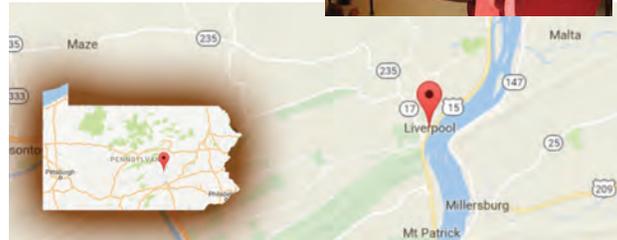


space reserved for participant quotes

tucked away in the picturesque Susquehanna River Valley



Our campus consists of five residential homes nestled in the village of Llverpool, in central rural Pennsylvania. It offers a scenic, relaxed setting. Guests stay in a Heartstream guesthouse. This provides a comfortable "family" experience, including meals and group activities.



101 Herman Lee Circle
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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 (ECFA). Donations are tax deductible.

Member Care Training



a holistic training program for people who provide care and support to global workers





Lois Dodds, Ph.D. has taught graduate courses in over 40 countries. She has devoted more than 35 years to the care and training of missionaries, including 23 years in Wycliffe Bible Translators and the Summer Institute of Linguistics and 15 years teaching graduate courses abroad.

The **Heartstream® Member Care Course** emphasizes practical application to the life of the individual and the effectiveness of the agency in relating to and caring for persons.

Close attention is given to the relationship of personality type in regards 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.

Participants learn how to use current resources in the care of missionaries including books and unpublished works.

Participants will draft a work paper of ways to improve member care for their organization or field entity based on content, discussions and selected readings.

Learn more online at HeartStreamResources.org

Challenge for your **MIND**

Counsel for your **SOUL**

Restoration for your **SPIRIT**



Accredited Graduate Course*

*Three units of credit for each week. Various graduate schools accept the Heartstream Member Care Training Course. Payment depends on their requirements. Please inquire about your own school and how they would list this course to fit their curriculum.

Week One

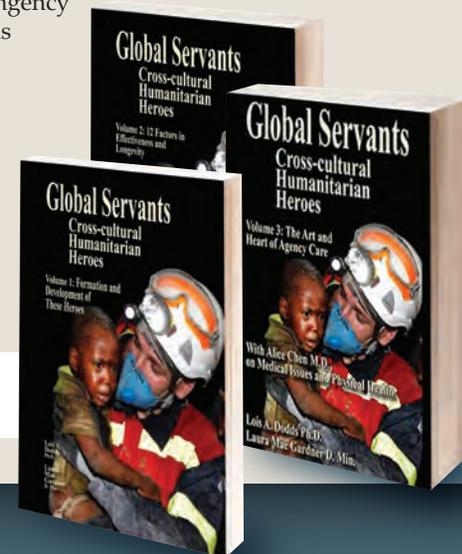
Foundations of Missionary Care

- Definition and Philosophy of Member Care
- Stages of spiritual formation and moral development
- Stages of psychological development and their relationship to trust and belief
- Stages of mission career in relation to life stages
- Role of the Holy Spirit in life and ministry development
- Human needs theories and their relevance to global workers
- Personality types and how they relate to leadership styles, teams, stress, and relationships
- Concepts of servant leadership in relation to member care
- Organizational implications of a person's needs and life stages
- Building trust in organizations and team relationships
- Common mistakes agencies make in (not) caring for members
- Kinds and levels of interventions for burnout and crisis
- Proactively minimizing stress in various missionary life and career stages
- Why missionaries experience chronic high stress and how they survive immense stress loads
- Evaluating how policies inhibit or encourage growth of members

Week Two

Implementing Missionary Care

- Selection of and qualifications of Member Care personnel
- Training and job descriptions of Member Care personnel
- Organizational issues: confidentiality, reporting, recording keeping, administrative limits, needs assessment tools for individuals, teams, groups and entities
- Changing organizational values and ethos to favor member care
- Cultural sensitivity—caring for member from diverse cultures
- Care of givers in field settings
- Needs of children, families, and single persons
- Introduction to concepts and resources for contingency and crisis planning



Curriculum is based on the 3-Volume Global Servants books by Dr. Lois Dodds and Dr. Lara Mae Gardner