Member Care Update

Ethnê-MC Facilitation Team
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Ethnê-MC Update **Issue 3: June 2008**

Welcome again to the *Update*! The month we focus on "Resources for the Diversity of Workers". 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: **http://www.ethne.net/index.cfm?&menuid=19&parentid=14**

> *Above all, the core of member care involves the New Testament and trans-cultural practice of fervently loving one another—like encouraging one another each day; bearing one another's burdens; speaking truth to each other, and forgiving one another from the heart. By this all people will know that we are His disciples (John 13:35). Our love is the final apologetic. It is the ultimate measure of the effectiveness of our member care.* The Ethnê-Member Care Team

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In this Issue: Resources for the Diversity of Workers

SPECIAL RESOURCES: Tools to further equip you for member care

- *MOSS; Community and Consultation for Workers—On-line resources*
- *Handling Stress Effectively: Keeping God at the Center of Life, by Lee Hotchkiss*
- *International Human Resource Management, by Brewster, Sparrow, Vernon*
- *Managing Virtual Teams: Getting the Most from Wikis, Blogs, and Other Collaborative Tools*

SPECIAL TOPICS: Current issues and approaches related to member care

- *Coaching Diverse People, by Dr. Keith E .Webb*

Keith shares perspectives on how quality coaching can help a variety of cross-cultural workers. **www.CreativeResultsManagement.com**

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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**).

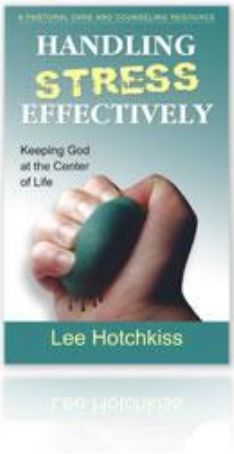
Email: mc@ethne.net
Ethnê-MC Website: **www.ethne.net/membercare**
Subscribe: Ethne-MC-subscribe@yahoogroups.com
Unsubscribe: Ethne-MC-unsubscribe@yahoogroups.com

SPECIAL RESOURCES: Tools to further equip you for member care

- *MOSS: Community/Consultation for Workers*

MOSS is developing a variety of resources for cross-cultural workers. Based at Regent's University's School of Psychology and Counseling, it offers "community" resources such as a virtual member library for uploading and downloading; a growing international referral service; forums to discuss issues, problems, socialise; and information about common psychological problems. It also offers inexpensive, web-based "consultation" that is confidential and provided by a core group of students in the doctoral psychology programme supervised by psychologists.
Contact: emilher@regent.edu and **http://homeawayfromhome.ning.com**

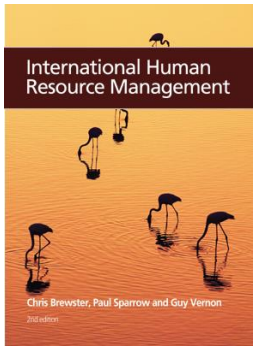
- *Handling Stress Effectively: Keeping God at the Center of Life, by Lee Hotchkiss*



压力大清理
如何活出以神为中心的生活
属灵牧养和辅导用书

"Stress is about how we respond when things don't go according to our expectation...How a person perceives an event or thinks about it in light of his or her values and expectations will pretty much determine how he or she responds or how much stress is expressed. The author reflects on a cycle model: a) That applies system theory to the examination of stress; b) That aids in seeing the whole and the interaction of the contritbuting parts; c) That has effectively assisted many people over the years in identifying patterns in their behaviors." The book is in English and Chinese, is written with the mission community in mind. There is a free power point on-line also.
Contact: www.barnabas.org/resources.php?pa_id=48

- *International Human Resource Management (2007, 2nd Ed); by Brewster, Sparrow, Vernon*



"This newly and substantially revised second explores both comparative and international HRM, discussing leading practices and the controversies that surround them. Developed from the authors' extensive experience in the field, it presents a comprehensive treatment of the subject from a truly global perspective, including material from the Pacific Rim, China and India. Chapters are grounded in academic research and include case studies, activities and a range of other features to test and reinforce students' understanding. It is a critically engaging yet a student-friendly text, ideal for use as a core text on modules in International Human Resource Management."**Contact: www.cipd.co.uk/Bookstore/_catalogue/InternationalHR/1843981599.htm**

- *Managing Virtual Teams: Getting the Most from Wikis, Blogs, and Other Collaborative Tools (2007); by Huetner, Brown, and James-Tanny*

"How do you manage people you don't see every day, may never actually have met in person and who may be working not just in different cities, but on different continents?...This book provides practical advice for managers of distributed teams who need to design the internal systems and meet deadlines with a diverse team, as well as for team members who want to develop and maintain professional relationships… Part I discusses team dynamics, project management and development, and forms of communication. Part II covers the types of tools currently available for collaboration such as wikis, blogs, RSS feeds, and more, and describes the different feature sets of each. Part III explains the various features of the book's companion wiki."

Contact: www.management-issues.com/2007/9/3/display_book/managing-virtual-teams-getting-the-most-from-wikis--blogs--and-other-collaborative-tools.asp

Coaching Diverse People

Dr. Keith E. Webb
www.CreativeResultsManagement.com

It's getting tougher to effectively help people grow. I'm getting older and think differently than younger generations. Plus, I'm living cross-culturally like so many of us. What I used to do isn't as effective with a diversity of people. The field of coaching however has given me new tools.

Post-Modernism
While I'm not an expert on this topic, I understand some of the main tenants to be: the questioning of everything, interactivity, and a bent towards hands-on involvement. Sitting and listening to a lecture is no longer acceptable. Today's learner wants to ask questions, share their ideas, discuss, and most of all experience. Consider the popularity of reality shows in many countries now, with high audience involvement like "American Idol" or the craze of blogging and commenting on blogs. People these days want to interact and participate. Coaching as a communication process is highly interactive, questioning assumptions, creating immediate learning and action steps. Coaching is a full-participation style of learning.

Cross-Cultural
Many leaders view themselves as solution-providers. Tell them your problem and they'll give you a solution. You can go a long way with this kind of leadership style, but not cross-culturally. A common solution to interpersonal conflict in many Western countries is to go directly to the other person, tell them your feelings, and hash it out. After a bit of wrestling around the two often come out friends. That advice in many Asian cultures would be like throwing petrol on the fire—it would make things worse! Advice is very culture-bound. Coaching isn't. Withholding advice and instead asking open questions will produce options generated by the coachee—and from his or her cultural perspective. No need to hope our advice will fit all the unknowns of the cultural context.

I'm Not You
You've heard the advice before, "If I were you, I'd ..." The trouble is, I'm not you. I have different values, beliefs, goals, strengths, background, priorities, and on and on. God uniquely created each one of us. There is NO ONE exactly like me, or you. I believe this is why many people tire of cookie-cutter discipleship programs that assume to know what we want to learn. Coaching is personalized learning. The coaching topic comes directly from the person being coached, not the coach. Coaching is the process of learning whatever the coachee wants to learn, when they want to learn it. The coach's role is to facilitate that learning, not to teach.

I Live Way Out There
When I lived in the Japanese countryside in the 1990s I longed to be closer to Tokyo where all the seminars, conferences, and experts were. Who could help me where I lived? So, I'd travel to Tokyo or even to the USA or Singapore to learn something new. Mostly what I took away was two-weeks worth of motivation! I had difficultly applying the conference content to my situation for the same reasons as in "I'm Not You" above. In the 1990s regularly using the telephone was cost prohibitive. These days you can call around the world for a few cents or even free. Why don't we use the telephone more to develop people? Because it seems that we're still stuck in a face-to-face mentality.

Coaching, on the other hand, works very well over the telephone. I have one-hour coaching calls every two weeks with those I coach. Together we talk about the situation, raise awareness, generate options, and create a few action steps. Two-weeks later we review what the coachee did, what was learned, and what the person wants to do next. This process is hugely developmental and all done over the telephone from anywhere in the world.

How are you meeting the challenges of a growing diversity of people? How do you evaluate your current ability to develop a diversity of people? What are three ways you could practice asking powerful questions rather than providing solutions?

Dr. Keith E. Webb is a trainer and experienced cross-cultural leadership coach. He helps organisations, teams, and individuals multiply their cross-cultural impact. Find free coaching articles at his website, listed at the top.