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

• Guidebook
  – Schedule
  – Evaluations
• PowerPoint Slides

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.”

Team Principles

“Do what you can, when you can, but in a coordinated way with a built-in support system.”

1. Discovery
2. Time-flexibility
3. Share the care
4. Orientation
5. Efficient Meetings
6. Respectful Relationships
7. Guilt-free Service
8. Clear boundaries

Simon Bovinett, a Support Team Friend

“Do what you can, when you can, but in a coordinated way with a built-in support system.”
**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
- Persons Who Want to Care

**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
- Next Steps:
  - Announce date of next orientation
  - Invite persons to sign up

See Guidebook, page 18

Guidebook, page 31f

Guidebook, page 35ff

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

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
Support Team Orientation

BUILDING
Support Team Orientation

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

See Guidebook, page 38

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

Support Team Orientation

How to Offer Emotional and Spiritual Support:
An experiential exercise

Linda Smith, St. Vincent's Hospital Support Team

Donna Tait and a few of her Support Team members

Persons Needing Care
A Team Approach
Persons Who Care

See Guidebook, page 28
What is Emotional Support?

**Emotional Support**

- Mad
- Sad
- Glad
- Afraid

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.

Guidebook, page 40

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.

Guidebook, page 14

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.

Guidebook, page 112

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.

Guidebook, page 15
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 52ff, 188

Support Team Orientation

Setting Boundaries and Limits

See Guidebook, page

DISCOVERY EVENT REVIEW

A TEAM APPROACH

Persons Who Need Support

Persons Who Want to Support

Persons Who Need Support

Persons Who Want to Support

A Team Approach

Persons Needing Care

Persons Who Care

CONNECTING

(Setting Expectations)

BUILDING

(A Team Approach)

BEGINNING

(Discovery)

Team Process

SUSTAINING (Keeping Teams Healthy)

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

See Guidebook, page 38

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

See Guidebook, page 33

BUILDING—Review

A participant learns about offering emotional support

See Guidebook, page 36
Welcome to the Support Team Leadership Training (Day Two)

Day Two: Applications of Team Development

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.

BEGINNING (Discovery)
BUILDING (Support Team Orientation)
CONNECTING (Setting Expectations)

Process of Team Building

BEGINNING
BUILDING
CONNECTING

Persons Needing Care
A Team Approach
Persons Who Care

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

CONNECTING

See Guidebook, page 57

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)

See Guidebook, page 58

See Guidebook, pages 59ff
CONNECTING

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.

Process of Team Building

BEGINNING
(Discovery)

CARING
(Organizing and Doing)

Persons Needing Care
A Team Approach
Persons Who Care

CONNECTING
(Setting Expectations)

BUILDING
(Support Team Orientation)

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.

CARING

Support Team Meeting
(59 minutes or less)

A regularly scheduled time to Communicate, Educate, Coordinate

Communicate: 20%
Educate: 40%
Coordinate: 40%

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)

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.
**CARING**

- 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)

**Process of Team Building**

BEGINNING (Discovery)

- Persons Needing Care
- A Team Approach
- Persons Who Care

BUILDING (Support Team Orientation)

CONNECTING (Setting Expectations)

SUSTAINING (Maintaining Healthy Teams)

**SUSTAINING**

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

- The Support Team Leader
- The Support Team Coach
- Forming a Leadership Team
  - Congregation’s/Organization’s
  - Community or Regional
- The Support Team Network

**Support Team Leader / Co-Leaders**

- Coordinate the calendar
- Facilitate Support Team Meetings
- Communicate with Coach and Leadership Team

“Someone who loves to coordinate and delegate!”

**Support Team Coach**

One or all of the following:

- Lead Discovery Events to invite persons to join a Support Team.
- Teach a Support Team Orientation.
- Make an Initial Visit with a potential Support Team Friend.
- Serve as a resource person to the team.
- Have regular contact with the Support Team Leader and Friend.

**Developing a Leadership Team**

- Lead Discovery Events
- Teach Support Team Orientations
- Serve as a Coach for Teams
- Assist Team Leaders
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 updates for your teams
– Electronic copy of all materials

See Guidebook, page 71ff

The Support Team Network can offer a Support Team Initiative to an individual congregation/organization, or to a community

• Preparing
  – Step-by-step plan
  – Preparation workshop
• Training
  – Two-day training
  – Form a Leadership Team
• Supporting
  – Leadership Team(s)
  – Follow-up workshop two to four months after training

supportteam.org