Welcome to the Support Team Leadership Training (Day One)

The Support Team Network

Our mission is to be a training and resource center for the development of Support Teams for persons with health concerns or other special needs.

Support Team Leadership Training

- Day One—Beginning and Building
  - Catch the vision of the team approach.
  - How to invite persons to be on a Support Team and accept the services of a team.
  - How to prepare a team through Orientation.
- Day Two—Connecting, Caring, Sustaining
  - How to set realistic expectations for the team and “Friend.”
  - How to coordinate the work of the team.
  - How to sustain the team and keep it healthy.

Tools for the Day

- PowerPoint Slides
- Guidebook
- Schedule
- Evaluations

A Different Copyright

All materials from the Guidebook and Web site may be reprinted and/or distributed without prior permission AS LONG AS

the user does not sell the material, or prohibit or restrict anyone else from using this information.

Please use the following credit: “From The Support Team Network, www.SupportTeam.org.”

The Together Principle

- Do what you can
- When you can
- In a coordinated way
- With a built-in support system
Team Principles

• Discovery
• Time flexibility
• Share the care
• Orientation
• Efficient Meetings
• Respectful Relationships
• Guilt-free Service
• Clear boundaries

Team Process

BEGINNING (Discovery)

CARING (Organizing and Doing)

BUILDING (Support Team Orientation)

CONNECTING (Setting Expectations)

SUSTAINING (Keeping Teams Healthy)

DISCOVERY EVENT

Persons Who Need Care

See Guidebook, page 31ff

DISCOVERY EVENT

Persons Who Want to Care

See Guidebook, page 35ff

DISCOVERY EVENT

A TEAM APPROACH

Persons Who Need Support

Persons Who Want to Support

See Guidebook, page 34ff

Support Team Advantages

• People get to do what they enjoy doing in helping others
• Maximum time flexibility
• Variety of skills are offered
• Sharing the care
• Built-in support system
A Discovery Event Outline

- Persons who need care
- Persons who want to care
- A Team Approach
- Use the Exploration Form if helpful
- Next Steps
  - Announce date of the next orientation
  - Invite persons to sign up

See Guidebook, page 33

Discovering Needs of a Potential Support Team Friend

The Initial Visit

- Is a Support Team appropriate?
- Briefly explain what a Support Team is
- Is the team wanted?
- Explore possible starting points
- Share the next steps

Linda Smith, St. Vincent’s Hospital Support Team

See Guidebook, page 28

Beginning

Discovery can be with existing groups or with individuals

- Discover Potential Support Team Friends
- Discover Who Wants to Care (what I love to do)
- Discover how Support Teams Work

Guidebook, page 31

Process of Team Building

BEGINNING (Discovery)

BUILDING

Persons Needing Care
A Team Approach
Persons Who Care

See Guidebook, page 28

Building Support Team Orientation

- How to Provide Emotional Support
  - Interactive exercise
- Understanding the Support Team Model
  - Discussion, handouts, or slides
- Setting Boundaries and Limits
  - Scenarios that are discussed in small groups

Welcome to Support Team Orientation

- a training to equip persons to serve on a Support Team -

- How to Provide Emotional and Spiritual Support
- Understanding the Support Team Model
- Setting Healthy Boundaries & Limits

See Guidebook, page 46
How to Offer Emotional and Spiritual Support:
An experiential exercise

Support Team Orientation

What is Emotional Support?
Emotional Support

1. to hold up or serve as a foundation for . . .
2. to promote the interests or cause of . . .
3. to keep from fainting, yielding, or losing courage.

What is Spiritual Support?
Spiritual Support is NOT:
• Getting you to use my words, to describe your faith, so that I feel better about where you are spiritually.

Arrogant and Exclusive
Spiritual Support IS:
• Listening to the meaning of your words as you describe your faith experience, so that I can understand and learn from your faith journey more fully.

Supportive and Empowering

Listen for
The Meaning of the Feeling

Tip #1
“Help a person feel what they are feeling, when they feel it.”

• Ask an “extra question” for clarification of that feeling
  – Can you tell me more about what you mean when you say . . .?
• Be quiet when you are not sure what to say

Listen for
The Pace of the Journey

Tip #2
“Walk at the same pace emotionally as the person you are supporting.”

• Resist the temptation to:
  – Fix it
  – Speed up the process of change
• Remember:
  – Your responsibility is to walk beside, not drag him/her to a different place

Listen for
Your Role in the Relationship

Tip #3
“Take on the role of student in your relationship, and allow him or her to teach you.”

• Breathe a prayer
  – Help me learn what I need to learn about my own life from this person today
• Embrace humility
  – We have no right to tell another person what they should do
Summary—Three Tips

1. Help a person feel what they are feeling, when they feel it.
2. Walk at the same pace emotionally as the person you are supporting.
3. Take on the role of student in your relationship, and allow him or her to teach you.

Support Team Orientation
- a training to equip persons to serve on a Support Team -

- Providing Emotional Support
- Understanding the Support Team Model
- Setting Healthy Boundaries & Limits

See Guidebook, page 41

Support Team Member Covenant

- Attend Support Team Orientation.
- Be committed to a team concept and issues of confidentiality.
- Be responsible with closure issues.
- Avoid direct financial involvement and medical care with CTF.

See Guidebook, page 44

What is a Support Team?
A group of people organized to provide practical, emotional, and spiritual support to persons with health concerns or other special needs.

What Does a Support Team Do?
- Team activities may include:
  – Transportation to the doctor or grocery store.
  – Household or yard chores.
  – Errands, cook or deliver meals, or social outings.
  – Visit, call, or offer caregivers a break.
  – Prayer or communion based on the needs of the person being visited.

What Does a Support Team Not Do?
- Provide Medical Support, including assistance with medications, or taking the place of any health care professional.
- Provide Direct Financial Support, including giving or loaning money, paying bills out of one’s own funds, etc.
- Share Confidential Matters outside the Team.
Different Ways to Organize

• Basic Model
  - Focuses on one person/family and meets a variety of needs for that person.

• Mission Model
  - Focuses on a common need of several persons.

• Facility Model
  - Focuses on persons in one place (i.e. nursing home, clinic, hospital) and meets some of the needs at that site.

Support Team Orientation

- a training to equip persons to serve on a Support Team -

• Providing Emotional Support
• Understanding the Support Team Model
• Setting Healthy Boundaries & Limits

Support Team Orientation

Setting Boundaries and Limits

Discovery Event Outline--Review

• Persons who need care
• Persons who want to care
• A Team Approach
• Use the Exploration Form
• Next Steps
  - Announce date of next orientation
  - Invite persons to sign up

BUILDING--Review

Three components to Support Team Orientation:

• How to Provide Emotional Support
  - Interactive exercise
• Understanding the Support Team Model
  - Discussion, handouts, or slides
• Setting Boundaries and Limits
  - Scenarios that are discussed in small groups

DISCOVERY EVENT REVIEW

Persons Who Need Support
A TEAM APPROACH
Persons Who Want to Support
Day Two: Applications of Team Development

Welcome to the Support Team Leadership Training (Day Two)

Objectives
- CONNECTING: How to set expectations with the Support Team Friend/Family
- CARING: How to organize the work of the Support Team in an efficient 59-minute (or less) meeting.
- SUSTAINING: How to sustain the team(s) that you develop so that they can grow and remain healthy.

Process of Team Building

BEGINNING (Discovery)
- Persons Needing Care
- A Team Approach
- Persons Who Care

BUILDING (Support Teams Organizing)

CONNECTING (Setting Expectations)

SUSTAINING (Keeping Teams Healthy)

CONNECTING

Three Components
- The Initial and/or Connecting Visit
- The Next Support Team Meeting
- Follow-up with Support Team Friend or Family

The Connecting Visit
(Person who made the initial visit, Team Leader, and Support Team Friend with other family members)
- Personal introductions and sharing about the team.
- Review ways the team may be helpful.
- Clarify the role of the Leader.
- How would you like to meet the other Team Members?
- Talk about next steps.
Support Team Meeting Agenda Following Connecting Visit

- New Support Team Friend & needs identified
- What do I see myself doing on the team?
- What is the team able to do?
- Other concerns, ideas for ongoing education
- Next meeting (Date, Time, and Place)

Guidebook, pages 59ff

Follow Up with Team Friend

- Team Leader communicates with Friend about what the team is able to do, and what they cannot do (if any).
- Discuss how the Friend/Family would like to get to know the team.
- Clarify the next step.

Guidebook, pages 57-60

Support Team Meeting Tips

- Start on time, end on time.
- Set clear agenda.
- Delegate parts of the meeting.
- Don’t summarize meeting for latecomers.
- Support Team Friend doesn’t attend, usually.
- Get to know one another.
- Learn together.
- Plan together.
- Have fun together.

See Guidebook, page 62ff

Support Team Meeting (59-minutes or less)

A regularly scheduled time to Communicate, Educate, Coordinate

- Communicate means:
  - Share concerns, disappointments, solve problems together;
  - Discuss good things that have happened, tips;
  - Talk about your own feelings, and what kinds of personal issues this experience brings up for you (i.e. boundaries, grief)

See Guidebook, page 63
**CARING**

- **Educate means:**
  - Ongoing learning or discussion that is relevant to your helping situation
  - Coaches or guest speakers
  - Written resources (STN web site)
  - Videos
  - Dialogue
  - Let the team decide from month to month what they need or want to learn about.

- **Coordinate means:**
  - Pre-assign time or “co-captains” of the week
  - Goal is to check in several times
  - Update the co-captains for the next week
  - Discover upcoming needs and make a calendar (p. 87)
  - Assign tasks that can be identified ahead of time (i.e. meals, visits, errands)

See Guidebook, page 63

**Process of Team Building**

- **BEGINNING**
  - (Discovery)
  - Persons Needing Care
  - A Team Approach
  - Persons Who Care

- **BUILDING**
  - (Organizing and Doing)
  - Discover upcoming needs and make a calendar
  - Assign tasks that can be identified ahead of time

- **CONNECTING**
  - (Setting Expectations)
  - Connect teams to relevant organizations

**SUSTAINING**

- Sustaining involves affirming, empowering, and strengthening the life and work of Support Teams.

- **Support Team Leader / Co-Leaders**
  - **Coordinate** the calendar
  - **Facilitate** Support Team Meetings
  - **Communicate** with Coach and Leadership Team

See Guidebook, page 74

- **Support Team Coach**
  - Serve as a resource person to the team.
  - Have regular contact with the Support Team Leader.
  - Have regular contact with the Support Team Friend.

See Guidebook, page 74

**Morgan Ray**

Morgan Ray has a rare form of epilepsy, her Support Team is from her Mom’s work at UAB.

Guidebook, page 63

See Guidebook, page 74

See Guidebook--Supporting and Networking, 78ff
WHAT IS A LEADERSHIP TEAM?

A Leadership Team is a Support Team for Support Teams!

SUSTAINING

Leadership Team Models

- Congregation or Organization
- Community/Town/City
- Region of a State/State
- Region of the Country/National

Who is on a Leadership Team?

People who want to help with the movement:

- Attended a Support Team Leadership Training
- Lead Discovery Events
- Teach Orientation for new Team Members
- Make Initial and Connecting Visits
- Serve as Team Leaders or Coaches

SUSTAINING

The Support Team Network makes an annual commitment to:

- PREPARE
  - Preparing workshop (3-5 months before)
  - Planning Team is formed

- TRAIN
  - Two-day training for community leaders
  - Leadership Team is formed

- SUPPORT
  - Post-training workshop (2-4 months after)
  - Local, state, and national support system

What is offered by The Support Team Network?

- Toll-free phone and e-mail support
- Connection to Leadership Teams
- Leadership Team Conference Calls
- Web site support
- Electronic copy of all materials

Next Steps

- Everyone: Challenge to start one new team in the next year
- You are invited to form or expand our Community Leadership Team (set date for first meeting)
- Everyone: Attend the Supporting Workshop for all Leadership Training Participants (set date)