

CARING IN A HURTING WORLD

'STORY WHISPERING' AND PASTORAL CARE

LISTENING TO PEOPLE'S STORIES is the **SECOND** module that encourages members of your congregation to increase their skills in pastoral care.

Session 1: Critical factors in Visiting

- Trust as a critical factor in visiting
- Working in ambiguous situations
- Effects of environment when providing care
- Understanding how people communicate
- What is 'pastoral' about pastoral visiting



Session 2: Specific issues in visiting

- Home and Hospital visiting
- Telephone care
- Aged care and terminal patients
- Difficult issues that are usually avoided
- Privacy issues and referral
- Using prayer and other religious resources

Session 3: Basic psychological issues in pastoral ministry

- When helping is not helping
- When to say 'yes' and when to say 'no'
- Building relationships with people
- Knowing who you are
- You are the 'light of the world'
- All stories are unique
- Everybody needs to feel special



Session 4: Basic listening skills in pastoral ministry

- Attending and listening to stories
- Basic empathy
- How to probe the story without intruding
- Summarising the story to gain more understanding
- Challenging distortions and denial
- How to self-disclose and when to be direct
- Helping change occur
- How to help when you feel 'ignorant'

Session 5: Integration

- Clarifying any remaining questions
- Assessing readiness for visiting
- Accountability and supervision

WHO IS LEADING THIS WORKSHOP?

The **Rev. Dr. Peter Powell** is the Executive Director of the Pastoral Counselling Institute. He is a minister of the word in the Uniting Church in Australia and a registered Psychologist. Dr. Powell teaches the integration of theology and psychology at the Institute and provides workshops and pastoral care training for churches and related organisations.