trust, not dismay
- Share words of love, not hate
- Share words of faith

*Praying with people*

- Be yourself.
- Intercede on their behalf
- Pray by name.
- Ask them how you can pray

*What is God showing you during this time?*

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<sup>10</sup> Howard Stone makes this observation in *The Caring Church* (1991), pg. 62

## *Session #5*

### *Where do we go from here?*

#### *Housekeeping Details*

##### *Care Minister Job Description:*

- As a Care Minister, you will be an integral part of the Care Ministries at College Wesleyan Church. Through your presence, sharing prayer, scripture, visits, and encouragement in various settings, to the CWC congregation, you will provide spiritual support to those in need during certain seasons of life.
- As a Care Minister you will be part of an “on call” rotation of people (3 Care Ministers each week). Depending on the number of committed Care Ministers, you will be “on call” 1x approximately every 2 – 3 months... for a total of 4 – 6 weeks per year.
- In the beginning of your week you will be given care opportunities to participate in, which may include, but not be limited to:
  - Hospital Visitation
  - Pre or Post Surgery Visit
  - Shut In/Homebound Visitation
  - Care Presence during a Funeral
  - Writing Cards
  - Praying with/for people on Sunday Morning
- It is understood that 95% of your care will be scheduled. About 5% time you could be invited to participate in an unscheduled opportunity, that you have full permission to say no to.

##### *Prayer Service*

On Sunday October 16, 2016, during all 3 worship services we will pray over all of you and send you out as our Care Ministers to the College Wesleyan Church Body. We would truly like to have you part of all 3 services, so that the entire Body can see who our Care Ministers are.

##### *Note Cards*

On the Sunday before your week, you may stop into the Church Office and pick up a stack of Note Cards, stamps or materials that you will need for your visits.

##### *ID*

Be sure to wear your College Wesleyan Church Care Minister ID when visiting and caring for people.

##### *Communication*

Please be sure to utilize the communication form that we will have in place for communicating care updates of the people you cared for during the week.

## *Commitment Page*

### *What will we give you...*

#### *Communication*

- We give you tools to communicate and for us to communicate with you about the care that is happening at CWC.

#### *Encouragement*

- Each month you will receive encouragement devotionals, aimed towards your edification as a Care Minister.

#### *Resources*

- We will give you further resources, helps and tools to continue in your growth as a Care Minister

#### *Time*

- You have access to me so that I can better serve you, equip, train, debrief, give you resources you need to provide care for the people.

#### *Proper Notification*

- 95% of the care you will be asked to assist will be scheduled. 5% will be more of response, that you have permission to say no to.

#### *End Date*

- At the end of this year, you have the permission to step out of this ministry if its not a good match for you.

### *What will you give CWC...*

#### *Time Commitment*

- Commit to the this for one year

#### *Debrief about Care situations*

- Share adequate information that will inform the care people receive

#### *Care to the CWC Body*

- Build up the Body of Christ through your presence, care and compassion to others

#### *Feedback*

- Provide feedback and ways to improve our Care Ministry to the people of CWC.

*Well Done!*  
*You have completed the Care Minister Training*

*Thanks for leading people “Beside Still Waters”*

## *Works Cited and Referenced*

- Benner, D. G. (1998). *Care of Souls - Revisioning Christian Nurture and Counsel*. Grand Rapids, Michigan, USA: Baker Books.
- DeNeff, S. (2014). *Fault Lines*. Indianapolis: Wesleyan Publishing House.
- DeNeff, S., & Drury, D. (2011). *Soul Shift*. Indianapolis: Wesleyan Publishing House.
- Oden, T. C. (1983). *Pastoral Theology - Essentials of Ministry*. San Francisco, California, USA: Harper Collins Publishers.
- Silberman, M. (2000). *People Smart - Developing Your Interpersonal Intelligence*. San Francisco, California, USA: Berrett-Koehler Publishers.
- Stone, H. W. (1991). *The Caring Church - A Guide for Lay Pastoral Care*. Minneapolis, Minnesota, USA: Fortress Press.
- Witmer, T. Z. (2010). *The Shepherd Leader - Achieving Effective Shepherding in Your Church*. Phillipsburg, New Jersey, USA: P & R Publishing.





## Notes Page

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