

### A MINISTRY OF FRESH HOPE



Pastor Brad Hoefs Chaplain Joy Stevens

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Greetings Friend!

We're grateful that you have decided to join us in this movement of hope!

As a Hope Coach, you will have the rare and blessed opportunity to help others find hope in the midst of difficult circumstances. You'll help them pivot from hopelessness to hope; seeing a way forward!

My prayer for you is that you find great joy and fulfillment in this vital ministry!

God bless you!

Pastor Brad Hoefs, Founder of Fresh Hope for Mental Health

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# Part I

An overview of what Hope Coaching is and what it is not, along with an overview of Hope and Hopelessness.



# The Role of a Hope Coach

A Hope Coach comes alongside someone who is experiencing a crisis or painful situation and is experiencing hopelessness or the feeling there is no way forward.

A Hope Coach compassionately listens to their pain. They do not give advice or problem-solve, but help them process their honest feelings and emotions, clearing the way to have hope so they may begin to see a way forward.

# Three Things

### A HOPE COACH IS TRAINED AND CERTIFIED TO:



### BE AN EXCEPTIONAL LISTENER

As they minister to people who are hurting and feeling hopeless, who ask key questions and respond with compassion.



### HELP OTHERS PROCESS THE PAIN OF WHAT THEY ARE GOING THROUGH

It helps people process the honest emotions of painful situations.



### SPEAK FAITH-BASED HOPE INTO THE SITUATION

Speaks faith-based hope into other's feelings of hopelessness.

#### HOPE COACH TRAINING

A Hope Coach...

#### 01

Is a compassionate listener in a short-term relationship, meeting 2-5 times, with someone who is stuck in pain and cannot see a way forward (feeling hopeless).

#### 02

Is a listener - not a counselor or a problem solver

#### 03

Helps people process their honest emotions and pain, while offering the assurance of hope that will overcome and work for their good.

#### 04

Brings the power of hope through listening and caring questions

#### 05

Brings hope through their compassionate presence

#### 06

Helps people discover the way forward when they believe there may be no way forward

#### 07

Brings hope through the sharing of parts of their own story

### HOPE COACH TRAINING

# Yes or No?

As a Hope Coach, would you answer yes or no to these questions?

	Yes	No
1. God will never give you more than you can handle.		
2. This is hard, but you've done hard things before, and I believe in you.		
3. You'll get over it.		
4. You just need to be positive.		
5. I know there's a lot that can go wrong in your situation. What might go right?		
6. All feelings are welcome here.		
7. It is probably pretty hard to be positive right now. Know that I am praying for you.		
8. Sometimes we feel like giving up. What is your ideal outcome?		
9. It is never fun to feel like this. Is there something you can do today that you'd enjoy?		
10. It is probably hard to see any good in this situation. We'll see if we can talk through this.		

This is hard. You've done hard things before and I believe in you.

I know there's a lot that could go wrong. What could right?

All emotions are welcome here.

It's pretty normal to have some negativity in this situation.

It's probably pretty hard to be positive right now. I will pray for you.

Sometimes feeling like giving up is normal. What is your ideal outcome?

It's never fun to feel like that. Is there something we can do today that you'd enjoy?

It's probably really hard to see any good in this situation. Let's see if we can walk through this together.

### **Toxic Positivity**

You'll get over it

Just be positive!

Good vibes only!

Stop being so negative!

Think happy thoughts!

Never give up!

IJust be happy!

See the good in everything.

Pain is real, but so is hope.

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# Hopelessness, Hope, & Faith

A Hope Coach comes alongside someone who is experiencing a crisis or painful situation and is experiencing hopelessness or the feeling there is no way forward. A Hope Coach compassionately listens to their pain. They do not give advice or problem-solve, but help them process their honest feelings and emotions, clearing the way to have hope. Once the pain has been listened to, they may begin to see a way forward.

## HOPE COACH TRAINING Hopelessness & Hope

### HOPELESSNESS

- Hopelessness is defined as when there feels like there is no way forward.
- Hopelessness is a sense of being stuck and that things will never change.
- Hopelessness is something that is experienced on earth. Our design was not to feel hopeless, but since the fall in the garden, hopelessness entered.

### HOPE

- Hope is when, despite your difficulty, you see a way forward.
- Hope is based on who God is, not our feelings of hopelessness.
- Hope is a trust in God that no matter how difficult things become, no matter how hopeless they appear. He has the power to work within it on your behalf and come out on the other side.
- Hope is spiritual It is a truth that sometimes we cannot feel, but we have to hold on to it with faith whether we feel it or not.

### HOPE COACH TRAINING The Intersection of Hope & Hopelessness



Being hopeless does not mean that hope is no longer present. You can feel totally hopeless – your situation can be totally hopeless. This is the horizontal side of suffering.

Hope, on the other hand, is the vertical experience. It comes from God. There are times in which we live at the intersecting point of hope and hopelessness. Notice that it makes a cross. If you are experiencing hopelessness, you can still be filled with hope and not just wishful thinking.

# The Replay

Imagine watching your favorite sports team and hoping against all hope that they will win the game. At halftime they are way behind and have not looked like a team that could win any game.

But the second half is intense; they rally: the defense is cooking, the offense is scoring. It looks like a different team, yet the tension remains.

Imagine that they indeed do win. Some weeks later you watch a replay of the game. Watching the replay, you will have a whole different experience, knowing the outcome. You can enjoy it knowing that they are going to win.

Infusing faith into а hopeless situation is the same way. God has got the end of the story. God can handle the hopeless spots of your life where onlv have vou vour ability human and limited power to apply to the situation God has the of the power universe that He created at His disposal.

Finding hope is about facing reality, the truth of your situation. It is the horizontal truth with the vertical truth of who God is and what He can do.





Hope is not just a fond wish.

It is the ability to see a way forward.

It is a confident expectation that God will work on your behalf for your good in the seeming hopelessness of your situation.

This hope is based on the faith that you have in God's character as you have seen Him work on your behalf in the past.

## Review of Part I

# Part II:

### The Core Process of Hope Coaching (Steps/Phases) of Actual Hope Coaching

### Session #3 The process and phases of hope coaching



# The Hope Coaching Process

Hope Coaching is a specific process of five different phases. Hope Coaching is a conversation in which the Hope Coach leads the one receiving the coaching through these phases. In this session, we are going to learn each of the phases and what takes place within the phases.

It's key for you to become extremely familiar with these phases as it is the essence of Hope Coaching.

## The Process



Hopelessness causes feelings and emotions that must be expressed and listened to. It is an inability to see a way forward. Many times it is the grieving of what we thought or wanted the future to be. (Grieving and lamenting is a way to process one's hopelessness).

Hope sees the way forward; new feelings. This is the goal. It is not to get someone to deal with their whole story but to get to the point of commitment to move forward and see what that next step might be. In other words, they own their future, and they believe that there is a way forward.



A crisis happens that leads to a person contacting a Hope Coach. The Hope Coach responds and begins to **Enter-In** into their situation.

In the entering-in, compassionate listening is needed to show that the Hope Coach "gets" what is going on with no judgment toward the caller.

The Hope Coach begins to help the person to establish that they are in a safe relationship and want to hear the pain that prompted the call. This will be modeled through compassionate listening, good questions, and good listening responses. The caller should sense an "I care, and I am here to listen to you," attitude. The entering-in phase creates a place of safety, whereas the caller feels they are being heard.

QUESTION: Can you share with me what is going on that prompted this call?



Processing the pain: This is where critical questions are asked to get to the heart and soul of the person's suffering. It gets to the most difficult part.

### **QUESTIONS:**

- What has been the hardest part of this all?
- How does it make you feel?

### **OTHER IDEAS:**

- Possibly share part of your story.
- Art Exercise
- Emotions Wheel

# Lamenting: Expressing the Hopelessness

### Lament

God has provided a way for us to handle the misery and suffering we experience in this fallen world by using the lament. It is evidenced throughout the Bible and is modeled to help us passionately express our pain and grief. The lament has 3 purposes:-

- A form of protest A lament is a way of drawing everyone's attention, including God, to the horrible things that happen in this world that should not be tolerated.
- A way to process emotions In a lament, the people of God express their anger and dismay and the ruin caused by people's sin and selfishness.
- It voices confusion Suffering makes us ask questions about God's character and promises. None of this is looked down upon in the Bible. Just the opposite, the lament gives a sacred dignity to human suffering.

Below are the different sections of a lament. Not all parts are present in each lament, and they are not always in the same order. The only essential part is the complaint. In a lament, people do not attempt to solve the problem themselves but cry out to God for help.

- Address to Go (Oh God)·
- Review of God's faithfulness in the past-
- A complaint·
- A confession of sin or claim of innocence
- A request for help-
- God's response-
- A vow to praise God or a statement of trust

The thought of my suffering is bitter beyond words I will never forget this awful time as I grieve over my loss. Yet I still dare to hope when I remember this: The faithful love the Lord never ceases, His mercies never come to an end. Great is His faithfulness, his mercies begin afresh each morning I Say to myself, "The Lord is my inheritance. Therefore I will hope in Him!"

19 Remember my affliction and my wanderings,
the wormwood and the gall!
20 My soul continually remembers it
and is bowed down within me.
21 But this I call to mind,
and therefore I have hope:22 The steadfast love of
the Lord never ceases;[b]
his mercies never come to an end;
23 they are new every morning;
great is your faithfulness.
24 "The Lord is my portion," says my soul,
"therefore, I will hope in him."25 The Lord is good to those
who wait for him,
to the soul who seeks him.
26 It is good that one should wait quietly
for the salvation of the Lord.

You most likely have never experienced this level of destruction and despair, but you may share the feelings of this author when he states in Lamentations 3:47, "We are filled with fear, for we are trapped, devastated and ruined."

Despite all this, the writer takes hope that the steadfast love of God endures forever and that the mercies of God are new each morning. God is our portion, and He is faithful to bring comfort and restoration to those who turn to Him.



Take some time to write a personal lament using the sections from the previous page.

Oh Lord...



### *My Lament* [Continued]

Once the person feels listened to and begins to process their pain, things start to change. The Hope Coach is only trying to get them to take the next step, which is seeing a possible way forward.

Think of a doctor in a hospital with a stethoscope. This doctor always has it around his/her neck to listen to the patients' hearts for any sign that something may be wrong. Hope Coaches have the same goal. We are continually looking for wounds in a person's heart. When you are listening, follow the disappointment, the hurt. This needs to come out for healing to begin.

- Notes -



The phase, "Pivot," happens once the pain is expressed and when someone can see a way forward. It's a time of breakthrough for them. Take a close look at the picture above. What do you see? This is what happens spiritually when someone sees a way when there was no way before for them.

At this pivot point, the Hope Coach is not attempting to help them figure it all out but help them begin to see a way forward. This is hope. This is where the one receiving the hope coaching begins to see things they might have some control of in what they consider a hopeless situation.

### Phase 3 [Continued]

### Towards the end of Phase 3: The Pivot

At the end of the pivot, they will move in the direction of, "Yes, I think I can control this part. Yes, I think I am ready to move forward."

### **Potential questions:**

- What are some things you have tried so far?
- What outcome would you like to see?
- Can you see a possible way forward?
- What parts of your situation that you can change might you need to change in order to move forward?
- Do you want to move forward?
- If so, what might be standing in your way?

### Other Ideas:

- Reframing
- Can and Can't Control
- Serenity Prayer
- Walkthrough Forgiveness

At this point they are ready to move into Phase 4: Moving Forward





Moving forward is the stage when a person has begun to see a way forward in the pivot stage and is beginning to think in terms of the next steps. They will indicate when they are ready to move forward as they look at their situation through different eyes.

They may discover personal insights or ways to problem solve. They are able to reframe parts or all of their situation. You see them move from hopelessness to hope.

### Phase 4 [Continued]

### **Possible Questions:**

- What outcome would you like to see in 3-6 months?
- We know that hopelessness is not seeing a way forward. What might be some steps in you moving forward?
- What would be your next first step? (e.g., seeing a therapist, letting this person go, attending Grief Share)
- Can you think of other steps you might take?

- Notes -



Release is when the person begins to see a way forward with selfdiscovery, Hope has begun to set in for them to move from the position of hopelessness and being stuck. They begin to express themselves and choose ways to move forward.

We are releasing them from the relationship that we have with them as a Hope Coach. "Yes, I think you are on the right track. You have made some good self-discoveries and seeing hope. I now think you are ready to move forward to your next plan of action."

#### This release may involve their own self-discovery:

- Seeing a long-term counselor or therapist
- Attending a Fresh Hope group
- Meeting with a Peer Support Specialist
- Attending Grief Share
- Joining AA or Celebrate Recovery
- Possibly ending a toxic relationship
- Other

## **Review of Part II**

# Part III:

### Specific Necessary Skills Needed for Hope Coaching





# Listening

Key skills that Hope Coaches can acquire are becoming exceptional listeners: Listening without giving advice or trying to solve problems. Listening to really hear the person in crisis and help them process their pain in order to see a way forward.

~ The Call ~

- 1. What state was the woman caller in when she made the phone connection?
- 2. What did the man do that helped the woman?
- 3. What did the woman caller say did not help her?

What are some qualities that make a good listener?


"By listening, we begin to reduce the suffering of the person being listened to as they empty their heart of pain. You are helping them to suffer less. Even if they say things with wrong perceptions and are full of bitterness, you can continue to listen with compassion. If you want to correct their perception, do it at another time. But for this time, you just listen with compassion.

When we use compassionate listening, we listen with only one purpose, and that is to help the sufferer empty their heart of pain."

Thich Nhat, Monk

# Compassionate Listening

The difference between sympathy and compassion: With sympathy, a person can feel the emotions of another person. Compassion includes the desire to take action that will alleviate another person's distress. Compassion means to suffer together.

Fill in the boxes below with how you understand compassion versus sympathy and the role of a Hope Coach:

Sympathy:

Compassion:

Definition of the word compassion:

How Hope Coaches will show compassion?

# I now release what No longer serves me

### Session #5 Asking the right questions AND RESPONDING WELL



# Asking the right questions and responding well...

We can guide people into processing their pain and potential next steps by asking the right questions and responding well to their answers.

It's so important to ask questions as opposed to giving them advice. The questions begin to help them in seeing a way forward.

### Asking the Right Questions & Responding Well

### The Importance of Open-Ended Questions

Open questions are the opposite of closed questions. Closed questions typically elicit a limited response such as "yes" or "no."

#### Which of these questions is open-ended?

- 1. Did you have a good relationship with your parents?
- 2. How would you describe your relationship with your parents?

#### More examples of open questions:

- How can I help you with \_\_\_?
- Help me understand \_\_\_?
- How would you like things to be different?
- What are the good things about \_\_\_, and what are the less good things about it?
- When would you be most likely to \_\_\_\_?
- What do you think you will lose if you give up \_\_\_?
- What have you tried before to make a change?
- What do you want to do next?

#### **Using Affirmations**

In this sense, affirmation means to give emotional support or encouragement. To be effective, affirmations must be sincere and not contrived. Examples of affirming responses:

• I appreciate that you are willing to meet with me today.

# Asking the Right Questions & Responding Well

- You are clearly a very resourceful person.
- You handled yourself well in that situation.
- That's a good suggestion.
- If I were in your shoes, I don't know if I could have managed nearly so well.
- I've enjoyed talking with you today.

### **Reflective Listening**

Reflective listening is saying back what you heard to determine that you are hearing correctly. Reflective listening helps prevent miscommunication or misunderstanding as well as affirms the person is being listened to.

#### **Reflective Statements**

- So it sounds like you are feeling... Is that correct?
- It sounds like you...
- Are you wondering if...
- So what I hear you saying is...

### Three Basic Levels of Reflective Listening:

1. **Repeating or rephrasing**: The listener repeats or substitutes synonyms or phrases and stays close to what the speaker has said.

2. **Paraphrasing**: The listener makes a restatement in which the speaker's meaning is inferred.

3. **Reflection of feeling**: The listener emphasizes emotional aspects of communication through feeling statements. This is the deepest form of listening.

### Asking the Right Questions & Responding Well

#### **Using Summaries**

Summaries can be used throughout a conversation but are particularly helpful at transition points or when the encounter is nearing an end.

Begin with a summary statement.

#### For example:

- Let me see if I understand so far...
- Did I miss anything?
- Are there any critical points that I need to consider?
- Is there anything you want to add or correct?

Miller, W.R., & Rollnick, S.; Motivational Interviewing: Preparing People for Change, 2nd edition

#### **Additional Tools**

- Art Exercise
- Emotions Wheel
- Phases of Hope Coaching
- Questions for each phase of Anatomy of Hope Coaching
- Grieving Chart / Lamenting

### Session #6 The power of telling your story



One of the ways God uses our suffering is when we, ourselves, have experienced His direct personal comfort, encouragement, and strengthening in times of personal distress. We can minister God's comfort and encouragement to others by telling them what God has done in our lives.

Our story is the redemptive work of God in the brokenness of our lives. It shows how hopelessness and hope can co-exist.

# Why Tell Your Story?

- At some point, the scars left from our troubles serve as the points of hope for others. "I want to show you a scar that God got me through. It wasn't easy, and I didn't like it. But it might speak into your situation right now." This clinically gives hope; hearing how someone has been in an incredibly tough spot and how they got through it.
- Don't question your right to share your story. It is important. It can help the hearer experience how God's redemptive work can show itself in brokenness. It does not have to be a highly dramatic story to show God working in our lives. Do not downplay your story or your listener's story.
- As a listener, there is a feeling of catharsis and a warm connection to the story and storyteller, in the person sharing something personal and providing a sense of resolution.
- God intended to use the suffering you went through to help others.

- Notes -

# Why Tell Your Story?

"Praise be to the God and Father of our Lord Jesus Christ, the Father of compassion and the God of all comfort who comforts us in all our troubles so that we can comfort those in any trouble with the comfort we ourselves receive from God."

2 Corinthians 1:3-4

The word comfort shows up three times just in these two verses.

#### We use the word comfort in different ways in our language:

 Comfortableness – n. The state of enjoyment of ease. (Comfortable couch, mattress, outfit)

#### **Biblical Comfort:**

- Comfort means to shore up the mood or physical state of someone else.
- Comforted strengthen, console, encourage.
- Comforter one who gives strength and hope.

Comfort in both the Old and New Testaments is encouragement and strengthening, whether by words or the presence of another - to help in time of need.

# Why Tell Your Story?

2 Corinthians 1:3-4 [continued]

### In your small group...

1. Describe, in the two instances in this Scripture, who is being comforted, and who is the comforter and why we are comforted?

2. How might this apply to being a Hope Coach and sharing your story? Write a sentence using the given definition of comfort; how can we bring comfort as a Hope Coach?

**Conclusion:** One of the ways God uses our suffering is that when we have experienced His direct personal comfort (*encouragement and strengthening in times of distress*), we can minister God's comfort and encouragement to others by telling them what God has done in our lives.

### Sharing Your Story

#### When to Use Your Story During a Hope Coaching Session

It is not a requirement to fit your story into your Hope Coaching session. It will come from a sense that you have been where they are and that your story might give them hope as you have seen the Lord work in your life. It is not about you wanting/getting to tell your story, but about whether your story would help them.

One day you will tell your Jory of low you overcame what you went through and it will be someone elses survival guide.



# **Review of Part III**

# Appendix

### The Emotions Wheel



### Asking Good Questions & Responding Well

#### Art Exercise

There are times that our brains store things in memories other than words.

One way to get the pain out when having difficulty expressing is through a non-verbal exercise of art.

Begin drawing your painful experience without thinking about it too much. Try to let the pain come through your pencil/pen onto the paper.

### by Alison Cook

Have you ever stuffed your emotions because you thought they couldn't be trusted? I did for most of my young adult life. I stuffed my emotions because I thought it was the "Christian" thing to do. I would tell myself things like: I'm not lonely. I have Jesus; I don't need therapy. I pray; What shame? My identity is in Christ; I'm not angry. I forgive.

Somehow, I thought my relationship with Christ made me immune to normal human emotions. A part of me even looked down on emotions. I could not have been more wrong.

I was guilty of what psychologists call "spiritual bypassing." The term is tossed around a lot these days, and it's essential to understand it. Spiritual bypassing simply means that you use spiritual concepts, platitudes, or activities to "bypass" or avoid dealing with your true feelings, especially the hard ones like anger, grief, fear, loneliness, envy, and shame.

It doesn't work. And Christians are not immune to this problem.

- "You don't need to feel depressed. God has given you so much."
- "Pray more ask God to take your addiction away."
- "God forgave you, so you should forgive your abuser. Just turn the other cheek!"
- "Starve your fear! It's the enemy of your faith."

I'm not saying these comments aren't true on some level. In Christ, we have access to tremendous spiritual resources (Ephesians 1:19). We seek to be people of prayer, faithfulness, and forgiveness, no matter our circumstances.

But spiritual fruit doesn't grow without doing the hard work of tilling the soil. And when such Christian platitudes are slapped on top of suffering, it's the equivalent of holding out a plastic apple to someone who is famished.

Instead of entering into the pain of a hurting soul with compassion, humility, and the gift of our loving presence, we minimize, spiritualize, and make faulty assumptions. In effect, we're wounding the already-wounded. We're saying that you wouldn't be feeling this way if you were a better Christian.

We become the very people Jesus rebuked when He said: "They tie up heavy, cumbersome loads and put them on other people's shoulders, but they are not willing to lift a finger to move them." (Matthew 23:4)

We tell the hurting person to be more spiritual instead of doing the holier, more critical work of entering into their pain with them. It's the Christian version of spiritual bypassing.

Sometimes, we do this to ourselves.

Instead of seeking to understand our emotions, we ask God to "remove them" or "work a miracle in our life." Instead of letting our pain or anger lead us to healthier boundaries with others, we bury these emotions in the name of "love" or "sacrifice."

The problem is that bypassing your emotions doesn't work. Your emotions WILL catch up with you. In some cases, unacknowledged loneliness and pain came out in an avalanche of anxiety that can't be ignored—facing the buried feeling. For others, unacknowledged pain might come out as depression. It might lead to an affair or a violent outburst. It might even lead you to reject your faith or hurt others.

Spiritual bypassing is not what Scripture recommends. (See Job 42:7-8, Isaiah 53:4; John 11:33; Matthew 5:3-5) Jesus welcomes the beat-up, downtrodden, hopeless, even doubting souls he encounters. He does not exile them. Likewise, don't exile your own emotions. They are telling you something about yourself and your experiences.

In life and work, getting to the heart of vulnerability is holy ground. Jesus is never closer than when you get honest with yourself about what you're really feeling. You can't heal what you don't acknowledge. You can't transform what you've pretended doesn't exist.

Of course, you don't want to be ruled by your emotions. There's a healthy way of setting boundaries with emotions when you're struggling. Emotions are not the enemy. Anger. Sadness. Guilt. Fear, even Shame, are CUES. They need your attention, compassion, and understanding, not nice-sounding spiritual platitudes.

#### The Antidote to Spiritual Bypassing

If you're noticing an unwanted emotion, get curious about it. Instead of bypassing it, seek to understand it with God's help. "The one who gets wisdom loves life; the one who cherishes understanding will soon prosper" (Proverbs 19:8).

# Getting curious about your emotions starts with these three steps:

- Focus on the challenging or overwhelming emotion. It sounds counter-intuitive, but when you focus on the unwanted emotion, you differentiate (or gain distance) from it. You recognize that it is just one part of who you are.
- 2. Extend compassion toward yourself as you experience this emotion. Your first response to an unwanted emotion is typically to beat yourself up or try to 'will' it away. Neither works. Instead, practice extending compassion toward yourself for having this emotion. It's likely there for a reason. You don't have to let it take you over. But you also don't have to hate yourself for feeling that way.

3. Invite Jesus to draw near. What would it be like to ask Jesus to enter into your experience of anger, sorrow, jealousy, or unforgiveness? Instead of trying to will those feelings away, simply be with them and ask Jesus to be with you as you experience them. You might be surprised at what you discover.

As you engage your emotions with compassion, they'll soften, and you'll gain clarity. Your anger, once acknowledged, might help you understand where you need to set a healthy boundary. Your sadness might help you discover a wound that needs healing. Your envy might help you identify a desire deep within you've been afraid to face.

God made you to have emotions. They're an important part of who you are. Pay attention to them and tend them carefully, as you would your body or your mind. As you do, they'll become wonderful allies on your journey toward wholeness.

Hope Coach Name: Date/time of call: Caller Name: Email: Phone: Length of call:

Reason for call:

Notes on Call (You might take notes on separate paper, edit, and transfer to this form)

Any assignment given:

Another call requested? If so, when:

Comments from Coach:

### Anatomy of Hope Coaching



### QUESTIONS FOR EACH PHASE OF HOPE COACHING

The crisis happens that leads to a call with a Hope Coach.

#### A. Entering In

(Initial of telling of crisis and sensing a place of safety)

#### Question:

Can you share with me what is going on that prompted this call?

This is the general telling of a story possibly told to family and friends.

#### B. Processing the Pain

(Getting to the painful parts of the store)

#### Questions:

#### What has been the hardest part of this all?

This cuts through the often many layers of pain to the depth of their suffering.

#### How does it make you feel?

This enables the emotional level of processing where healing takes place

- Possibly share part of your story.
- Help them see options for moving forward.
- What must be accepted, what can be changed? (The Serenity Prayer)
- Cleaning out the filtering system, changing their thinking, etc.
- For a person having difficulty expressing in words their pain, introduce the art exercise.

Often once the pain has begun to be processed, the person is able to see a way forward. Pain can be blinding to this important phase.

C. <u>Pivot</u> - A time of "re-framing" - a transition in their thinking and their way of looking at their situation.
Our role is not to see them figure it all out but to begin to see a way forward. This is hope.

Questions:

- There are things you do not have control of in this situation, but what do you have control of?
- With the things that you can be in charge of, do you a way
- that you can begin to take charge of them so that you can begin to move forward?
- Invite them to articulate how they may be able to move forward or to reframe their situation.

Ideally, this is where they move from the crisis to what is next, what can they do, how might they move forward. When they begin to own a way forward it is time to invite them to take those first steps, plan those steps forward.

At the end of pivot questions:

- What are some things you have tried so far?
- What outcome would you like to see?
- Can you see a potential way forward?
- What parts of your situation that you can change might you need to change in order to move forward?
- Do you want to move forward? If so, what might be standing in your way?

#### D. Begin to Move Forward

They will indicate when they are ready to move forward in that they look at their situation through different eyes. They may be discovering personal insights or ways to problem solve. They are able to reframe parts or all of their crisis.

Possible Additional Questions:

- What outcome would you like to see in 3-6 months?
- We know that hopelessness is not seeing a way forward. What might be some steps in you moving forward?
- What would be your next first step? (e.g., seeing a therapist, letting this person go, attending grief share)
- Can you think of other steps you might take?

#### E. <u>Release</u>

This is when they begin to see a way forward, with selfdiscovery and hope has begun to set in for them to move from the position of hopelessness and being stuck.

#### This release may involve their own self-discovery:

- · Seeing a long-term counselor or therapist
- · Attending a Fresh Hope group
- · Meet with a Peer support specialist
- · Attending a Grief Share
- · Joining AA or Celebrate Recovery
- · Possibly ending a toxic relationship

### - Reframing Exercise-

Once the person feels listened to and begins to process their pain, things start to change. The Hope Coach is only trying to get them to take the next step, which is seeing a possible way forward.

What if you were willing to see your whole life differently—from the 35,000-foot view?

I would like you to close your eyes and imagine yourself sitting at the top of a very tall mountain, and you're able to see your whole life at once. What if you could see everything you've been through, everything you've stood up to, every time you've fallen and rebounded, every curveball you were thrown and caught? Every time you were disappointed and didn't stoop to despair? You are able to see every victory, everything that you have overcome. Appreciate the fact that you're still here, still standing, still striving for a better life. Where would the situation that you called about today fit into the scene you see from the top of this mountain?

Open your eyes, and please write a sentence or two about how that makes you feel.

### - Can and Can't Exercise -

There are things you do not have control of in this situation, but what do you have control of?

With the things that you can be in charge of, do you see a way you can begin to take charge of them so you can begin to move forward?

Invite them to articulate how they may be able to move forward or to reframe their situation.

- Can Control -	- Can't Control -

### ~ Serenity Prayer ~

God grant me the serenity to accept the things I cannot change; courage to change the things I can; and wisdom to know the difference.

Living one day at a time; enjoying one moment at a time; accepting hardships as the pathway to peace; taking, as He did, this sinful world as it is, not as I would have it; trusting that He will make all things right if I surrender to His Will; that I may be reasonably happy in this life and supremely happy with Him forever in the next. Amen.

Reinhold Niebuhr (1892-1971)

### Mountain of Grief



# Mountain of Grief

### Painful Event X

### Campsite #1 – Shock and Anger

#### How does a person In campsite 1 feel? How do they behave?

- Disbelief
- May be angry with God. "Why me, Lord?"
- Look for someone to blame
- "If only I had..."
- Seek revenge

### **Campsite #2 – Campsite of Hopelessness**

# How would a person in this campsite feel? How would they behave?

- Overwhelming hopelessness unable to see a way forward
- Feelings of loneliness and isolation
- Disorganization in personal life
- Suicidal ideation
- May have feelings of guilt

### Campsite #3 – Camp of New Normal

# How would a person who is in this camp begin to feel? How do they behave?

- Changed by the loss but may feel stronger, more tender.
- Ready to resume activities they once experienced joy in
- Think about moving on in this new normal since the loss

# Mountain of Grief

### **Grief Bypass**

This path is one a person takes does not want to face the pain of loss and tries to bypass the grief mountain journey. It does not lead to a new normal but stays stuck in the crisis pathway.

Ways a person might try to bypass the grief:

- Keeping busy
- Spiritualizing
- "Rejoice in the Lord, I say, rejoice."
- "All things work together for good."
- "He's in a better place."
- Addiction drugs, alcohol, gambling, etc.

God gave us grieving because He knew we would need it. We must take the mountain of grief and its campsites in order to grieve in a way that produces healing. Taking the grief bypass does not produce healing and can keep us stuck in grief.

# The Heart of a Hope Coach

A DEVOTIONAL

### A Person of Wisdom and Righteousness

When we enter into a suffering person's life where fear and chaos are evident and hopelessness reigns, we can come in the spirit of peace and speak words of truth and life, it is not with trite spirituality, positivity, or platitudes, but truth that recognizes their pain acknowledges how they feel, and speaks hope into their situation.

Read through the following passage noticing the contrast in each verse. These verses underscore the antithetical parallelism that contrasts wisdom and righteousness with folly and wickedness. Underline the wisdom and righteousness portion of each verse. See how this applies to the character of one speaking to hurting people.

### Proverb 10:11-21

11 The mouth of the righteous is a fountain of life, but the mouth of the wicked conceals violence. 12 Hatred stirs up conflict, but love covers over all wrongs. 13 Wisdom is found on the lips of the discerning, but a rod is for the back of one who has no sense. 14 The wise store up knowledge, but the mouth of a fool invites ruin. 15 The wealth of the rich is their fortified city, but poverty is the ruin of the poor. 16 The wages of the righteous is life, but the earnings of the wicked are sin and death. 17 Whoever heeds discipline shows the way to life, but whoever ignores correction leads others astray. 18 Whoever conceals hatred with lying lips and spreads slander is a fool. 19 Sin is not ended by multiplying words, but the prudent hold their tongues. 20 The tongue of the righteous is choice silver, but the heart of the wicked is of little value. 21 The lips of the righteous nourish many, but fools die for lack of sense.

Cont'd on next page...

# The Heart of a Hope Coach

A DEVOTIONAL

**Verse 11** – A fountain provides water that sustains life; the godly words give life to those who hear. Hope, grace, and mercy are introduced into difficult situations.

**Verse 12** – Love, which is contrasted with stirring up strife, puts the best construct on everything and pours living water, not oil, on the flame.

**Verse 13** – Discernment shows insight and understanding or demonstrates wisdom in knowing when to say things and when not to say things. Discernment is the ability to notice the fine-point details, the ability to judge something well, or the ability to understand and comprehend something said.

**Verse 14** – The wise person reserves what he/she has to say for the right time. Think (pray) much, speak little and always pause before you speak.

**Verse 19** – It may be the right thing to say but the wrong time to say it. There is a poisonous truth that we should never speak about, even if it is true.

**Verse 20** – We pour precious words out to people to show them their worth, that they are God's unique creation with a purpose.

**Verse 21** – You have an opportunity for nourishing and encouraging. Through you, the hurting person can experience God's wisdom springing up within them. They will begin to see the way forward.

# The Heart of a Hope Coach

A DEVOTIONAL

Write out phases that specifically speak to you...

Write a sentence summarizing what you learned from these verses. Think of what you think it looks like to demonstrate wisdom and righteousness when talking with people in crisis.

# – Caller Contemplating Suicide -

If during the course of a Hope Conversation a person indicates they may be considering suicide there are distinctive ways to proceed.

They may make some of the following statements:

- I wish I was never born
- Nobody would even miss me if I were no longer here
- Everyone would be better off without me
- I have nothing to live for
- I have been giving away my personal items, I cannot go on.
- I wish I was dead
- I would go to sleep and never wake up

As a Hope Coach, you need to determine if this is suicidal ideation (thoughts of suicide but no plan in place) or a person who is suicidal with a method, place, and possible time to do this.

- Do not be afraid to ask questions. You will not be planting a seed of suicide if it is not already there.
- Do you feel you cannot stay safe?
- Do you have thoughts of harming yourself?
- What does this mean to you?
- Have you tried to harm yourself in the past?
- Have you actually had thoughts of killing yourself?
- Have you had any intentions of acting on those thoughts?

From these questions, you have determined whether a person has suicidal ideation or is truly suicidal.

#### Caller has a definite plan of suicide

Listen carefully/prayerfully and then encourage them to contact their doctor, go to an emergency room or call the suicide hotline: 800-273-8255. Anyone who has a plan definitely needs immediaite medical help.

# Caller has suicidal ideation but no plan

Continue helping them process their pain, disappointments and hurts. Encourage them to contact a doctor or counselor. Set up a follow-up call within 48 to 72 hours later.

### What is it?

Forgiveness means to send away. Forgiveness means to send an offense and/or offender away to the perfect judge and executor of justice, God.

### Why do it?

Wounds and offenses done against us may cause great pain in our lives. Sometimes the pain is so great we deny it to minimize its effects on us. Left unattended, our pain can develop into bitterness, unforgiveness, resentment, self-protection with a desire for vengeance.

Consequences of unforgiveness can keep us prisoners in our hearts and lives and manifest in insomnia, anxiety, depression, illness, bitterness, resentment, and more. Many sincere people withhold forgiveness from others and feel justified in doing so. They may wait until the offender is repentant or acknowledges the harm they have done before considering forgiveness, all the while it taking a personal toll on their lives.

### Laying the ground work for forgiveness:

1. Forgiveness is costly if done from the heart. It requires that we fully identify the offense and hurts, recalling the offense, the words, and actions done against us. We meditate on how the pain has impacted our lives and wounded our hearts. God encourages us to tell Him about the pain.

2. Because healing takes place on the emotional level and where Satan attaches lies, we must deal with the words and actions done against us and how it made us feel.

#### Write down:

- Painful things that have been done to you
- Painful things you have seen done to others
- Painful things that you have done to others

Painful words or actions:

How did it make you feel?

In Isaiah 53, Jesus not only came to die for sin, but He came to die for the suffering sin causes.

#### Isaiah 53:4-6

But He endured the suffering that should have been ours.

The pain that we should have borne.

All the while we thought that his suffering was punishment sent by God.

But because of our sins, He was wounded, beaten because of the evil we did.

We are healed by the punishment He suffered, made whole by the blows He received.

All of us were like sheep that were lost, each of us going his own way.

But the Lord made the punishment fall on Him, the punishment all of us deserved.

We also need to think about our wrong attitudes and responses that we experienced because of the pain we suffered. Ask God, in prayer, to identify any residuals of unforgiveness that have been deposited in your life.

#### Our wrong responses:

### Our defenses mechanisms or sinful behavior:

A time of confession to God for our wrong responses to a very wrong situation. In verse 1 John 1:9, it says, "If we confess our sins, God is faithful and just to forgive our sins and cleanses us from all unrighteousness" We can receive forgiveness and cleansing from our wrong response to a very wrong situation.

### Forgiving

Now that you have identified your pain, the stage is set to forgive or send away.

Bring the wounds you have written down to Jesus by faith and let Him take the suffering you have carried. "I hand my pain and the person or situation over to you, Lord Jesus. Thank you that you will take this from me so that I do not need to carry it any longer."

By releasing this to Jesus, we release not only the offense and offender but also our desire to serve the justice that we feel we are owed. We release the debt completely to Jesus. We take the off of our hook and place the offender and offense on God's hook.

God delivers justice. Forgiveness requires faith that when we cancel the debt and release the emotional pain to God, we are entrusting justice to God to deliver. Romans 12:19, "Vengeance is mine, I will repay says the Lord." When we forgive, we acknowledge that it did matter, but we can trust God to deliver justice. God's part is not my part.

### A Review: What forgiveness is and what it is not

Extending forgiveness as a lifestyle to experience the freedom of knowing there are no unforgiven offenses. Forgiveness is not necessarily reconciliation. Reconciliation of relationships can only happen when both are engaged and willing to confess and repent if needed.

#### Forgiveness is:

- From the heart
- Identifying true hurts and emotions
- Not saying it did not matter
- Requires faith
- Releasing offense and offender to God as Judge
- Taking off of your hook and putting it on God's
- Canceling the debt

#### Forgiveness is NOT:

- Forgetting
- Denying the offense that happened
- Minimizing the pain
- Being able to make sense of the situation
- Waiting for the offender to apologize

#### The sad results of unforgiveness:

 Matthew 18:35 talks about a man forgiven of a great debt by the master but refuses to forgive those with a much smaller debt against him. It says that when the master heard of his actions, he turned the servant over to the torturers. What might be the result of unforgiveness in a person's life and being turned over to the torturer? (e.g., anxiety, depression, bitterness, insomnia, etc.)

### Fresh Hope

Fresh Hope is a peer-to-peer Christian mental health model and ministry for both those who have a mental health challenge and for those who love them.

Fresh Hope not only has English and Spanish local and online support groups for a adults and teens but also provides a significant amount of free online resources.







Available in Fresh Hope's online store and on Amazon

Available on Fresh Hope's website: www.FreshHope.us





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