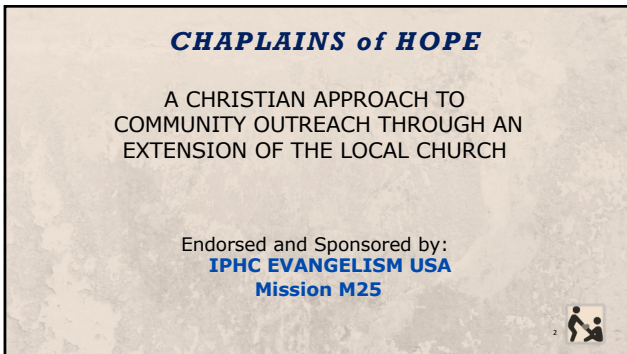
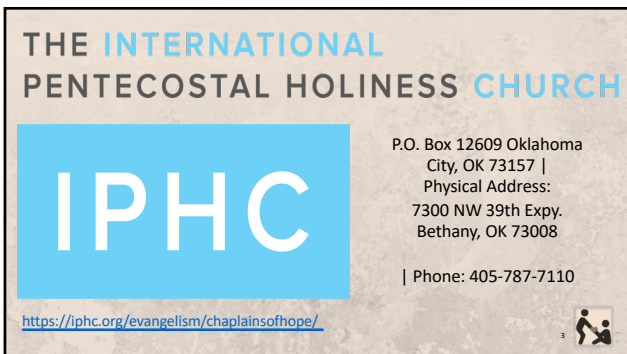


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3



<https://iphc.org/evangelism/>
 Evangelism USA
 P.O. Box 12609
 Oklahoma City, OK 73157
 Physical Address:
 7300 NW 39th Expy. Bethany,
 OK 73008
 Phone: 405-787-7110



<https://missionm25.org/>
 Mission M25
 3802 SE Ford Road
 Lawton, Oklahoma 73501
 580-919-8046
 M25@iphc.org

4




Communion
 Remembering His sacrifice.

5

*"All ministry begins with
 the Person right in front
 of you"*

'M25'



**Ask Yourself This
 Question:**
*"What Does God Want
 Me to Do About This
 Person in Front of Me?"*

6

Level 2: COH – Focus and Goals

CENTRAL FOCUS:

To develop an understanding that Demonstrating Love & Depositing Hope are leadership roles in every area of life.

COURSE GOALS:

Students will study:

- 1) What is Success for COH
- 2) What does healthy leadership look like?
- 3) What is Networking for the COH?
- 4) Team Building
- 5) The Role of Self Care



7

Success in the Community as a COH

The look of success must include views from **ALL Sides**
or a very untrue picture of the journey to success

Chaplaincy, what is it to you?

Chaplaincy is a ministry of presence!

- ✓ Showing up / Just being there
- ✓ Your presence is a ministry – a gift of yourself to another
- ✓ Loving a person by giving them yourself
- ✓ Not necessary to “have any answers”
- ✓ Not necessary to “say the right thing”
- ✓ Not necessary to “say anything at all”



8


The Power of the Ministry of Presence: Job

- ❖ Lost everything
- ❖ His friends showed up
- ❖ They sat with him & said nothing
- ❖ They blew it & tried to explain what happened to Job.
- ❖ God rebuked them & asked Job to pray for them
- ❖ **Never underestimate the ministry of your presence;** it is the pathway to success!



9

Steps to
Success!




Success isn't something we can determine ourselves.

Success is not always up and to the right!

It can not be easily measured.

10

Success!



Many trials will come your way as a COH

Consider it all joy, my brethren, when you encounter various trials, knowing that the testing of your faith produces endurance.
James 1:2-3

What Success Really Looks Like

11

Five Requirements to Being Successful:

1. Godly Character
2. Servant Leadership
3. Networking
4. Team Building
5. Personal Health (Self-Care)

12

What is Character?

Character is the sum of a person's ethical and moral qualities & is demonstrated through the choices we make

Abraham Lincoln once said, "*Character is like a tree & reputation like its shadow. The shadow is what we think of it; the tree is the real thing.*"



13

What Does God Say About Character?

Romans 5:3-5 (MSG)

There's more to come: We continue to shout our praise even when we're hemmed in with troubles, because we know how troubles can develop passionate patience in us, and how that patience in turn forges the tempered steel of virtue, keeping us alert for whatever God will do next. In alert expectancy such as this, we're never left feeling shortchanged. Quite the contrary—we can't round up enough containers to hold everything God generously pours into our lives through the Holy Spirit!



14

8 Essential Character Traits



15

8 Essential Character Traits

1. Seeks God's Direction
2. A Peacemaker
3. Fair and Just
4. Seeks Good Counsel
5. Is Humble
6. Is Sensible and Kind
7. Effectively Deals With Their Anger
8. Has a Teachable Spirit



16

16

8 Essential Character Traits

1. A COH *Seeks God's Direction*

Is there anything more important in a COH than seeking God's direction?

*Trust in and rely confidently on the LORD with all your heart
and do not rely on your own insight or understanding.*

Proverbs 3:5



17

17

8 Essential Character Traits

2. A COH is a *Peacemaker*

When man's ways please the Lord, he makes even his enemies to be at peace with him." Proverb 16:7

- We must never lose our ability to *empathize* with others peaceably.
- *Flexible and Compassionate.*
- God calls us to be *steadfast*, however, He didn't call us to be jerks, when our "*boldness*" is interpreted as "*coldness*," we are not doing something right!
- *Be a 'Person of Peace'; in addition, you are to look for one!*



18

18

8 Essential Character Traits

3. A COH is **Fair and Just**

"Better is a little with righteousness than great revenues with injustice" **Proverb 16:8**

Proverbs 31:8-9 – The Virtuous Mother:

Character to stand for others

Character to not ignore the injustice around you

To not impose your strengths on others



19

8 Essential Character Traits

4. A COH surrounds themselves with **Good Counsel**.

"Righteous lips are the delight of a king, and he loves him who speaks what is right" **Proverb 16:13**

- Sometimes **personal insecurity** can drive someone to seek only positive reinforcement for every decision they make.
- An **effective chaplain** will surround themselves with smarter people, who are willing to speak their minds & offer sound counsel.

"Without counsel plans fail, but with many advisers they succeed" **Proverbs 15:22**



20

8 Essential Character Traits

5. A COH is **Humble!**

"Pride goes before destruction, and a haughty spirit before a fall." **Proverb 16:18**

- **Never allow your calling to fall to the seductive draw of recognition, popularity, & rewards** given by a fallen world.
- A **know-it-all** person in ministry is dangerous, the "submit-or-else" person is too.

"Blessed are the meek, for they shall inherit the earth"
Matthew 5:5



21

8 Essential Character Traits

6. A COH is **Sensible & Kind**.

- As a chaplain you may be responding to someone's darkest day. Portray the character of God, the nature of **His love**, & the wisdom of **His Word**.

*"Your speech must always be **with grace**, as though seasoned with salt, so that you will know how you should respond to each person."* **Colossians 4:6**

- You don't need to know what to say all the time. If you don't have the words to say, **DON'T**.
- It is possible that all God wants in this situation is the power of **His ministry presence** through you.



22

8 Essential Character Traits

7. A COH effectively **Deals With Their Anger**

"Whoever is slow to anger has great understanding, but he who has a hasty temper shows great Foolishness."

Proverbs 14:29

- Knowing & addressing anger before ministering to others is key to your success as COH**
- Ephesians 4:26** (Amplified Bible)
²⁶ BE ANGRY [at sin—at immorality, at injustice, at ungodly behavior], YET DO NOT SIN; do not let your anger [cause you shame, nor allow it to] last until the sun goes down.



23

8 Essential Character Traits

8. A COH has a **Teachable Spirit!**

"How much better to get wisdom than gold! To get understanding is to be chosen rather than silver."

Proverbs 16:13

- Learning is a **lifelong** experience.

"I've made up my mind, don't confuse me with the truth."



24

Five Requirements to Being Successful:

1. Godly Character
2. **Servant Leadership**
3. Networking
4. Team Building
5. Personal Health (Self-Care)



25

Leadership is a process of influence. Any time you seek to influence the thinking, behavior, or development of people toward accomplishing a goal in their personal or professional lives—you are taking on the role of a leader.

Ken Blanchard

The question is:
What kind of leader will you be?



26

Types of Toxic Leaders

Authoritarian Leader

- ❖ Leader is extremely task-oriented & in full control at **ALL TIMES**.
- ❖ Uses rules, rewards, & punishment to control.
- ❖ Sets goals & makes sure they are met.
- ❖ Leaders' authority can not be challenged, or the goals will go unmet.
- ❖ Has its place in emergency situations.



27

Types of Toxic Leaders

Impoverished Leader

- ❖ Least effective, because the leader is least involved.
- ❖ Delegation happens with little-to-no follow-up.
- ❖ The leader has little interest in results, motivation, teamwork, goals, people, or productivity.
- ❖ Serves as a "place holder", collects a check & does very little real work.
- ❖ Lack of loyalty by the leader frustrates any potential team member and they do not stay around.



28

Types of Toxic Leaders

Bureaucratic Leader

- ❖ Leader is an administrator.
- ❖ Decisions are made according to performance & results.
- ❖ Command is enforced as a means of control & usually fall under the category of nonnegotiable.
- ❖ It stifles creativity, individuality, & any kind of collaboration.



29

Types of Toxic Leaders

Country Club Leader

Totally People Focused

- ❖ Leader values making sure followers are happy & want to continue.
- ❖ Correcting becomes more difficult because there is relationship.
- ❖ Lines of authority can become blurred.
- ❖ Problems go unresolved, which leads to group breakdown, accusations of favoritism, & unrest due to personality conflicts.
- ❖ Is often blamed for failing to meet success (bottom lines of profit).



30

Servant Leadership

1. Servant Leaders honor others before themselves.

Responsibilities include:

- Respecting all people through both our words & our behavior.
- Working to actively resolve the issues that concern them.
- Honoring others by affirming their dignity. This includes recognizing & responding to team needs as well as client needs.

31

Servant Leadership

2. Servant Leaders inspire vision before setting course.

Steps to igniting your vision:

- Set the vision first. Spend time considering its implications, necessary growth, & development.
- Cultivate buy-in by being authentically excited & inspirational.
- Model the vision to others (team).
- Help each team member feel valued as a contributor to a bigger picture (and its vision).
- Share the “what” & “how” but also explain the “why.”

32

Servant Leadership

3. Servant Leaders Choose Ethics before success (profit)

- **Servant Leaders** must be ethical. “A good name is to be chosen over riches.”
- You can’t buy integrity but losing it could cost you everything.
- Small daily decisions can eventually lead to huge moral failures & scandals.
- Practice good business ethics every day, without exception.

33

Servant Leadership

3. Servant Leaders Choose Ethics before success cont. (profit)

- Acting with integrity has greater appeal for long-term success & reduces the risk-management for an organization or a personal reputation.
- Be clear on non-negotiables that define your integrity.
- *Example:*
 - Truett Cathy, owner of Chick-fil-A, doesn't work or ask his employees to work on Sundays. Despite this, his restaurant has had 46 years of consecutive positive sales growth & is one of the most popular fast-food restaurants in the US.



34

Servant Leadership

4. Servant Leaders Empower others.

- President Harry S. Truman said, "It's amazing what you can achieve if you don't care who gets the credit."
- Take time to recognize the leaders/mentors who have helped empower your success.
- Create safe environments for taking smart risks (with proper approval) to produce greater outcomes.



35

Servant Leadership

4. Servant Leaders Empower Others cont.

- Understand the personal goals of your team members & look for ways to overlap by shaping their responsibilities to their interests to maximize personal motivation.
- Abe Lincoln surrounded himself with most of his earlier rivals from the Republican Party. He recognized their value as capable leaders & chose strong insightful men who would feel safe enough & respected enough to disagree with him when necessary. He did not want weak, subservient "yes-men."



36

Servant Leadership

5. Servant Leaders Prioritize People Over Tasks

- When people are financially invested, they expect a financial return. When people are emotionally invested, they want to contribute.
- Express your value through:
 - showing respect
 - being considerate
 - offering simple encouragement.
- Always be kind & value the humanity of your team members.
- Show tangible appreciation through word & deed.



37

37

Servant Leadership

6. Servant Leaders Set Priorities Instead of Letting Pressures Set them.

- "If you are reacting, you may already be too late."
- Do not be frightened or unwilling to make changes.
- Be willing to stop/change what is no longer working.
- Keep track of cultural trends in your community & proactively respond.



38

38

Servant Leadership

7. Above all else Servant Leaders Choose Humility

- Humility is not thinking less of yourself, it is thinking about yourself less.
- Pride is poison to any team & a repellent to those you seek to influence or serve.
- Beware of arrogance & unapproachability creeping in. Be willing to admit your own mistakes, & your team will be willing to admit theirs.
- Pride will inevitably stunt and distort your leadership.
- Regularly, honestly assess yourself & look for new ways to grow. Ask others, whom you trust, to provide honest feedback.




39

39

Toxic Leaders Use People to Accomplish Tasks


Servant Leaders Use Tasks to Develop People



40

Five Requirements to Being Successful:

1. Godly Character
2. Servant Leadership
- 3. Networking**
4. Team Building
5. Personal Health (Self-Care)




41

The COH as a Networker

Relationship-Building is integral to Assisting Communities

- A single COH can never meet every need they encounter.
- You are not the only person in your community who cares about the needs around you.
- Others will have critical experience, training and resources you don't have.



42

The COH as a Networker

Referral:

1. The act of directing someone to a different place or person for information, help or action, often to a person or group with more knowledge or resources.
2. An act of referring someone or something for consultation or review.



43

The COH as a Networker

Referral:

- Creating & updating a referral list after you have visited & talked with various organizations is a never-ending process.
- Do not refer anyone by just looking something up online without vetting them.
- Make sure the referral agency is prepared to partner with you & support your efforts to serve.



44

The COH as a Networker

Referral:

- Do all you can before referring someone but know when it's time to refer & do it quickly.
- Maintain connection with the referral organization to ensure they don't feel like you've just dumped a problem you didn't want to deal with.
- Always follow up.



45

The COH as a Networker

Identify area organizations whose vision is to demonstrate love & deposit hope:

- **Area Churches** – It takes all styles of churches to meet all types of needs.
- **Area Non-Profits** – Most communities have non-profit groups that are not necessarily Christian, but who care.
- **Area Funding Agencies** – Most community have agencies (often government) that can help pay overdue electric bills, emergency expenses, etc.



46

46

The COH as a Networker

Identify area organizations whose vision is to demonstrate love and deposit hope:

- **Area Counselors** – Often times, emotional support or even psychological help will be needed for follow up.
- **DRUSA** – COH goes where DRUSA goes. While DRUSA volunteers may focus on physical needs, COH can focus on emotional & spiritual needs



47

47

The COH as a Networker

Don't forget that referral agencies might come from any of the 5 Pillars of the community.

1. Individuals
2. Churches
3. Education
4. Business
5. Government

I.C.E.B.A.G.



48

48

Five Requirements to Being Successful:

1. Godly Character
2. Servant Leadership
3. Networking
4. Team Building
5. Personal Health (Self-Care)



49

COH as a Team Builder

Advantages to local churches, other community groups, & individuals:

- Higher visibility in the community.
- Models the presence of God to the neighborhood.
- Makes the church tangible where hurt exists.



50

COH as a Team Builder

Advantages to the community as a whole:

- The community sees the value of its churches through COH services.
- Allows for the development of a COH pool that has someone always “on call” to serve.
- Reputation of Christ is carried deeper into community.
- Replaces negative “religious” impressions with godliness.



51

COH as a Team Builder

Advantages to the COH Leader:

- Multiplies the leader's capacity & effectiveness.
- Increases the variety of services available through diverse gifts & interests of the team.
- Extends the longevity of the leader by avoiding burn out.



52

52

COH as a Team Builder

Unique Challenges of Team Building:

- Early adopters on the team will fall away when difficult situations emerge.
- Cliques within the team must be identified & dispersed.
- Not every prospective team member will have a heart for the lost.



53

53

COH as a Team Builder

Unique Challenges of Team Building (con't):

- Team members must understand, COH is not a church growth or church planting strategy.
- Conflicts within the group are inevitable in high stress situations. The leader must have conflict resolution skills.
- While the eventual value will be for both the church & the unchurched, the focus is always on lost & hurting people.



54

54

COH as a Team Builder

Unique Challenges of Team Building (cont.):

Personal prejudices often arise as team members deal with the unchurched community.
Diversity within the team is critical but can be challenging as cultural differences come to light.
Team members may find it difficult to experience needs from the perspective of the needy.



55

COH as a Team Builder

Best/worst candidates for a COH team:

- **Best:**
 - Those responding to the call of God.
 - Those who are willing to be trained.
- **Worst:**
 - Those looking to fill a need in their own lives.
 - Those seeking personal gain or recognition.



56

Practical Tips for Effective Team Building

1) Actively cultivate & protect trust

- The closer someone is to you in relationship, the easier it is to take that person & their feelings for granted. Instead, it is critically important that you treat those on your team with care & respect.

2) Monitor team size and communication

- The larger the group, the more difficult it is to manage & to keep everyone on the same page. The more people, the more lines of communication & potential for unhealthy or incorrect communication that you may not even be aware of.



57

Practical Tips for Effective Team Building

3) Be generous in investing time in your team

- Both quantity & quality time are important for team building. Increased time together can increase regard & appreciation for each other.

4) Pursue unity in every area

- The more united you become about more of the important things, the stronger your team becomes. Friendship is vital, & mutual respect protects in areas of minor differences.



58

58

Practical Tips for Effective Team Building Cont.

5) Keep short account of wrongs

- Have the difficult conversations without letting frustrations grow & fester. Topics/tensions/behaviors that we neglect will not go away on their own. Have the hard conversations, aim for godly resolution, & move forward.

6) Guard the gate

- Vet the person thoroughly before adding them to the team. It is kinder & easier on everyone involved to not bring someone onto the team than to remove them later.



59

59

Practical Tips for Effective Team Building Cont.

7) Lean on the team's wisdom

- Learn to be okay with not getting your own way every time. We all have weaknesses & blind spots. Trust those on the team to sometimes see what you don't & be gracious at those times. Thank God for His leading & protection through the consensus of the team. This is a sign of mature leadership.

8) Give your team defined responsibilities that will challenge them

- Make sure they clearly see the big picture & help them take ownership of the goals, tasks, & responsibilities, with each knowing, their own role, authority, accountability, benefits, & length of time to serve. Encourage common people to accomplish uncommon things.



60

60

Practical Tips for Effective Team Building Cont.

9) Team members will become excited & motivated when they are given the opportunity to:

- Accomplish something worthwhile
- Learn something new
- Develop new skills
- Have freedom to do their job
- Do the things they do best
- Do something that makes them feel worthwhile
- Bring positive change



61

Practical Tips for Effective Team Building Cont.

10) Give authority equal to responsibility – Teach members to respect the “chain of command” principle. Start slow!

11) Establish and model standards for excellence:

- Honor commitments.
- Live with character & integrity
- Be faithful to responsibilities
- Be a wise steward of time, talents, & resources.
- Work together as a team
- Agree to disagree respectfully
- Participate in ongoing training & development
- Aim for excellence
- Go for results, not just performance



62

Practical Tips for Effective Team Building Cont.

12) Train your team in the skills they will need to meet standards

- Keep training & mentoring a priority. Equip & mobilize.

13) Provide knowledge and information necessary to succeed

- People feel valuable when they know what they are doing.



63

Practical Tips for Effective Team Building Cont.

14) Provide appropriate, positive feedback

- Regularly reinforce positive performance through sincere compliments, cards, notes, rewards, etc. Morale & effectiveness increase when people receive regular feedback. Corrections should always be offered in private – the more serious, the more private.

15) Publicly recognize and reward efforts and achievements

- Make heroes of your people. Pictures, awards, speeches, plaques, & newsletters, etc.



64

Practical Tips for Effective Team Building Cont.

16) Trust your team – Distinguish between “trust in character” & “trust in ability.”

- Be sensitive to concerns, interests, & needs
- Listen to ideas, plans, & dreams
- Delegate
- Share your dreams, visions, plans
- Allow your team to participate in goal-setting & problem-solving process
- Be honest & open when you make mistakes; be vulnerable.



65

Practical Tips for Effective Team Building Cont.

17) Give permission to fail

- Failure is part of a growing experience & something we can learn from. It's okay to make a mistake. It's okay to fail when we are doing our best. Talking about failures helps us learn & grow.

18) Treat your team members with respect

- People work best when they are valued & respected. They will become discouraged if:
 - They are not given credit for suggestions; are never asked for opinions.
 - Grievances are not addressed/corrected.
 - They are not encouraged.
 - They are criticized in front of others.
 - Favoritism is shown.



66

A Few Biblical Thoughts on Team Building

- Assess & utilize the unique gifting/strengths each member brings to the team & draw on those (personality, spiritual giftings, experience, previous training, etc.) (1 Cor. 12; Eph. 4:6)
- Accept difference of opinions as a valuable asset, not a liability. The discussion process may help you reach your goals more effectively. (Phil. 2:1-4)
- Assume an attitude of servanthood. (Phil. 2:5-8)
- Acknowledge God in all you do. (Pro. 3:6-7)
- Align with the plan & purpose to which you believe God has brought you. Keep it about God – NOT about you! (Isa. 48:17)



67

Five Requirements to Being Successful:

1. Godly Character
2. Servant Leadership
3. Networking
4. Team Building
5. Personal Health (Self-Care)



68

The Role of COH is Often Stressful

Don't ever forget that you are as human as those you are called to serve. Stress is a killer.

Stress can lead to:

- ❖ Marital issues
- ❖ Alcohol Abuse
- ❖ Job Difficulties
- ❖ Health problems



69

Universal Vulnerability

- The attributes which make caregivers vulnerable are traits that make them excellent caregivers.
- Risk increases if there are back-to-back “heavy” cases or other forms of secondary trauma.



70

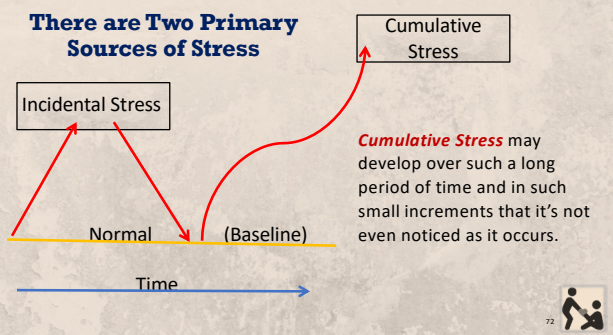
Universal Myths

- “I’m trained therefore invulnerable.”
- “I’ve seen worse & handled it before.”
- “I’m a professional, I should be able to handle this.”
- “If I just follow the protocols, I’ll be alright.”
- “I’m okay – I have to be, who else is there to do it?”
- “I have to be strong & have a good spiritual witness.”



71

There are Two Primary Sources of Stress



72

STRESS SURVIVAL

The COH should:

- ❖ Learn to recognize both sources of stress in themselves.
- ❖ Develop intervention skills to help mitigate the effects.

***Before assisting others with their mask,
put your own mask on.***

Flight Attendant



73

WHY DEAL WITH STRESS?

- ❖ The effects can be profound. Unresolved stress will eventually have a physical, emotional & spiritual impact.
- ❖ Being unhealthy in any of these areas leads to cognitive, behavioral, & spiritual vulnerability.
- ❖ The impact of this vulnerability diminishes your ability to help the very people you are called to help.
- ❖ An unhealthy COH will often project their pain on the person they are trying to help.



74

STRESS SURVIVAL HABITS

Nutritional Health Habits:

- Eat regularly
- Eat good meals
- Don't overeat to cope with the stress
- Where possible eat several small meals per day, rather than one large meal.
- Stay hydrated



75

STRESS SURVIVAL HABITS

Physical Health Habits:

- Take a break, sit down or walk away for a minute
- If possible, a quick shower is refreshing
- Exercise – even brief amounts – can relieve stress.



76

STRESS SURVIVAL HABITS

Emotional Health Habits:

- Debriefing difficult scenarios with your leaders is critical to your emotional health.
- Refuse to bury your emotions & hide them from your leaders. Buried emotions fester & become worse in time.
- In times of extended service, rotate with other COH.



77

STRESS SURVIVAL SKILLS

Spiritual Health Habits:

- Don't neglect your daily time in the Word of God.
- Maintain a minute-by-minute dialogue with God.
- Find opportunities to honor God through worship.




78


***Stress Management Relief
For the Chaplain of HOPE***

❖ **HALT** = Stop what you are doing & tend to yourself if you are:

- Hungry
- Angry
- Lonely
- Tired




As soon as you lose your cool, you have lost your value!



79

Level 2 Laboratory

Christian Maturity Assessment Tool





80

CHAPLAINS of HOPE

A MISSION OF

HOPE

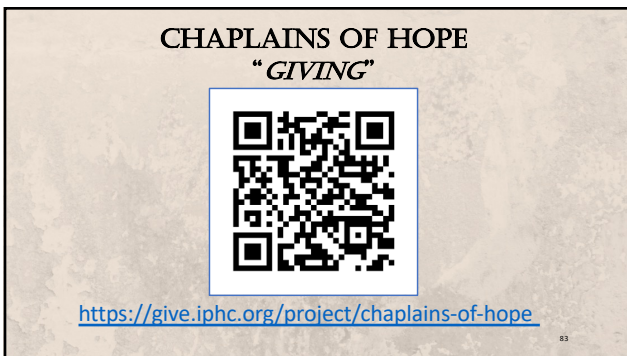
*Demonstrators
of Love.
Depositors of
Hope.*

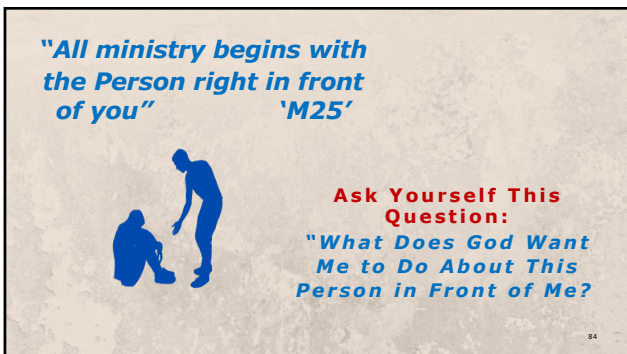
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82



83



84
