Member Care Update

Ethnê-MC Facilitation Team
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Ethnê-MC Update **Issue 2: June 2007**

Welcome to the *Update*! This monthly report informs 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). Note that each report is archived on our web site: **www.ethne.net/membercare**. Please share the *Update* with others and your networks. Feel free to submit materials for us to include too. May the Lord bless you!

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> 'The Apostle Paul provides an excellent model of one who needed others. His letters mention at least 75 specific friends and colleagues. These were significant people in his life, many of whom ministered to him. Like Paul, workers today need ongoing care right where they live and work, and this is most effectively provided by one's colleagues.'
>
> Paraphrased from Ken Williams, "A Model for Mutual Care," *Missionary Care* (1992, p. 47)

In this Issue

SPECIAL RESOURCES: Tools to further equip you for member care

- *Tear Soup: A Recipe for Healing after Loss;* **www.GriefWatch.com**

Learn more about this outstanding tool for dealing with our losses, for both young and old alike.

- *Working Virtually: Managing People for Successful Virtual Teams and Organisations*

Consider the wealth of advice in this book for working effectively with others via internet contact.

- *Fit In!: The Unofficial Guide to Corporate Culture*

This book identifies 10 "fit factors" to help you practically understand an organisation's *ethos*.

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

- *Singapore: Core Coaching Skills;* August 2007 **www. creativeresultsmanagement.com**

Coaching is a great way to help further develop mission/aid workers—this is excellent training!

- *Sudan: Training in Trauma Healing; 10-21 September 2007:* **Margaret_Hill@sil.org**

This cutting-edge course equips people to help those suffering from war, disasters, and trauma.

SPECIAL TOPICS: Current issues and approaches related to member care

- *Sevens S's of Member Care, by Jane and Randy Rhoades*

Jane and Randy summarise seven essential sources for providing/developing member care.

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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
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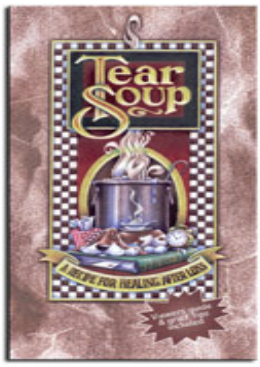
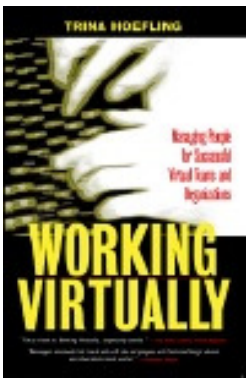
SPECIAL RESOURCES: Tools to further equip you for member care

- *Tear Soup: A Recipe for Healing after Loss*



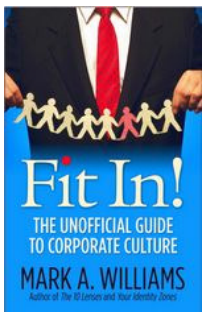
"Grief is both physically and emotionally exhausting. It is also irrational and unpredictable and can shake your very foundation…Over the years you will look back and discover…grief keeps teaching you new things about life. Your understanding of life will just keep growing deeper." *Tear Soup* provides a "poignant story and engaging illustrations" about how to grieve losses well. By means of a creative and trans-cultural metaphor—making soup—people of all ages are guided through the process of how to understand and receive healing for their pain. ." It is available as both a picture-book and DVD (17 minutes).[Editors' note: We recommend getting both the book and the DVD.]
Contact: www.GriefWatch.com

- *Working Virtually: Managing People for Successful Virtual Teams/Organisations (2003)*



"The key to successful dispersed working is not technological expertise, but a clear understanding of what it takes to get the expertise ready for virtual work, and the skills for bonding individuals into cohesive, high performance teams across distances and differences." Author Trina Hoefling's book is full of practical advice for helping organisations, teams, and team leaders work well virtually. Consider these quotes from her *Introduction*: "The key to satisfaction and success for a virtual worker is a real sense of connection to fellow team members and their organizations…Work is becoming people-centric, not place-centric…On a practical level, if distributed team members do not have a clear sense of commitment, connection, and how their work "fits in" with the overall plan, individual efforts run a greater risk of being misaligned with the strategic priorities and organizational mission.
Contact: www.Styluspub.com

- *Fit In!: The Unofficial Guide to Corporate Culture (2007);by Mark Williams*



"This book explains exactly what corporate culture is, how it can affect your job, and how to read your company's specific culture. Every organization has informal rules, unspoken expectations, and hidden secrets to success. Human identity expert Mark Williams has identified the "10 Fit Factors" that define a company's culture. While you cannot change the culture of your company, and might not want to, "Fit In!" prepares you to decode corporate dynamics; recognize factors that may adversely affect personal well-being; and make clear choices in order to fit in or move on to another workplace that values who you are**."** (Book description from Society for Human Resource Management—**www.shrm.org**)
Contact for purchasing book: http://messaging.shrm.org/ct/67SPYK916a6w/

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

- *Singapore: Core Coaching Skills Certificate Program; Dr. Keith Webb; 27-31* August 2007

This is an excellent course to develop coaching skills for cross-cultural workers. It includes a Biblical integration of the material and follows standards from the International Coach Federation.
Contact: www.creativeresultsmanagement.com

- *Yei, Sudan: Training in Trauma Healing; 10-21 September 2007*

The book, *Healing the Wounds of Trauma: How the Church Can Help* was developed in Africa. It has already been translated and taught in local workshops in over 40 languages across this continent. At this workshop, participants will learn how to use the material from the book to train local church leaders so that they can help people who are suffering from war, disasters, and other trauma. Also note that Oct 7-20 there will be training for "country facilitators" (expatriate and national) in Nairobi.
Contact: Margaret_Hill@sil.org

SPECIAL TOPICS

Seven S's of Member Care

By Jane and Randy Rhoades—Staff Development Facilitator's YWAM Africa

"Who is responsible for member care?" Many of us might quickly respond, "It's the leader or organisation's responsibility." We can have such high expectations for leaders/organisations, and it is easy to focus on them when things go wrong and when our personal needs aren't met. However, it is important to realise that within the mission/aid context, there are at least seven sources to help support workers in their tasks. These seven sources were suggested by Kelly O'Donnell and ourselves informally, and overlap with the trans-cultural model (five concentric spheres) presented in *Doing Member Care Well* (2002). One of the purposes of this model was to stimulate the development of related models according to one's region/needs. So this is what we have done in the African context.

Savior Care
This first source refers to the supportive care that workers receive via their relationship with God. Savior care ("Master care") represents the Lord's love and encouragement for His servants.

Self Care
This type of care acknowledges taking personal responsibility to identify/connect with the resources we need. It also refers to a person's ability to reach out to others and to transparently and humbly acknowledge needs! Self-care also suggests personal care for one's family.

Staff - Mutual Care
Many workers are in contact with other staff that can help provide support. This contact ranges from relationships via the internet/telecommunications all the way to closely-knit teams on-the-ground. Mutual care is a two-way street. We receive it and we give it. Relationships with locals are also key.

Shepherd - Care by Leaders
Leaders are charged with the responsibility of caring for and guiding their staff. In the Judeo-Christian tradition, the "shepherd" is referred to as the agent of God's tender care and guidance throughout Scripture. One central component is taking time to listen and to get to know one's staff.

Structures for Support
Most sending groups have a recognised structure in place which provides support for staff. These structures serve as means to both provide and develop a variety of member care resources: team, group prayer/worship, evaluation/feedback, counselling, skills training, and special care during crises. There are also practical structures to help with health, financial guidance, family needs, children's schooling, rest times, holiday times, and retirement planning.

Sender Support
Sending groups can also help their workers set up "support teams" comprised of family members and friends. These supporters can help provide prayer, encouragement, communication and logistical help, reentry care, rest, and guidance. The book, *Serving as Senders* by Neal Pirolo highlights the significant part the senders can play before, during, and after deployment.

Specialists and Special Services
Specialists provide more specific care for specialised needs. Examples include tropical medicine consultation, marriage counselling, conflict mediation, career counselling, debriefing, children's education guidance, and team building. There is a growing body of individuals, organisations, and networks that are experienced in providing such special services to support workers. Sending groups often work together in making services available across a wider spectrum than just their own staff.

Note: As you review these Seven S's, you may realise that you are lacking many of the supports mentioned above. This may be true especially for those who have not been sent/supported by a sending group (e.g., tentmakers) or for those whose sending groups/support teams are still trying to develop their member care. We believe it is important for both workers and sending groups to work together in order to form relevant member care programmes. For more information see the People In Aid *Code of Good Practice* (2003) **www.PeopleInAid.org** and the resources at **www.eri.org**