



# Pastoral Care



peoplecare.GLOBAL



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## BACKGROUND

This ministry leader training has been developed by a Clinical Psychologist, Dr Robi Soinderegger, and is presented from a Biblical worldview. In addition to theological insights, instructional concepts are based on empirical research across diverse academic disciplines. The strategies presented in this program are supported by clinical research and are appropriate for Christian Ministry Leaders.

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## GETTING STARTED

This Ministry Leader training is intended for completion by Pastors, ministry department head, cell group leaders, prayer-counsellors, allied health professionals, humanitarian agency staff, missionaries, chaplains and educators. This workbook is designed to accompany, complement and run parallel to 3x online video teaching sessions. You can talk through the relevant examples and activities collectively as a ministry team or complete the workbook individually.

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## DISCLAIMER

All information, assessments and activities presented in this workbook are intended for information purposes only. **This educational program DOES NOT constitute professional advice, therapy or counselling. Instead, the aim of this program is (i) to equip you with practical knowledge, skills and resources, and (ii) empower you with pastoral care strategies.** Content is provided in good faith as to its accuracy and reflects the research, observations, opinions, views and understanding of the presenter at one point in time.

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# Session 01

## ACTIVITY SHEET



Prior to the outbreak of COVID-19, mental health issues were already ranked as the second leading contributor to the global disease burden (with depression listed as the world's leading cause of disability). Before lockdowns were used as a strategy to combat COVID, depression already was affecting more than 120 million people each year. However, the social and economic fallout of the Corona Virus has only served to exacerbate this crisis; triggering major spikes in mental illness, domestic violence and divorce. As the greatest service provider of humanitarian support, and the world's leading advocate for mental, emotional, relational and spiritual health, the Christian church has both an opportunity and responsibility to bring a tangle message of hope. This training is specifically intended for ministry leaders who work with people in a pastoral care capacity.



### TRAINING OBJECTIVES

**This online Pastoral Care training is designed to help you:**

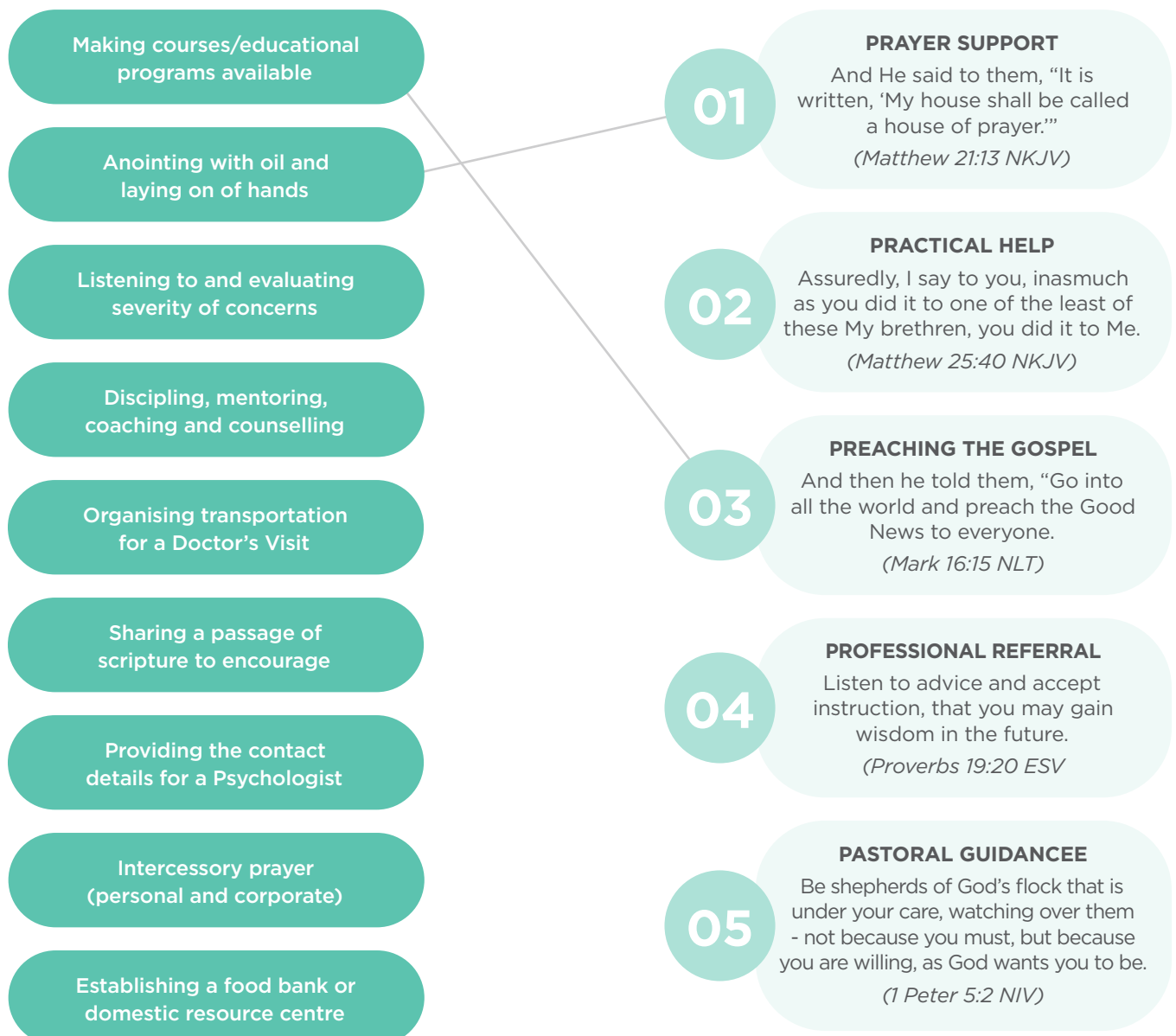
- (a)** mobilise and motivate the people you work with to get ready for change.
- (b)** know how to help people set and achieve realistic objectives
- (c)** lay the foundations for Kingdom Mindset transformation

# A LITTLE Kindness Goes a LONG Way

With churches, schools and business reopening around the world, the end of 'lock downs' is a welcome relief. Unfortunately, the mental, financial and relational fall out of COVID-19 will still be unravelling for some time to come. This is because, when the storm subsides, people start to fully process the full extent of the crisis (which can be mentally and emotionally difficult for congregation and community members). However, this is also when the role of Pastoral Care facilitators is most applicable.



**When it comes to caring for people, there are a number of distinct roles ministry leader can play: prayer support, practical help, professional referral, and pastoral guidance. Match each of the ministry expressions with its relevant ministry domain:**



# Contending with Crisis

## The COVID-19 global pandemic has:

- Exacerbated financial distress (New England Journal of Medicine)
- Seriously deteriorated population mental health –modelling predicts suicide to increase by 145% (British Medical Journal)
- Contributed to a 34% increase in Divorce (US National Law Review)

**From time to time, pastoral care facilitators may be presented with disclosures of suicidal ideation or domestic violence or that requires a ‘duty of care’ (immediate action to afford protection, safety and well-being to individuals at risk). Each church will have their own critical incident or disclosure guidelines to follow. However, you may also consider some of the following practical action steps:**

SELF-HARM/SUICIDAL IDEATION	DOMESTIC VIOLENCE / ABUSE
<ul style="list-style-type: none"> <li>✓ Gather background information               <ul style="list-style-type: none"> <li>• Family history of suicide</li> <li>• Personal history (ie. past attempts)</li> </ul> </li> <li>✓ Identify current risk factors               <ul style="list-style-type: none"> <li>• Current drug/Alcohol use</li> <li>• Any specific plans</li> <li>• Harmful or lethal means (resources to carry out a plan)</li> <li>• Likelihood of impulsive behaviour</li> </ul> </li> <li>✓ Identify current protective factors               <ul style="list-style-type: none"> <li>• Religious beliefs</li> <li>• Child, spouse, parent support</li> <li>• Upcoming events (ie. graduation or birthday/ anniversary celebrations)</li> </ul> </li> <li>✓ Seek immediate advice from and/or refer to a Medical or Mental Health Professional</li> <li>✓ Provide person with the phone number of a regional Suicide Prevention or Crisis Support Hotline</li> </ul>	<ul style="list-style-type: none"> <li>✓ Create a safe disclosure environment               <ul style="list-style-type: none"> <li>• Free from distractions (ie. kids)</li> <li>• Private setting to avoid hesitation or embarrassment if they become upset</li> </ul> </li> <li>✓ Gather background information               <ul style="list-style-type: none"> <li>• Duration of concerns</li> <li>• Past incidents or occurrences (ie. date/time/location/witnesses)</li> </ul> </li> <li>✓ Ascertain whether there’s ongoing risk, and if required, create a safely plan.</li> <li>✓ Seek immediate advice from and/or refer to local law enforcement, legal aid or Crisis Support Hotline</li> <li>✓ Emphasise that domestic violence/abuse (whether verbal, emotional, physical or sexual) should never be tolerated. Violence is always an unacceptable way to resolve issues in a relationship. No one is deserving of mistreatment (they are not to blame).</li> </ul>



**NOTE:** Be aware of legal confidentiality requirements or limitations in your area. Explain these to the person you are working with. Keep careful detailed notes (especially if confidentiality must be broken in order to provide a ‘Duty of Care’). Write everything down. Be sure to date and sign your notes.

## PERSONAL ENGAGEMENT

The rapport you develop with a person is an important protective factor. Healthy personal engagement is facilitated by open, clear and transparent communication. Active listening to a person’s concerns (*effective* listening) and listening to the level of emotional distress fuelling these concerns (*affective* listening) is the key to building rapport. When you validate a person’s concerns you build trust and empathy. Don’t hesitate to make direct enquiries. Talking about self-harm/suicide or domestic violence/abuse, does not encourage a person to start to think about harming themselves. Rather, it encourages and enhances personal engagement. If you feel you are out of your depth, immediately enlist the support of a senior Pastoral Care facilitator and/or seek professional advice.



# Being struck down is not the same as being struck out.

**“FOR GOD, WHO SAID, “LET LIGHT SHINE OUT OF DARKNESS,” MADE HIS LIGHT SHINE IN OUR HEARTS TO GIVE US THE LIGHT OF THE KNOWLEDGE OF GOD’S GLORY DISPLAYED IN THE FACE OF CHRIST. BUT WE HAVE THIS TREASURE IN JARS OF CLAY TO SHOW THAT THIS ALL-SURPASSING POWER IS FROM GOD AND NOT FROM US. WE ARE HARD PRESSED ON EVERY SIDE, BUT NOT CRUSHED; PERPLEXED, BUT NOT IN DESPAIR; PERSECUTED, BUT NOT ABANDONED; STRUCK DOWN, BUT NOT DESTROYED.”**

2 Corinthians 4:6-9 NIV

# Mindset Matters

The role of Pastoral Care facilitation is not the mere endeavour to change external circumstances that may have triggered mental, financial or relational distress. Rather, biblical council is indented to help a person develop a kingdom mindset whereby they become emotionally resilient (despite the challenges they have faced or may currently be facing).

**No one is immune to the challenges of life. Even faith heroes in scripture experienced significant mental, financial and relational distress. Their stories are recorded not only for us to relate to (when facing our own difficult times), but also to learn from (developing insight into how they dealt with difficulties). Consider some of the following hard times that notable Bible characters went through and identify the key lessons they may have learned:**

## Job

### **THEFT, MURDER, DISASTER, FINACIAL LOSS AND PERSONAL DEVASTATION:**

- The Sabeans killed his servants and stole his oxen and donkeys
- The Chaldeans killed his servant and stole his camels
- A windstorm cause his oldest son's house to collapse which killed his family
- Fire destroyed Job's flocks of sheep and killed the shepherds

### LESSON LEARNED

**HINT:** "At this, Job got up and tore his robe and shaved his head. Then he fell to the ground in worship and said: "Naked I come from my mother's womb, and naked I will depart. The Lord gave and the Lord has taken away; may the name of the Lord be praised... Though he slay me, yet will I hope in him; I will surely defend my ways to his face." (*Job 1:20-21; 13:15 NIV*)

# Joseph

## LESSON LEARNED

### **BETRAYAL, LOSS OF EMPLOYMENT, FALSE IMPRISONMENT AND ABANDONMENT:**

- Betrayed by his brothers and sold into slavery
- Betrayed by his master's wife and lost his position of employment
- Served a lengthy sentence in prison
- Forgotten about for two years after the cupbearer has his dream interpreted

**HINT:** "Don't feel badly, don't blame yourselves for selling me. God was behind it. God sent me here ahead of you to save lives... Don't you see, you planned evil against me, but God used those same plans for my good, as you see all around you right now - life for many people. Easy now, you have nothing to fear; I'll take care of you and your children." (*Genesis 45:7; 50:19-21 MSG*)

# David

## LESSON LEARNED

### **PERSECUTED, SHAMED, BETRAYED, DEVASTATED AND DENIED:**

- Was relentlessly persecuted by King Saul
- Caught up in adultery and murder, and lost his son to illness
- Son lead a rebellion against him (to usurp his throne)
- Was denied permission to build the temple of God

**HINT:** "Once again I'll go over what God has done, lay out on the table the ancient wonders; I'll ponder all the things you've accomplished, and give a long, loving look at your acts. O God! Your way is holy! No god is great like God! You're the God who makes things happen; you showed everyone what you can do - You pulled your people out of the worst kind of trouble..." (*Psalms 77:11-15 MSG*)



# Peter

## LESSON LEARNED

### **THEFT, MURDER, DISASTER, FINACIAL LOSS AND PERSONAL DEVASTATION:**

- Distraught after denying Jesus three times
- Witnessed his Rabbi be executed
- Felt unworthy and left the ministry (returned to fishing)
- Unjustly persecuted and imprisoned

**HINT:** “Then he said it a third time: “Simon, son of John, do you love me?” Peter was upset that he asked for the third time, “Do you love me?” so he answered, “Master, know everything there is to know. You’ve got to know that I love you.” Jesus said, “Feed my sheep.” (*John 21:15-17 MSG*)

# Paul

## LESSON LEARNED

### **THEFT, MURDER, DISASTER, FINACIAL LOSS AND PERSONAL DEVASTATION:**

- Was troubled by a ‘thorn in his side’ that was never healed/removed
- Whipped, beaten and stoned (narrowly escaping death) on several occasions
- Was shipwrecked and bitten by a poisonous snake
- Imprisoned for two lengthy sentences

**HINT:** “Do you think I speak this strongly in order to manipulate crowds? Or curry favour with God? Or get popular applause? If my goal was popularity, I wouldn’t bother being Christ’s slave.” (*Galatians 1:10*) This is the only race worth running. I’ve run hard right to the finish, believed all the way. All that’s left now is the shouting - God’s applause!” (*2 Timothy 4:7-8 MSG*)

**Rather  
than merely  
changing what's  
happened TO a  
person, Godly  
transformation  
also reflects  
the change that  
happens IN a  
person.**

# Stages of Readiness for Change

Even though the truth can set a person free, the truth can also hurt. For this reason, the people you work with may not want to hear the truth. You can offer the very best direction, insight or advice to someone; EXACTLY what they need to hear, but if they're unready, unwilling or unable to receive it, there's no scope for change. For this reason, it's important to recognise there are different stages of readiness along the journey towards change.



**For all the benefits that transformation can have in a person's life, change always takes a person out of their comfort zone. Therefore, before embarking on a journey towards change with someone, it's wise to consider their stage of readiness**

## 01. RESISTING CHANGE:



**EXAMPLE:** "I am not the one who needs changing. It's everyone else that needs changing. Besides, nothing has helped in the past; why would I expect that anything will help now? I am happy to wait for things to change."

## 02. WANTING CHANGE



**EXAMPLE:** "I genuinely want my situation to change, but I feel stuck and don't know if I have the courage. I wish I could just go to sleep and wake up in the morning with a new life. I know I need to do something, I'm just not sure what."

## 03. ABOUT TO CHANGE



**EXAMPLE:** "Okay, I've really got to do something. I think I am ready to start on this journey towards change, but first, I just need to get myself organised, sorted and ready. Preparation starts now. I'll take action just as soon as I'm ready."

## 04. ENGAGING CHANGE



**EXAMPLE:** "I'm excited that my journey has already begun. I'm already feeling good about the first few steps I've taken. But some days it feels like its two steps forward, three steps back. Nevertheless, I'm committed to the process of change."

## 05. MAINTAINING CHANGE

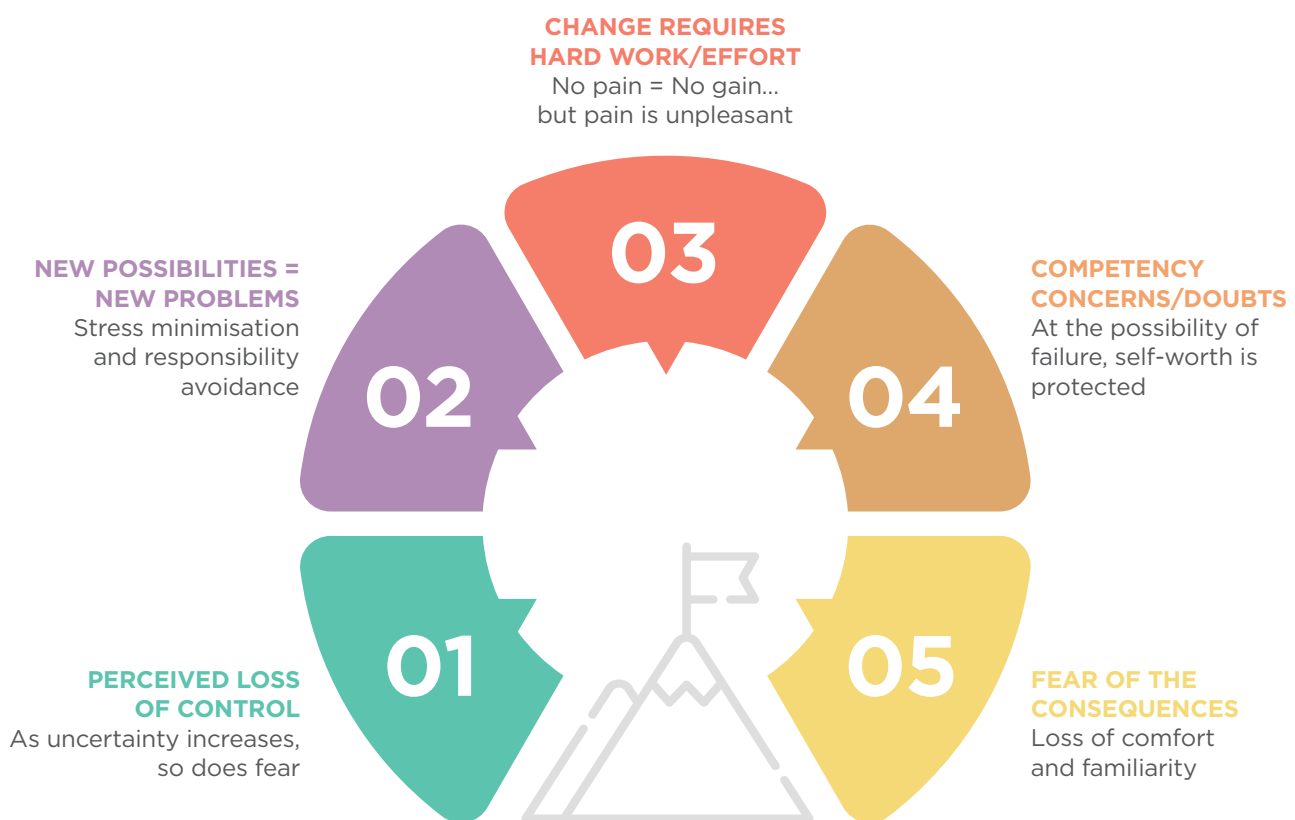


**EXAMPLE:** "I've already made significant progress towards reaching my goal. Now I want to be sure to go the distance. I'm avoiding high risk situations that may cause me to slip back into old patterns or veer off course."

# So long as a person remains fixated on what's happened to them, they'll be unable to see the Kingdom that's right in front of them

The thought of transformation is enticing. However, the hard work of renewing one's mind and disciplining one's life to bring about change is not so enticing. Even if a person is on track to achieving change, they may encounter certain obstacles along the way.

**Consider the following psychological roadblocks that people commonly face when embarking upon a journey towards change:**





**Q: What might you say to someone  
'Resisting Change'?**

*Example: All this talk of change must be quite confronting for you, but is there a part of you that wonders if change might just be possible?*

**Q: What might you say to someone  
'Wanting Change'?**

*Example: Let's do a cost benefit analysis: Let's weigh up the benefits of change (growth) versus staying the same (no growth).*



**Q: What might you say to someone  
who is 'About to Change'?**

**Q: What might you say to someone  
who is 'Engaging Change'?**

**“CHANGE OCCURS WHEN THE  
PAIN OF STAYING THE SAME  
BECOMES GREATER THAN THE PAIN  
REQUIRED TO CHANGE**

**—  
PEOPLE DON'T TYPICALLY CHANGE  
UNTIL THEY HURT ENOUGH THEY  
HAVE TO; LEARN ENOUGH THEY  
WANT TO; OR RECEIVE ENOUGH  
THEY'RE ABLE TO.”**

Keith Craft

# Motivating Change

Motivating someone to transition AWAY from a victim mindset, and TOWARD a kingdom mindset, has less with 'tell', and more to do with 'sell'. Experienced pastoral care facilitators gently guide the people they work with by asking strategic questions.



Consider the following motivational questions to help people become solution focused:

**Q: What areas of your life are functioning well?**

(what aspects of your mental, financial, relational or spiritual life are you doing well in)

**Q: What areas of your life need improving?**

(what aspects of your mental, financial, relational or spiritual life are you not doing well in)

**Q: Can you identify any hazards in your life that may inhibit your growth?**

(e.g., toxic beliefs, poor habits, discouraging people, ongoing health and safety issues)

**Q: If nothing changes, where do you think your life would be in...**

- (a) 3 months from now?
- (b) 3 years from now?

**Q: If things were to change for good, where would you like your life to be in...**

- (a) 3 months from now?
- (b) 3 years from now?

**Q: What do you think you'd need to do to make the dream of positive change your actual reality?**

- (a) Renew mindset/outlook
- (b) Humble self and find identity in Christ
- (b) Create a plan and take the first action step

# Setting Objectives

To help a person activate change, clear objectives should be established. Encourage the people you work with to identify what specifically they want, why they want it, when they will achieve it by, and ultimately, how they'll know when their objective has been achieved? Encourage objectives to be written down, so you have a reference point to measure progress by.



## 01 WHAT DO YOU WANT?

Be specific: make it simple, realistic and achievable



## 02 WHY DO YOU WANT IT?

Tell someone who'll encourage you and keep you accountable



## 03 WHEN WILL YOU ACHIEVE IT?

Establish a timeline: specify both starting and accomplishing dates



## 04 HOW WILL YOU KNOW?

In your mind's eye, create a vision of what success looks like

### DISCUSSION POINT:

There are two types of motivation – positive and negative. Negative motivation is manifest when someone doesn't want something in their life. It's useful because it pricks a person's conscience into taking action. However, even though negative motivation may get a person to the starting line, it almost never helps them cross the finishing line. To go the distance, a person needs to be governed by positive motivation (what they are grateful for and want more of).

**Q:** How can you help a person renew their mind and master their motivation?

# Game Changing Gratitude

Authentic gratitude transcends circumstance. If you enter into a relationship with a loving God who cares for you, then you'll have a reason to be grateful (not just in good times, but all the time). Therefore, 'being' in relationship and 'being' grateful is more than a once-off activity (doing); it's a way of 'being'.

**“BE THANKFUL IN ALL CIRCUMSTANCES, FOR THIS IS GOD’S WILL FOR YOU WHO BELONG TO CHRIST JESUS.”**

*(1 Thessalonians 5:18 NLT)*

## 1. GRATITUDE IS THE AFFIRMATION OF GOODNESS

How can you encourage people to understand that even in the midst of hardship, there are still things that they can be grateful for?

## 2. GRATITUDE IS RECOGNISING THE SOURCE OF GOODNESS

Goodness doesn't happen by chance. Rather, it's bestowed. Therefore, how can you encourage people to value and appreciate the source (ie. their loving Father God)?

## 3. GRATITUDE IS THE EXPRESSION OF WHY GOODNESS IS SO VALUED

The more detail that is expressed when pronouncing gratitude, the greater the benefits become. How can you encourage people to better articulate their gratitude?

With a Kingdom mindset people become less concerned about what's happened to them, and more concerned about what's happening in them.