

# Korean Member Care

## Tools for the Task

## Look at the context first

- Missionaries are human and have all the human challenges and stresses as anyone else. Some of these needs are:
- Developmental issues, crisis care, a tolerance for stress, handling uncertainty, ambiguity, interpersonal conflict, emotional breakdowns, competition for resources, isolation, loneliness, grief, loss.

- These are human needs. However, they are exacerbated by distance from the known and familiar. They are also made worse, or harder, by spiritual attacks and spiritual oppression.
- No wonder missionary stress levels are very high!

## In addition...

- Remember the list given earlier, by Dr. George Cowan—giving all the kinds of crisis, all kinds of moral failure, and various kinds of loss, disappointment, and hardship.
- Missionaries face many of these as well.

## Now, what tools does an Member Care worker need?

- What tools are necessary to equip a member care person to support, encourage, care for, equip, and strengthen his Korean colleagues?
- What do they need to know?
- WHO do they need to know?
- Who will help *them*?

## This may surprise you...

- The most important tool is the person of the member care champion or coordinator at the home office, the member care consultant out in the region, and the member care facilitator at the entity level.

## Why is this so?

- This is true because health, wholeness, maturity, faith, trust in God—these things must be modeled, and they must be modeled by a trustworthy and competent person, preferably a person who also has missionary experience.

- The Member Care worker must demonstrate not only maturity, competence and compassion, but he or she must be a person of faith and hope. Sometimes our colleagues have lost hope, and their vision grows dim. They may need to rely on our faith.

## Remember that, as \*Bill says,

- Member Care should be present throughout the life cycle of the missionary. And it is needed at every stage of missionary life—singleness; small children, teen-agers, empty nest, facing retirement, etc.

- \*Bill Taylor, *Global Missiology...*

## What can the member care person DO?

- Sometimes it is enough just to be there, and to listen.
- Example: Nick and Dora Pauls
- Almost always it takes discernment—what is needed here?

## The little four-fold diagnostic tool...

1. What is going on here?
  2. What is *really* going on here?
  3. What should be going on here?
  4. How can I help?
- In order to help, there must be a high level of competence in many areas.

## The member care person should be...

- Able to teach and train
- Able to write
- Able to communicate verbally and in writing
- Etc.

## Much care can come through workshops and seminars.

- Some of the services a member care person could provide are:
- \* train people in basic helping skills;
- \* train people in crisis response
- \* understand transitions
- \* asking for resources or pastoral care
- \* do debriefings

- \* know what to refer and to whom
- \* know how to interface with leadership and administration
- \* know how to problem-solve
- \* train in life planning and career guidance
- \* do marriage enrichment seminars
- \* give parenting seminars

- \* understand conflict, help to resolve, do mediation when necessary
- \* promote accountability
- \* train in personal pace setting and self care
- \* understanding the role of member care and what it can and cannot do
- \* interface with other member care staff

- \* understand generational differences
- \* understand the impact of stress
- \* understand cultural differences and promote harmony
- \* understand the changing face of missions, mission trends
- \* organize retreats and special times of refreshment and encouragement

## We're going to mention some specific tools...

- As we list some testing instruments, we remember that most of these are crafted for use by Westerners, not by Asians. I believe great skill and great respect should be demonstrated if using any of these instruments with Asian populations. However, they may have some value, so I will list them.

## So...what tools are needed?

- 1. The computer; for communication, research, learning
- 2. Resources: books, journals, Internet
- 3. People. Those with natural helping skills as well as specialists in medical and physical care, education, spiritual help
- 4. TJTA, an instrument to assess health and strength of a marriage.

- 5. MMPI 2 a psychological instrument to measure psychological health or degrees of dysfunction. (Remember this should be administered by a professional; it should be interpreted to the individual; and it should not be used as an employment tool.

- 6. We must also remember that psychological instruments do not measure spiritual maturity, or cross cultural readiness, or degree of interpersonal skills. For these things we need discernment, skill in doing and interpreting a biographical interview, and observing people in controlled settings.

- 7. Tools to assess vocational preferences
- 8. MBTI (Myers Briggs Type Inventory) to understand our own and other personality types and preferences
- 9. 16 PF, an instrument that measures basic dimensions of normal personality
- 10. Strengths Finders test (on line) to determine leadership preferences and competencies

- 11. Debriefing skills – drawing people out
- 12. Interviewing techniques
- 13. Prepare/Enrich, measuring readiness for marriage and marriage enrichment
- 14. Conflict management, mediation, and peace-making training
- 15. Using adult-education principles of training. Learning That Lasts workshop

- 16. Most important, skill in using the Scriptures wisely. (“All Scripture is God-breathed and is useful for teaching, rebuking, correcting and training in righteousness, so that the man of God may be thoroughly equipped for every good work” (II Tim. 3:16, 17 NIV).

What other tools do you think of?

## Dr. Steve Moon identified:

- Six areas as being in urgent need of development for Korean missions:
- 1. Missionary Care
- 2. Leadership
- 3. Research and Development
- 4. Missionary Training
- 5. Missionary Children's Education
- 6. Support systems

## Summary

- I believe an agency-sponsored program for member care, a program that is comprehensive in both content and scope, a program that is adequately funded, well-staffed, and well led, a program that is crafted in cooperation with the sending church --- such a program will change the face of Korean missions, and meet many of these important needs.