

CARE CALLER HANDBOOK

KING OF KINGS LUTHERAN CHURCH
47500 SCHOENHERR ROAD
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GOALS OF THE CARE CALLER MINISTRY

To give every member of the congregation a **sense of belonging** and assurance of our **loving concern** for them and their families.

To help the members of King of Kings **to be the caring body of Christ** so that we remain a warm and caring congregation so that each member sees the importance of caring for each other as co-workers in the body of Christ.

To aid all members in their faith walk with our Lord. **Provide**

support to those who are in need and rejoice with those who are rejoicing. As you talk with those entrusted to your care, pray with those who have prayer concerns. Bring them before the Lord's throne of grace. Care Callers have no hidden agenda. They simply want to share God's love with their brothers and sisters in Christ.

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WHAT IS EXPECTED OF CARE CALLERS? - WE EXPECT YOU TO:

Pray about King of Kings and the members entrusted to your care in particular.

From the church on a weekly basis, make personal contact with the families entrusted to your care. Care Callers will work together and agree on a week night evening for calling. All members entrusted to your care should be contacted once every six to eight weeks and when special needs arise (illness, hospitalization, death, divorce, birth of a child, etc.). This contact may be in person or over the phone, and as a last resort, in writing. Rejoice with those who are rejoicing and bring care to those who are in need. Make yourself available to people who may need to call someone. When the church office becomes aware of someone with a special need such as a death, illness, or hospitalization, who is entrusted to your care; we will inform you.

Search out those entrusted to your care in church Sunday morning and greet them. Help them to feel comfortable and cared for.

Respect confidentiality in your ministry. You are not expected to give answers, but to show concern. Assure them that the pastor is readily available and encourage them to call the pastor if needed. There will be times that someone will share something with you that the pastor or someone on the staff should know. Be sure to ask permission from the person to call before you do so. ("Is it all right if I let the pastor know about. . . ?")

Make yourself available to the other Care Callers for ongoing support and training. Attend meetings as required. Share your experiences and insight with them. Bring any feedback you have about improving the Care Caller Ministry to these meetings.

Serve for at least one year. At the end of a year, you may be invited to continue as a Care Caller. In order to begin to build effective relationships, it is our hope that Care Callers will continue to serve for longer periods.

CHARACTERISTICS OF A CARE CALLER:

Has a growing relationship with Jesus Christ as Lord of your life with a commitment to strengthening your walk through prayer, bible study, worship, fellowship and service to God.

Be filled with a spirit of love toward others and learning to see and accept people as our Lord saw and accepted them, sensitive to the differences in background and personalities of others.

Be able to listen well and keep confidential matters strictly confidential, committed to a life of service, one who is a self starter with an ability to follow through and be held accountable.

CARE CALLERS CAN EXPECT:

Initial training, resources, and help from the church staff and the Care Caller Coordinator.

Ongoing support from other Care Callers during your calling times and at periodic meetings to share ideas and to receive ongoing training.

Support and caring from the Care Caller Coordinator. In your ministry as a Care Caller, you can also expect the support of the church staff and some support from those entrusted to your care.

CARE CALLERS are not expected to do counseling or know all the answers. They are not expected to be perfect. They expect nothing in return from those they care for. They can expect to be blessed by God in this ministry.

BIBLICAL & THEOLOGICAL FOUNDATIONS OF THE CARE CALLER MINISTRY

UNCARING CHURCHES

All churches want to be caring churches. They often fail to adequately care for all of their members because their caring is built on the shoulders of one person. Most churches plateau and eventually decline because of the inability of the pastor to care for an ever-growing circle of people. Some people simply leave a larger church and seek a smaller, more caring church. Perhaps a better course would be for the larger church to continue to be as caring as a small, family-size church.

Some churches try to remedy the problem with more staff, which works to a limited extent, but it still fails to recreate the biblical model. Many churches do well at bringing people in the front door, but lose nearly as many out the back door. These back door losses are tragic for three reasons. First, because they are preventable. Second, because the church can lose the person permanently. When they are not cared for, they tend to generalize their learning and conclude that all churches are incapable of caring. Third, and perhaps the most important, because the person loses the church, all too often they lose their faith and relationship with God.

THE FAITHFUL FEW

Most churches have a small core of 10-20% of the people who do much of the work. We often see our main role as assisting the pastor in running the church. We tend to be most comfortable doing things how we have done them before and doing them with the same people we have worked with before. People resist enlisting newcomers, because that brings change. The core of leaders perpetuates the activities of the past. They regard a ministry as successful if it does the same or slightly more than before. Leaders involve a small proportion of the people in active ministry roles. In many cases, people feel poorly cared for and eventually leave the church, feeling no one cares. Worst of all, many have come to believe that the church is truly incapable of meeting their deepest needs or really helping them in daily life or making a significant difference in the world in which we live.

WHO ARE THE MINISTERS?

Through the centuries, the Clergy have become professional "care givers" and the members have become "recipients" of that care giving. Few members see themselves as ministers. Most see themselves as participants, or worse yet, as spectators. People are not caring for people. The New Testament contains over fifty instructions of how we are to care for one another and minister to one another. We are called to comfort, encourage, build up, stimulate, pray for, care for, admonish, serve, edify, accept and love one

another. We are called to bear one another's burdens. In contrast, there are just a handful of verses about the role of who we now know as the clergy. Most of those verses have to do with oversight of the ministry or the "Sunday morning" ministry activities, like preaching. Yet the modern church expects that the pastor should do the counseling, make the hospital visit and be there in time of need. This distorts the biblical model of the people caring for the people and substitutes a clergy-centered model. The role of the pastor in St. Paul's letter to the Ephesians charges the pastor with the job of equipping the saints (people) for the work of ministry, not personally doing all ministry.

THE BIBLICAL MODEL - OLD TESTAMENT

In Exodus 18, Moses becomes overwhelmed with the task of caring for the people. His father-in-law gives his son-in-law some advice that has come to be known as the "Jethro Principle". Moses received the law from God and knew it well. He had the responsibility of helping people with their problems. As the people grew in numbers and were together over a longer period of time, more problems arose. Moses had to personally minister to an ever-growing "church". It soon became impossible. Jethro suggested that he choose and train others to assist him in the work. A multi-layered system was instituted with leaders over groups of 100, 50, and 10. Most people could be cared for in their group of ten. What could not be handled in the group of 10, would go to the leader of the 50, and so on. People were more involved and more caring. They felt more accountability and lived more responsibly than they had in the past. The people of God were living together as the people of God. Small Groups had been born - they were to be a way of life for the people of God.

BIBLICAL & THEOLOGICAL FOUNDATIONS OF THE CARE CALLER MINISTRY

(continued)

THE BIBLICAL MODEL - NEW TESTAMENT

In the book of Acts of the New Testament, a similar model is established in the early church. In Acts 2 people met with each other in people's homes to share God's love and support one another as they do in our Small Group Ministry. This is the best portrait of what the church is about - people caring for people. Along side of the Small Group Ministry, the Care Caller Ministry enables the church to reach those people with God's love and care. Care Callers can be the focus for encouragement, support, and caring.

START UP OF CARE CALLER MINISTRY AT KING OF KINGS

The Care Caller Ministry at King of Kings was conceived in the Fall of 1992 as part of a look at ways for the congregation to remain warm and caring. The Care Caller Ministry was originally called *Shepherding* and was built on some research into various Shepherding Programs and Small Group ministries. Materials were gathered from several congregations, including Lutheran Church of the Master in Troy, St. Michael Lutheran Church in Canton, Trinity Lutheran Church in Ann Arbor and Antioch Lutheran Church in Farmington Hills. Resources were also reviewed from Lyman Coleman's Serendipity Small Group materials; Pastor Dale Galloway and New Hope Community Church in Portland, Oregon; Pastor Dan Poffenberger and Zion Lutheran Church in Anoka, Minnesota; Pastor Mike Fish and Light of Christ Lutheran Church in Algonquin, Illinois; and the new Stephens Ministries Small Group Ministry System.

Initial emphasis was on the formation of our first Small Group. In the summer of 1993, as the next generation of four small groups were launched, it was decided that the time had come for the start up of the *shepherding* program. All members of the congregation not in a Small Group would be assigned to a *Shepherd* (8-12 per shepherd) in the Fall of 1993. *Shepherds* were recruited by staff and leaders from what is now our Welcoming Ministry Team. They were originally trained in September, 1993. Initial training included a review of program goals and expectations of *shepherds*. Some basic listening and phone skills were also taught.

THE DIRECTION OF OUR ON-GOING CARE CALLER MINISTRY

Each fall, members are encouraged to become part of a Small Group. Our long-range goal is to have as many members as possible in a Small Group. The Care Caller Ministry stands along side the Small Group to extend the caring ministry of the congregation. As each new member class is received, their names will be assigned to a Care Caller. If difficulties arise between a member and their caller, someone may be reassigned to a new Care Caller. The goal is

that every member knows we care for them.

Over time, we found that the word *shepherd* did not communicate what we hoped it communicated. Several leaders attended a workshop in early 1995 on ministry with new members at Trinity, Midland, with Pastor Herb Miller from *NET RESULTS* and a few changes were recommended. We decided to change the name of the ministry to *Care Corps* and later to *CARE CALLERS*. We also decided not to send an *introductory letter* to people assigning them a Care Caller. In some cases where a letter had been sent introducing the program and matching the caller, no contact was made by the caller and the member was left wondering. We will encourage individual Care Callers to send a letter introducing themselves, but the office will not send a letter. Elsewhere in the Care Caller Handbook, there is a sample letter that you can send to people on your care caller list to help introduce yourself and the Care Caller Program.

TOPICS TO BE COVERED IN INITIAL TRAINING

CARE CALLERS ORIENTATION - WHY WE ARE DOING WHAT WE ARE DOING

people need to know we care for them

THE ART OF LISTENING - HOW CAN WE BECOME BETTER LISTENERS

pray with people for special needs which are expressed or for a general blessing

use the scripture sheet with people when appropriate

how to listen to others share their feelings and what to do with your own

CONFIDENTIALITY - THE IMPORTANCE OF TRUST

use the reporting sheet carefully, remember it is primarily for your own benefit

be sure no one "falls through the cracks" - flag special situations for the pastor

be sure people know if you will share something with the pastor

REFERRALS AND PROBLEMS - WHAT TO DO IF . . .

see the attached referral list and in the extreme case - how to handle emergencies

RECORD KEEPING - It is very important that you make a record of every phone call you attempt and every call where you reach someone for a conversation. We will furnish a card file with index cards for every family on your Care Caller list. Every time you make a phone call, you should note the date and time and anything significant that you hear during the phone call. These cards will be confidential and will be kept in a safe area. The next time you call, you should review your notes and re-acquaint yourself with the situation and any concerns that were shared in previous calls.

CARE CALLER SUMMARY SHEETS - It is important that you complete SUMMARY SHEETS every time you make phone calls. Record significant details of the conversation. These sheets will be turned into the office after every Care Calling session. They will be reviewed by the pastor to see if there are items someone on the staff should respond to. The Summary Sheets will then be returned to your CARE CALLER HANDBOOK so you can review them in the future. These SUMMARY SHEETS will be retained as a record of the Care Caller Ministry.

MAKING YOUR INITIAL CONTACT

Begin your Care Caller Ministry with prayer - everything will hinge on this! Take time to pray with the other Care Callers who will be making calls with you.

We think that a phone call is the best way to make contact with folks. As a general rule, we suggest you not leave messages on answering machines - at least in the beginning. If you continue to reach a machine (some folks use them to screen their calls), you may wish to leave a caring message. As a very last resort, you may leave your name and number and request they return your call.

If you're having special difficulty reaching someone, you might try calling them from home on a rainy day - especially Sundays and Saturdays. With some people, you may want to ask when it will be a good time to call and make a note of it. After the conversation, be sure to jot down a few notes about what is said and done to help you remember.

If someone is difficult to reach after many attempts, you can send a brief postcard introducing yourself. Try to avoid this. If someone is less than friendly when you call, it may be better to make written contact on a regular basis. A note might say: *"Dear Jerry & Sherry - I just wanted you to know that you have been in my prayers. I hope that things are going well. Please call if there is any way I can be of help. Jim Jackson, your Care Caller from King of Kings*

THIS IS A SAMPLE NOTE YOU CAN SEND TO
THOSE ENTRUSTED TO YOUR CARE -
A HAND-WRITTEN, PERSONAL NOTE IS MOST EFFECTIVE.

Dear John and Sarah,

I'm excited about King of Kings! It is a warm and caring congregation. As we grow, we hope that we will remain warm and caring. Part of the way we do that is through our CARE CALLER MINISTRY.

Most people in our church do care - but I have volunteered to keep in touch with fellow members and express that caring in a very intentional way. I am committed to:

- pray with you and for you (and your family) and the ministry of King of Kings

- contact you on a regular basis and assure you of our care and concern for you - I will pass on important information to the church staff if it is okay with you

I have no hidden agenda. My name and phone number are below if you need to contact me for any reason. I'll be in touch. Please feel free to call me any time. Keep me in your prayers. Caring is a shared responsibility.

Yours in Christ,

*Jane Doe 123-4567
Care Caller from King of Kings*

SUGGESTIONS FOR CALLING PEOPLE ENTRUSTED TO YOUR CARE

INITIAL CONTACT by CARE CALLER - DO NOT READ THIS AS A SCRIPT

Hi! Is this _____? (Yes) Hi, I'm _____ from King of Kings Lutheran Church. Have you had the opportunity to hear about the Care Caller Ministry we have at the church?

Are you very familiar with the Ministry?

(Yes) Great, well I am calling to let you know that I have the privilege of being part of the Care Caller Ministry and you are one of the people I will help care for. Do you have a few minutes so I can tell you more about the ministry or is there a better time to call back?

(Not Very) That's okay. Do you have a few minutes so I can tell you about the ministry or is there a better time for me to call back?

As you know, King of Kings is a growing congregation and we feel it is very important for us to keep in regular contact with all the members of King of Kings. Because we truly care about what is happening in the lives of our members, we have started the Care Caller Ministry to help us keep in touch with all our members.

Basically, the Ministry is designed so that a Care Caller will make regular contact with a number of families in the congregation. There are a number of reasons why we want to keep in touch:

- ^a To encourage you in your daily walk with God and provide encouragement
- ^a To see if there are any concerns we can pray for or help with
- ^a To learn how we can serve you better (i.e., any needs you may have)
- ^a To build a better system of caring for members and share your concerns with others

I am responsible for several families in our congregation and I will be contacting you every month or two to see how you are doing, how we can help you in any way and every once in a while we will let you know about special things happening at King of Kings.

Do you have any questions about anything that I have told you?

If it's okay with you, I'll call again in about a month to get to know you better, but then after that I will be in touch about once every month or two.

Well, I want to thank you very much for your time. I am really excited about this ministry and if you ever have a need, please call me and I will try to help in whatever ways I can.

Oh, one final and very important note. If you share something with me, it will be held in confidence unless you tell me it's okay to share it with pastor or other appropriate parties.

Thanks again so much for your time - I look forward to talking again.

SECOND CONTACT - BE POSITIVE AND UPBEAT - TELL THEM "IT IS GOOD TO TALK TO YOU AGAIN - AS I SAID IN OUR FIRST CONVERSATION, I'D CALL BACK IN A MONTH OR SO TO TOUCH BASE AND GET TO KNOW YOU BETTER. IS NOW A GOOD TIME?"

ASK SOME OF THE FOLLOWING QUESTIONS - BUT NOT ALL IN ONE PHONE CALL:

Names of family members:

Self

Spouse

Children

Ages of children - what grades are they in and what schools do they go to?

How long have you lived in the area?

Where are you from originally?

Are you employed outside the home (is spouse employed)?

How long have you been at King of Kings?

Are you involved in any way? (list)

or have you been involved in the past?

How do you feel about King of Kings?

What service do you normally attend?

Is there anything we can do for you or anything you feel our pastor should be aware of?

CONTINUING CONTACTS - here are some suggestions for on-going contacts

You may want to time your contacts with people to be in touch when there is good news such as the birth of a child, move to a new home, graduation, etc..

Be in touch when there is apparent need (someone in the hospital, death of a family member, unemployment, financial difficulty, divorce). These are the times when it is easy to slip away into inactivity, so our caring needs to be all the more diligent.

The holidays are a busy time, but also a difficult time for some people. Call

your families during the holidays.

Call **all members** every month or two to ask:

- ^a how are you doing? ^a do you have any needs?
- ^a do you have any prayer requests to share? ^a do you want to share anything with our pastor ?
- ^a do you have any concerns about things at King of Kings?

There may be people who resist your efforts at caring or have been difficult to contact by phone. When you have someone on your Care Caller list who seems uncomfortable with phone calls you may want to express your care for those folks by sending them a card on their birthdays and/or anniversaries.

LOVE TOUCHES

*WHEN THERE IS SORROW,
CALL JOHN 14*

*WHEN OTHERS FAIL YOU,
CALL PSALM 27*

*IF YOU WANT TO BE FRUITFUL,
CALL JOHN 14*

*WHEN YOU HAVE SINNED,
CALL PSALM 51*

*WHEN YOU WORRY,
CALL MATTHEW 6:19-34*

*WHEN YOU ARE IN DANGER,
CALL PSALM 91*

*WHEN GOD SEEMS FAR AWAY,
CALL PSALM 139*

*WHEN YOUR FAITH NEEDS STIRRING,
CALL HEBREWS 11*

*WHEN YOU ARE LONELY OR FEARFUL,
CALL PSALM 23*

*WHEN YOU GROW BITTER OR CRITICAL,
CALL I CORINTHIANS 13*

*FOR PAULS SECRET OF HAPPINESS,
CALL COLOSSIANS 3:12-17*

*FOR PAULS IDEA OF CHRISTIANITY,
CALL 1 CORINTHIANS 5:15-19*

*WHEN YOU FEEL DOWN AND OUT,
CALL ROMANS 8:31-39*

*WHEN YOU WANT REST AND PEACE,
CALL MATTHEW 11:25-30*

WHEN THE WORLD SEEMS BIGGER THAN GOD, CALL PSALM 90

WHEN YOU WANT CHRISTIAN ASSURANCE, CALL ROMANS
8:1-30

WHEN YOU LEAVE HOME FOR LABOR OR
TRAVEL, CALL PSALM 121

WHEN YOUR PRAYERS GROW NARROW
OR SELFISH, CALL PSALM 67

FOR A GREAT INVITATION AND A GREAT
OPPORTUNITY, CALL ISAIAH 55

WHEN YOU WANT COURAGE FOR A
TASK, CALL JOSHUA 1

HOW TO GET ALONG WITH FELLOW MEN,
CALL ROMANS 12

WHEN YOU THINK OF INVESTMENTS AND
RETURNS, CALL MARK 10

IF YOU ARE DEPRESSED,
CALL PSALM 27

IF YOUR POCKET-BOOK IS EMPTY,
CALL PSALM 37

IF YOU ARE LOSING YOUR CONFIDENCE IN PEOPLE, CALL 1
CORINTHIANS 13

IF PEOPLE SEEM UNKIND,
CALL JOHN 15

IF YOU ARE DISCOURAGED ABOUT YOUR WORK, CALL
PSALM 126

IF YOU FIND THE WORLD GROWING SMALL AND YOU YOURSELF
GREAT,

CALL PSALM 19

MINISTERING TO THE TROUBLED PERSON

People experience a wide variety of difficulties in life. In your calling, you may encounter someone who has recently lived through some immediate and specific stress. They might have had a crisis like the death of a loved one, failure at work or school, marital or home problems, loss of a job, a broken romance, financial reversal, divorce or separation. Here is a brief outline for you to follow in working with someone who is troubled or depressed. Please understand that the pastor and other professionals are here to help you deal with situations when you feel you are in over your head. Don't hesitate to ask for help if you think you might need it - we'd rather have a false alarm than miss helping someone.

STEP ONE - establish a relationship, maintain contact, establish rapport and obtain information

Many times a troubled person seems ambivalent towards life. At the same time he may want to be rescued. When you reach this person, it is important to begin to develop a positive relationship. Their relationship with a Care Caller could be a step in the healing process. Help people know that talking to you is a good step in the process of dealing with their stress. Troubled persons need you to talk calmly, confidently, and with a voice of authority but not authoritarian. Try to find some common ground upon which you and the person can agree.

STEP TWO - identify and clarify the problem

Try to hear the person's story with as few interruptions as possible. Encourage him to tell you what has led him to where he is now, what is bothering him right now and what he has tried before to cope with his situation. Do not challenge what he is saying - statements such as, "You shouldn't feel that way ..." or "Things are not as bad as they seem..." can appear to be another setback to the person. Focus on what the person is feeling and assist him in clarifying his feelings. If he has difficulty expressing his feelings, help him to label them. Try to reflect what you think he is thinking and feeling as this will help him to pinpoint the problem.

STEP THREE - assess the person's situation and determine why kind of help is

needed

A number of factors are involved in making this evaluation. As you listen to the person you will be receiving pieces of information that will assist you in making this determination. Listen to the persons situation - what is within their control and what is beyond their ability to change? Listen for the stress level - especially from the persons point of view. To you it may not seem significant, but to him it is. If he has experienced losses, reversals, or even successes, he could be creating stress or strain. Probe what kinds of resources the person has available to them. Is he still in communication with others? Has he cut himself off from other people, including friends and family? If so, he could be in a more serious situation and you may want to involve others immediately.

STEP FOUR - formulate a plan to help the person

Continue talking with a person if they seem to have no plans for dealing with the immediate cause of their stress. Work toward getting a commitment from him to take some action. If he seems extremely fragile, ask him to promise to call you if he has any other difficulty or if he is tempted do anything life threatening. Professionals have found that this is quite effective. Your word of encouragement on the phone may help the person deal with their problems. Help the person determine his strengths and resources. Help him widen his view of his problem and discover the sources that he has lost sight of during his crisis. Perhaps there are some other people who can help him. Perhaps you know of some agencies from which he can obtain the help he needs. Be sure to help them see various positive alternatives and help them take steps toward one of those alternatives. Pray with the person and tell them you will keep them in prayer. In summary, you want to help a troubled person feel:

Activity - he needs to feel that something is being done for him right at this time

Authority - set yourself up as an authoritative figure who will take charge

Involvement of others - if the person realizes that others are now involved in caring for him he will be more

apt to feel that he is being cared for and respond. Feel free to consult the list of emergency agencies that is included in this handbook.

Community Phone Referral Listing

All numbers are (810) unless otherwise noted

Crisis Intervention

Macomb County Crisis Center 573-2200

Macomb County Protective Services (24 Hour) 254-1513

National Child Abuse Hotline (24 Hour) 1-800-422-4453

Parent Helpline (24 Hour) 1-800-942-4357

Rape Counseling Center (24 Hour) (313) 833-1660

Turning Point Domestic Violence/Sexual Assault Shelter/Info 463-6990

Youth Services 469-6375

Family/Individual Counseling

C.A.R.E. (substance abuse education and referral) 412-0033
Cheryl Spaulding 949-5289
Community Human Services 752-9696
Community Mental Health 469-5235
Faith Lutheran Church (Faith, Troy) 689-4664
Macomb County Crisis Center (24 Hour) 573-2200
Macomb County Youth Services 469-6375
Macomb Family Services 468-2656
Trinity Family Counseling (Trinity, Utica) 731-4490
Wendy Ockers, MSW 456-7570

Substance Abuse

Alateen/Al-Anon 779-3111
Alcoholics Anonymous 541-6565
C.A.R.E. (substance abuse education and referral) 412-0033
Community Human Services 752-9696
Narcotics Anonymous 543-7200
Specialized Substances Abuse Services for Seniors 752-9696

Health Care Information

Adolescent Health Center 749-5173
Aids Care Connection (313) 993-1320
AIDS Hotline 1-800-872-AIDS
Macomb County Health Department
Health Care Clinic 469-5235
Sexuality Transmitted Diseases Clinic 573-2021
Poison Control 1-800-9-POISON
Wellness Networks, Inc./Teen Link 1-800-750-8336

Other Community Resources

Community Coordinated Child Care 469-6993
Emergency Food - Macomb County 469-6004
First North Counseling 469-7629
Good Shepherd Coalition (our contact: Belinda Brown) 469-6964
Housing Counselors 468-4594
Lifeline Counseling Center 882-LIFE
Macomb County Department of Social Services
Mt. Clemens 469-7700
Sterling Heights 254-1500
Warren 573-2300
Macomb County Legal Aid Bureau (810) 469-5185
Southeast Mental Health Center 466-6915
Southwest Mental Health Center 573-2005

CARE CALLER SUMMARY SHEET

Name Date Start Time Stop Time Total
CallsTotal Conversations

Household Called Phone

Number Notes: include the name of the person you
talked to and other important information you want to
remember Flag for Pastor

TELEPHONE

CODES: N/A - No Answer

BZ - Busy NIS - Not In Service

LM/AM - Left Message With Answering Machine PR - Prayer
Request

SW - Spoke With

ACTIVE LISTENING SKILLS - PAGE 1

Listening does not come naturally to most people; it is a skill that must be developed. The Care Caller must be an active listener. In active listening, the Caller attends to the individuals verbal as well as nonverbal messages and reflects what has been heard back to the individual so that the individual knows his or her message has been accurately understood. When engaged in active listening, the Care Caller:

- * Pays attention to the individuals underlying feelings -- rather than just the literal meaning of the individuals words.
- * Uses a clear, calm, and interested tone of voice.
- * Asks questions that expand and clarify what is being said by the individual.
- * Speaks in order to better understand the individual, not just to make a point.
- * Reflects perceptions of what the individual is saying back to the individual. By doing this, the Caller gives the individual concrete evidence that the message has been received correctly or provides the client with an opportunity to correct the message if misunderstood.

In general communication problems develop when:

- * We speak for others rather than let them speak for themselves.
- * We let our prejudices and stereotypes affect what we hear and what we say.
- * We do not take the time to listen and understand what the other person is trying to say -- we often begin to prepare our response before we have heard everything being said.
- * We keep things to ourselves because we think others will disapprove of what we really believe and say.
- * We make no attempt to communicate because we assume others already

know how we feel and what we think.

* We are afraid of the risks that are necessary to communicate honestly and openly with others.

* We discourage or suppress communication by ordering, threatening, preaching, judging, blaming, or humoring.

* Negative feelings about ourselves (low self esteem) cause us to conclude that we have nothing to say and that no one wants to listen to us.

ACTIVE LISTENING SKILLS - PAGE 2

A brief silence is best responded with a silence. If the silence is a long one, the Caller should attempt to reach inside the silence. An error commonly made is to respond to the silence with a change of topics. **DON'T BE AFRAID OF SILENCE.** The skill of putting the individuals feelings into words refers to the Callers articulation of what the individual is feeling but has just stopped short of expressing in words

The technique of **clarification** refers to asking a question designed to encourage an individual to become more explicit and/or to verify the Callers understanding of what the individual has said. Clarification questions usually begin with Are you saying that... or Do you mean that... and end with a rephrasing of the individuals words.

The **paraphrase** is a rephrasing of the content of the individuals statement; the technique of **reflection** of feeling is a rephrasing of the affective component of the message. Reflection is very similar to the empathetic techniques of responding to feeling and putting an individuals feelings into words.

Individual: That guy down at the unemployment office is a real sleazeball. How does he get away with treating people like that? I feel three inches tall when I go down there.

Caller (paraphrase): The man at the employment office upsets you, treats you badly, and makes you feel put down.

Or

Caller (reflection of feeling): You feel embarrassed and humiliated at the employment office. Is that right?

Summarization refers to an extension of paraphrase and reflection to one or more themes that runs through the individuals statements. Its a pulling

together of the content and affective components of several messages. For example, a Caller might use summarization to draw together the key affective and content elements of what was discussed during the previous ten minutes. Here is an example of a summarization by a Caller:

Caller: From what you are saying, I am hearing a number of things. You are desperate for a job and feel a mix of anger and depression because you haven't found one yet. You have been going to the employment office, but that adds to your feelings of frustration. On top of that, you are feeling a deep regret for having dropped out of high school.

ACTIVE LISTENING SKILLS - PAGE 3

CREATING AN EFFECTIVE HELPING RELATIONSHIP

At the very heart of an effective relationship is human caring. Care Callers must genuinely care about those individuals and families he or she is calling. Care Callers cannot make a good relationship happen. At most, he or she can attempt to become the type of person individuals find helpful and do those things that increase the possibility that a positive relationship will develop.

Empathy is the ability to understand accurately the experiences and feelings of another person. It is sometimes described as the ability to step into someones shoes and see and feel life as that individual does. Empathy is conveyed primarily through active listening, by giving undivided attention to the client, and by being sensitive to nonverbal cues that indicate how the individual is feeling. It is important to make the best use of paraphrasing and reflection in order for the Caller to understand what the individual is saying and feeling.

Warmth exists when the Caller treats the individual in a way that makes them feel safe, accepted, and understood.

Genuineness means being ones self and being real.

ACTIVE LISTENING SKILLS - PAGE 4

QUESTIONING

A question such as What are the names of your children? is termed a **closed-ended question** ; it limits how the individual can respond.

By contrast, an **open-ended question** , such as tell me about your children gives the individual an opportunity to say whatever he or she thinks is important. Responses to open-ended questions are likely to reveal the individuals real concerns and feelings.

Stacking questions refers to asking several questions at once -- they are confusing to individuals. It is best to ask one question at a time.

Leading questions are those that directly or indirectly push or pull at the individual toward a certain response. A leading question may prompt an individual to lie rather than suffer embarrassment or disappoint the Caller. Leading questions often reveal judgemental attitude and they can be insulting to individuals.

The term **I-message** refers to a type of message composition designed to increase the effectiveness of communication. This particular structure makes it possible to send a clear direct message and reduce the chance that the person receiving the message will be put on the defensive.

The purpose of a **You message** may be to bring about a needed change in the behavior of another, but it usually ends up creating added resistance to change.

In contrast to the you message which usually blocks real communication, the I-message allows the person bothered by the behavior of another to describe in a non-critical or non-accusatory manner, the impact the behavior is having, while leaving the responsibility for modifying the behavior with the person exhibiting the troublesome behavior.

ACTIVE LISTENING SKILLS - PAGE 5

RESPONDING TO DEFENSIVE COMMUNICATION

The Care Caller needs to be skilled in reducing the individuals need to be defensive and guarded. There are a number of common defensive maneuvers used by individuals:

denial, blaming, labeling, being fragile, avoidance, physical environment

cursing, aggression, helplessness, using crisis or distraction, threats

Often the individual is defensive before he or she even has contact with the Care Caller, but sometimes the Callers behavior or personal style can be added to the problem. Caller behaviors that increase the individuals defensiveness include appearing rushed, being brusque or insensitive to the individuals feelings, making judgmental statements, using jargon or quoting rules or policy without explanation, failing to identify yourself and your role clearly, calling an adult by his or her first name without permission, being authoritarian, and creating long waits and delays.

Remember that defensiveness in interpersonal relationships is an attempt to protect oneself from real or imagined danger.

Expand your tolerance to annoying defensive behavior by understanding that the behavior may have served a functional purpose in the past.

If an individual exhibits a positive or non-defensive behavior, respond with reinforcement and use the technique of mirroring -- simply moving as the individual moves, matching the nonverbal without mimicking the individual. To the extent possible, use words and phrases that match your individuals dominant mode of receiving information. (visual, auditory, touch)

When ever possible, give the individual opportunities to make choices and remain in control of what is happening -- this implies cooperation, respect, and choice.

Do not categorize anyone

If an individual uses obscene or abusive language, remain calm and do not respond in ways that might reinforce the behavior.

PRAYER HELP FOR CARE CALLERS

What is Prayer? *Prayer is a conversation with God. It is being in Fellowship with your Heavenly Father.*

Jeremiah 33:3 Call on me and I will answer you and tell you great and unsearchable things you do not know.

What Prayer is not: *Prayer is not a religious exercise without power.*

Matthew 21:22 Whatever you ask in Prayer, you will receive, if you have faith.

Jeremiah 32:17 Sovereign Lord, you have made the heavens and the earth by your great power and outstretched arm. Nothing is too hard for you.

God wants to hear from you

2 Chronicles 7:14 If my people, who are called by my name, will humble themselves and pray and seek my face and turn from their wicked ways, then I will hear from heaven and will forgive their sin and will heal their land.

Proverbs 15:8b the prayer of righteous people please God.

Isaiah 55:6 Seek the Lord while he may be found; call upon him while he is near.

James 4:2 You do not have, because you do not ask God.

Philippians 4:6 Do not be anxious about anything, but in everything, by prayer and petition, with thanksgiving, present your requests to God.

Pray - Believing : *Believe you receive when you pray.*

Hebrews 11:6 Without faith it is impossible to please God, because anyone who come to him must believe

that he exists and that he rewards those who earnestly seek him.

2 Corinthians 5:7 We live by faith not by sight.

Mark 11:23 I tell you the truth, if anyone says to this mountain, "Go, throw yourself into the sea", and does not doubt in his heart, but believes that what he says will happen, it will be done for him.

Pray - Boldly *Don't be timid about asking God for help*

Hebrews 4:16 Let us then approach the throne of grace with confidence, so that we may receive mercy and find grace to help us in our time of need.

PRAYER HELP FOR CARE CALLERS - PAGE 2

Give Thanks & Praise *Praise God for the victory now before any manifestation (before you see the answer). Keep your eye on God not on the problem.*

2 Corinthians 5:7 We live by faith not by sight.

1 Thessalonians 5:18 Give thanks in all circumstances, for this is God's will for you in Christ Jesus

Romans 8:28 We know that in all things God works for the good of those who have been called according to His purpose.

When we don't know how to pray: *Be honest - Confess your sins to the Lord and call upon the Holy Spirit to intercede for you.*

Romans 8:26-27 In the same way, the Spirit helps us in our weakness. We do not know what we ought to pray for, but the Spirit himself intercedes for us with groans that words cannot express. And he who searches our hearts knows the mind of the Spirit, because the Spirit intercedes for us in accordance with God's will.

Pray from God's Word - Promises from Scripture

Matthew 19:26b With God all things are possible.

Mark 11:24 Therefore, I tell you, whatever you ask in prayer, believe that you have received it, and it will be yours.

Matthew 11:28 Come to me, all you who are tired and have heavy loads, I will give you rest

2 Corinthians 1:4 God comforts us every time we have trouble, so that we can comfort those in any trouble with the comfort we ourselves have received from God..

1 John 1:9 If we confess our sins, he is faithful and just, and will forgive our sins and cleanse us from all unrighteousness.

Matthew 28:20b I am with you always, to the close of the age.
John 1:9 Be strong and of good courage, be not frightened,
neither be dismayed; for the Lord your God is with
you wherever you go.
Matthew 8:16 Jesus cast out the spirits with a word, and he
healed all who were sick.
Isaiah 53:5 He was wounded for our transgressions, he was
bruised for our iniquities; upon him was the
chastisement that made us whole, and with his
stripes we are healed.