Member Care Update

Ethnê-MC Facilitation Team
To contact us: ethnemc@yahoo.com

Ethnê-MC Update **Issue 3: August 2008**

Welcome again to the *Update*! The focus this month is on **Accountability and Personal Growth**. Our monthly reports inform you about important member care resources, news, and topics. We especially want to further equip people with member care responsibilities who are focussing on mission/aid personnel in least-reached people groups (LPGs). In addition to the mission/aid emphasis, the reports regularly contain material from the international humanitarian, health, business, human rights, and human resource sectors. Please share the *Update* with others and your networks. Each report is archived on our web site: **www.ethne.net/membercare** The Lord bless you and your work.

Be subject to one another in the reverence of Christ. Ephesians 5:21

Organizations must create a corporate culture where dialogue and feedback are regular practice—and this should extend to every level of employee throughout the organization. Such a culture can build the foundation of an open problem-solving environment, demonstrate to employees that it is safe to raise concerns, and exhibit that the organization takes retaliation seriously. *Emily Heard and William Miller, International Business Ethics Institute. July 6, 2006* **http://www.business-ethics.org/newsdetail.asp?newsid=83**

In this Issue: Accountability and Personal Growth

SPECIAL RESOURCES: Tools to further equip you for member care

- *Managing Life's Meta-4s: Tools to Help Ourselves and Others; MCA Resources*
- *Performance Appraisal Source Book: Mike Deblieux*
- *Resources to Help Sending Groups*

Independent Sector: **www.independentsector.org/issues/accountability
Markkula Center for Applied Ethics: **www.scu.edu/ethics
People In Aid: **www.peopleinaid.org/code

SPECIAL EVENTS: Gatherings to help you connect/contribute to the member care field

- *Sharpening Your Interpersonal Skills Course (SYIS) MEMC Network, 7-12 November 2008*
- *Career Dynamics/Trends in Mission Care, Columbia International Uni., 30 Nov--6 Dec 2008*
- *Face to Face Courses; Near East: 5--21 September 2008; Wales UK: 7--23rd November 2008*

SPECIAL TOPICS: Current issues and approaches related to member care

- *Tools for Accountability and Growth*

Have a close look at these four tools to assess personal growth and work-related effectiveness.

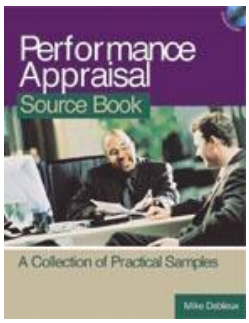
The *Update* is compiled on behalf of the *Ethnê-Member Care Network*. We are a growing *network of colleagues* from different nations and organisations. Our passion is to see the least-reached people groups (LPGs) experience the transforming love of Jesus Christ. We are committed to help provide and develop member care resources in order to support the diversity of people/senders who are working among LPGs. Our *Network* is part of the Ethnê to Ethnê Movement (**www.ethne.net**).

Email: mc@ethne.net
Ethnê-MC Website: **www.ethne.net/membercare** [under reconstruction]
Subscribe: Ethne-MC-subscribe@yahoogroups.com
Unsubscribe: Ethne-MC-unsubscribe@yahoogroups.com

SPECIAL RESOURCES: Tools to further equip you for member care

- *Managing Life's Meta-4s: Tools to Help Ourselves and Others, MCA Resources*

This web site examines four common areas of struggle and growth for mission/aid personnel. These four areas are described as Biblical metaphors representing the struggles that workers experience as they try to serve God in new ways or unfamiliar places. The site offers two resources: a) an article in five languages (Arabic, Chinese, English, Korean, Spanish) that can be used by individuals, couples, and teams for personal reflection and discussion; and b) the *CHOPS Inventory* in seven languages, to help assess struggles, successes, and strategies for adjustment/growth.
Contact: **http://mcaresources.googlepages.com/giants%2Cfoxes%2Cwolves%2Candflies**



- *Performance Appraisal Source Book, by Mike Deblieux*

This book puts the best practical examples of good performance-appraisal forms at your fingertips. It has more than 40 sample forms for all types of performance reviews in hard copy and electronic format, as PDFs and easy-to-use RTFs, on the included CD-ROM. Chapters cover the basics of performance review systems and plans: plan design, legal considerations, implementation, presenting reviews and follow-up.
Contact: **http://messaging.shrm.org/ct/LdSPYK91yXLD**/

- *Resources to Help Sending Groups with Accountability and Growth*

Independent Sector: **www.independentsector.org**
(checklist for accountability in organisations)
http://www.independentsector.org/issues/accountability/Checklist/Checklist_Full.pdf

Markkula Center for Applied Ethics: **www.scu.edu/ethics**
(background and perspectives on internal whistle-blowing)
http://www.scu.edu/ethics/publications/submitted/whistleblowing.html

People In Aid: **www.peopleinaid.org**
(code of good practice for managing and supporting staff)
www.peopleinaid.org/code

SPECIAL EVENTS: Gatherings to help you connect/contribute to the member care field

- *Sharpening Your Interpersonal Skills Course (SYIS) MEMC Network, 7-12 November 2008*

International Training Partners, Inc.

This one-week intensive is oriented mostly for team leaders in multicultural teams and member care workers. Topics include: listening skills, problem solving, building trust, confrontation, managing conflicts, grief and stress management, moral purity, etc. Offered in English.
Contact: **adrienne@a2bmail.net** for more information on SYIS: **www.itpartners.org**

- *Career Dynamics/Trends in Mission Care, Columbia International Uni., 30 Nov--6 Dec 2008*

This is a "wrap-around training seminar" conducted prior to and following the conference "Pastors To Mission Workers" in Charlotte, North Carolina. The seminar can also be taken for graduate credit. (cost: $200, and $100 for accompanying spouse).
Contact: **Ronipruitt1@aol.com**

- *Face to Face Courses*

Near East: 5--21 September 2008
Wales, UK: 7--23rd November 2008
This course is designed to offer a time of spiritual refreshment and an opportunity to develop deeper intimacy with God. The course addresses what many Christian workers struggle with: personal shortcomings, past wounds and difficulties relating to others. The Face-to-Face course aims to help participants implement lasting changes by letting God change one's heart.
Contact: **gill.trainor@ict.om.org**

Tools for Accountability and Growth

Here are four tools to help workers, leaders, teams, and senders build relationships, assess how they are doing, and stimulate growth. The first three are adapted from Frontiers and the fourth is from Member Care Associates. Frontiers emphasises five areas of accountability/growth for all of their personnel: spiritual life, marriage/family, team relationships, relationships with nationals, and job/employment. Feel free to use and adjust these tools. More free tools (in English) for assessing strengths/growth can be found at: **www.authentichappiness.sas.upenn.edu/questionnaires.aspx**

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Areas to Explore Together

Team Members, Team Leaders, and Field Directors.
Adapted from Frontiers' Field Director's Office

1. How can we rejoice with you? How has God blessed you and your efforts this last month?

2. What are your and/or your team's current challenging goals?
What are recent, measurable indications that the team is moving towards accomplishing them?

3. Comment on team morale, team dynamics and/or any other issues the team is working through.

4. What are areas or needs in which you and/or the team could benefit from outside coaching or other resources (i.e. things not currently being met by you or your team leader/field director)?

5. Please give a rough breakdown by percentage of how you used your available work/ministry time in an average week this last month.

6. Personal scales:
Please give a number from 1-10 which reflects your feelings about this area, with 1 being very poor or low and 10 being excellent or high. Also please give a one or two sentence comment on each scale:

a._____General Contentment: Comments:

b._____Your personal walk with God: Comments:

c._____Marriage and family relationships: Comments:

d._____Relationships with team: Comments:

e._____Relationships with nationals: Comments:

f._____Communication with your support network: Comments:

g._____Language and culture learning: Comments:

7. Which areas of your life do you want to grow in?

8. Which ministry/work skills do you wish you could develop (e.g. any recent or upcoming challenges where you felt particularly weak or under-skilled)?

9. Are there any other important issues to discuss, including issues which are difficult or sensitive?

10. Are there any ways that I can be a better support to you and the team?

11. What are current issues for prayer?

Areas to Explore Together

Women to Women
Adapted from Frontiers' Field Director's Office

1. In which areas did you spend most of your time this past month?

2. What has brought you a sense of satisfaction and joy?

3. What has brought you stress?

4. What do you sense God has been saying to you? (through the HS, Word, husband, teammates, others)

5. In what way do you most need God to touch or meet you right now?

6. In what areas do you most want God to be working with you over the next month?

7. Is there anything you would like to share about your marriage, relationship with your husband/men?

8. Is there anything you would like to share about your relationship with your children or parents?

9. Is there anything you would like to share about your relationship with your neighbors?

10. Is there anything you would like to share about your relationship with your teammates?

11. Is there anything you would like me to do for you?

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Anvil Accountability Groups

Adapted from Frontiers' Field Director's Office

The aim of an *anvil group* is to help friends/colleagues share at a deeper level—where masks come off and people are free to be who they really are. We want to be like *anvils* as a way to help 'iron sharpening iron' in each other's lives (Prov. 27:17). Heb. 10:24 says too, 'Let us consider how we may spur one another on toward love and good deeds.' And this is only one of 59 'one another' verses in the New Testament. Other relevant verses include: Gal. 6:1-2, 1 Thes 5:14, James 5:16, Heb. 3: 12-13.

The New Testament is full of words like 'strive', 'wrestle', 'put off, and 'get rid of' which show the need to work at our sanctification as well as to trust God to change us (Phil.2:12-13). One way to do this is to get others to 'speak the truth in love' to us about areas of weakness. They can then pray with us about these and help us to grow. Women generally find it easy to talk about personal issues while men often find it hard to share on a personal level, especially if there are women present! Usually men find it easier to share in an all-male group. Women may also find it easier to share in an all-female group.

Of course we need to guard against the danger of becoming too introspective and inward-looking. In general things in the group should not be allowed to become too 'heavy'—at least not too often. There should be room for a few laughs as well! Two to four people in a group is probably good to allow enough time for sharirg. Some groups find it helpful to meet for a short time each week. Others prefer to meet every two-three weeks.

Those starting out in a group need to think through such issues as:

1. How private are our conversations? Will we tell spouses about the issues of others in the group?

2. How will we help each other to walk in the light (1 John 1:5)? Intimacy takes some hard work!

3. How can we remain peers in the group without one person becoming the leader or problem solver?

4. What does each of us expect from the group: accountability, prayer, empathy, problem solving?

5. Where and how often should the group meet?

Team Feedback Form

- The purpose of this form is to help you look at how your overall team/department is doing. It is intended to stimulate mutual feedback between you and your leader and between group members when done as a joint exercise. Your assessment will hopefully lead to constructive changes for you and your work.
- Directions: Use the five point scale below to rate the following 15 areas. Feel free to make additional comments for any of the items. Note—virtual teams may want to adjust some of the items.

1----------2----------3----------4----------5
Strongly Disagree Basically Agree Strongly Agree

1. The objectives of my team/department are clear to me.
Rating_____Comments:

2. The objectives were formed with ample discussion and prayer.
Rating_____Comments:

3. I am involved in the decision making process in my work area.
Rating_____Comments:

4. We meet often enough as a group.
Rating_____Comments:

5. There is a good sense of team spirit in our work.
Rating_____Comments:

6. The communication process is adequate within our group.
Rating_____Comments:

7. I understand what is expected of me.
Rating_____Comments:

8. I receive timely and sufficient feedback on my work.
Rating_____Comments:

9. I feel respected and encouraged by my leader/supervisor.
Rating_____Comments:

10. I feel encouraged and respected by my colleagues.
Rating_____Comments:

11. I regularly try to encourage and support my colleagues.
Rating_____Comments:

12. My communication with my leader/supervisor is adequate.
Rating_____Comments:

13. I have sufficient time to fulfil my responsibilities.
Rating_____Comments:

14. I am growing as a person as a result of my work involvement.
Rating_____Comments:

15. Overall I am satisfied with and enjoy my work.
Rating_____Comments:

Scores:

- **Individual**: Your overall rating (total divided by 15); also note your three highest and three lowest scores
- **Group**: Composite score for your group (total scores divided by 15 then divided by the number of raters)

It is also helpful to look at the ways to improve the work we do TOGETHER, rated on a scale of 1-5:
We trust…We plan…We discuss…We own…We commit…We perform…We review…We grow…

Member Care Associates: MCAresources@gmail.com