

Member Care Training Course

This is an accredited graduate course, with three units of credit for each week. Various graduate schools accept the course; payment depends on their requirements. Please inquire about your own school and how they would list this course to fit their curriculum.

Transportation

The nearest airport is Harrisburg, Pennsylvania, about an hour's drive from Heartstream location. If possible, please try to time arrivals for the afternoon between 2:00 pm and 6:00 pm, and departures for between 10:00 a.m. and 2:00 p.m. We can arrange transport to and from the airport. There will be a \$40 charge for transportation each way. If you arrive early, we may ask you to wait for others to arrive. If you arrive very late, you may need to arrange lodging for the night in Harrisburg.

If you plan to travel by car, please ask for our map. Liverpool is 31 miles north of Harrisburg on Route 11 & 15 on the Susquehanna River.

Heartstream Resources is incorporated as a non-profit 501(c) 3 religious organization. Application has been made for membership in the Evangelical Council for Financial Accountability (ECF A). Donations are tax deductible.



Heartstream Resources

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Challenge for Your Mind

Week 1: Foundations of Missionary Care Course content for the first week includes:

- definition and philosophy of member care
- stages of spiritual formation and moral development
- stages of psychosocial development and their relationship to trust and belief
- stages of mission career in relation to life cycle stages
- the role of the Holy Spirit in life and ministry development
- human needs theories and their relevance to cross-cultural workers
- personality types and how they relate to leadership styles, teams, stress, relationships
- concepts of servant leadership in relation to member care
- organizational implications of persons' needs and lifestages
- building trust in organizations and team relationships
- common mistakes missions make in (not) caring for members
- kinds and levels of interventions for burnout and crises
- pro-actively minimizing stress in various missionary stages
- why missionaries experience chronic high stress but usually survive immense stress loads
- evaluating how policies inhibit or encourage growth of members



Rest For Your Body, Counsel For Your Soul



Emphasis will be given to the practical application of these theories to the life of the individual and the effectiveness of the organization in relating to and caring for persons. Major emphasis is given to the relationship of personality type to team work, leadership styles, communication styles, stressors and stress symptoms. Factors of influence in the individual's development are examined in the light of stresses occurring in field settings.

Resources:

Participants will learn how to use current resources in the care of missionaries, including books and unpublished papers.

Training Outcome: Each participant will draft a work-paper of ways to improve the care given to members for his or her organization or field entity, based on the course content, class discussions and selected readings.

Restoration for Your Spirit

Week 2: Implementing Missionary Member Care Course content for the second week includes:

- selection of and qualifications for member care personnel
- training and job descriptions of member care personnel
- organizational issues such as confidentiality, reporting, administrative limits, record keeping, budgets. needs assessment tools for individuals, teams, groups, and entities
- changing organizational values and ethos to favor member care
- cultural sensitivity - caring for members from diverse cultures
- care of care givers in field settings
- needs of children, families, and single persons
- introduction to concepts and resources for contingency and crisis planning

Course Instructor: Lois Dodds, Ph.D., of Heartstream Resources, has taught graduate courses in over 40 countries, as well as in many other overseas contexts, such as U.S. embassies. She has devoted more than 30 years to the care and training of missionaries, including twenty-three years in Wycliffe Bible Translators and the Summer Institute of Linguistics and fifteen years teaching graduate courses abroad.

