



# Introduction to Gospel-Centered Counseling

## November 2016

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# Introduction to Gospel-Centered Counseling

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- Bio
- Because of the Gospel, you have what it takes to help someone heal
- Need to be centered in the Gospel
- You have to help them identify what the core belief is that is fueling their issue



# Introduction to Gospel-Centered Counseling

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- Need to show them how to apply the Gospel to that core belief
- Forgiveness: the key piece to final healing
- Need to help them abide in Christ
- Need to know when to refer
- Understand how they are wired
- Use emotional intelligence to help you as you engage them



# Because Of The Gospel You Have What It Takes To Help Someone Heal



**“Or do you not know that the unrighteous will not inherit the Kingdom of God? Do not be deceived: neither the sexually immoral, nor idolaters, nor adulterers, nor men who practice homosexuality, nor thieves, nor greedy, nor drunkards, nor revilers, nor swindlers will inherit the Kingdom of God. And such WERE some of you...”**

**1 Co 6:9-11a**



**Which of the 1500  
Schools of Thought  
As To How To Do  
Counseling Is The  
Best One?**





# Get Centered On The Gospel

# Get Centered On The Gospel

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- Larry Crabb- 90% of what he sees in his practice, the church could handle
- I agree mental illness require specialized training
- Applying certain basic skills and applying the Gospel will help you become an agent of healing
- Need to know when to refer





# If Someone Comes Up To You And Asks You “What Is The Gospel of Jesus Christ?” What Would You Say To Them?

# What Does The Word “Gospel” Mean?

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- Gospel = good news NOT good information that if you apply properly you get something good
  - Herald announcing victory
  - News happens and we get the benefits of it
  - We did not do something to get the benefits, we received the benefits of it through someone else's efforts
- What are some implications of this definition for our lives?

# What Is The Gospel of Jesus Christ?

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- God is the Creator of all and we owe Him everything including living a sinless life
- Our hearts are far more desperately wicked and sick than we can imagine (Jer 17:9)
- If justice were pronounced on us, we would have to endure eternal Hell

# What Is The Gospel of Jesus Christ?

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- God loves us far more than we can ever imagine
- Christ lived the sinless life we should have lived
- He substituted His perfect record for ours when He hung on the cross
- Christ perfectly satisfied God's justice by paying for all of our sins- past, present, & future
- It is now as if we did all the sinless things Christ did and He did all the sinful things we did

# What Happened As A Result of the Gospel of Jesus Christ?

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- Those who believe are sealed in, were given the Holy Spirit, adopted into God's family, given all the rights of first born heirs and have tons of other God-given promises
- Now our lives are to be about being grateful for all that He has done for us, is doing for us, and will do for us



# 15mins Group Exercise: Since The Gospel Is True, That Means....

# Since The Gospel is True, That Means...

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- It's about His performance not our performance
- Our lives are to be lived as a response to what was done for us, NOT about sin recovery
  - Be as fully committed to Him as He was to us
  - Live out of gratitude
  - Serve Him with all we have as He served us with all He had
- We still have a sinful nature
  - “All of life is repentance” Tim Keller’s adaptation of Luther

# Since The Gospel is True, That Means...

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- We also have a new nature, the truest us.
  - We need to live from our new identity
- Not all parts of us are transformed but some of us have been (Where's the fruit?)





# What Is The Connection Between Healing & The Gospel?

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- Healing takes place as we get the Gospel into the areas of our lives where the Gospel has not reached yet.
- At its essence, healing is about an exchange of beliefs- false ones for truths especially found in the Gospel
- Healing is primarily about repentance and forgiveness

[Blood Diamond Clip](#)



# Big Blanket Statement



**You Have To Help Them Identify  
The Core Belief That Is Fueling  
Their Issue And Then Show Them  
How The Gospel Gives Them What  
They Want & More**



**“Above all else, guard your heart,  
for everything you do flows from it”  
Pr 4:23**

**What do you notice in this verse?**

# Key Points from Pr 4:23



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- Above all else = extremely important
- Guard your heart - How do you guard something?
- Heart is the essence of you (not just the essence of your emotions but your reason, will, and behaviors)
- Heart is also known as the factory of your beliefs

# Key Points from Pr 4:23



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- Once you believe something, your emotions, reason, will, and behaviors line up to it
- We can prevent doing damage to ourselves and others by guarding what we believe
- When we substitute false beliefs for the truths especially found in the Gospel, we heal
- In order to help someone, you have to be focused on discovering what belief is fueling the area that needs to be healed.
- These beliefs are hidden in the heart.

# Key Points from Pr 4:23

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What does it look like when your beliefs drive your emotions, reason, will, and behaviors?

[Moneyball Clip](#)



# Want To See How To Discover Core Beliefs?

## Let's Look at Job



# Key Points from Pr 4:23

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- Oldest book in Scripture
  - Paper and ink were most expensive
  - Can't afford an oops
  - Every word meant to be there
- Hospitality and protocols are very important
  - Reputation based on following them well



**“There was a man in the land of Uz whose name was Job, and that man was blameless and upright, one who feared God and turned away from evil.”**



**<sup>21</sup> And he said, “Naked I came from my mother's womb, and naked shall I return. The Lord gave, and the Lord has taken away; blessed be the name of the Lord.”**

**<sup>22</sup> In all this Job did not sin or charge God with wrong.**



**<sup>9</sup> Then his wife said to him, “Do you still hold fast your integrity? Curse God and die.” <sup>10</sup> But he said to her, “You speak as one of the foolish women would speak. Shall we receive good from God, and shall we not receive evil?”<sup>[a]</sup> In all this Job did not sin with his lips.**



**“Above all else, guard your heart,  
for everything you do flows from it”  
-Pr 4:23**

**What Does This Verse Imply  
Would Happen If Your Head &  
Heart Are Disconnected?**

# If Head & Heart Are Disconnected



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- 
- You couldn't guard your heart
  - This means you would be doing things that you don't want to do
  - You would not know why you are doing them
  - You also would not know how to stop doing them

Let's see this with the Apostle Paul



**“For sin, ..., deceived me...”**

**Ro 7:11**



**“For I do not understand my own actions. For I do not do what I want, but I do the very thing I hate.”**

**Ro 7:15**





**“For I do not do the good I want,  
but the evil I do not want is what  
I keep on doing.”**

**Ro 7:19**



**In order to help someone connect  
their head and heart...we have to  
be able to connect with their head  
and their heart!**



**But too often, we are listening to reply  
to someone rather than listening to  
understand and connect.**

# What's The Difference When Listening

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## To Understand/Connect

- Not formulating answers
- Fully present
- Curiosity is high
- Actively looking for patterns or principles
- Not about you
- Other feels valued

## To Reply

- Thinking ahead
- Thinks they know where they should go
- Interrupt more
- Finish sentences
- Missing pieces
- Egocentric
- Need to be right
- Person doesn't feel valued



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Before we begin to empathize, we have to learn how to be present with someone (from Larry Crabb):

- Christ connected with people who did not deserve it  
*This should destroy our sense of entitlement as we connect with others - we can move toward people undeserving of it.*
- Christ knew everything but engaged people (curiosity):  
*Not eager to share wisdom, but eternally curious as to what God is up to, what are they going through?*
- Christ sees people as redeemable  
*There is always capacity for restoration*



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Before we even get to empathizing, we have to learn how to be present with someone:

- Christ delights in the *vision* of who we can be:  
*We have to think vision about who someone can become, not that they are a slow learner and need to hurry up...*
- Christ paid a price to be in relationship with us  
*We will pay a price for walking with someone through these dark moments - are we willing?*



**One of the First Things We Have To  
Do When Helping Another is  
Connect to Them.**

**Give Them the Gift of Your  
Presence.**



# We Connect to Someone Best When They Share Their “Red Dot”

*“This is where I am right now...”*





## We Then Get Curious...

*What does it look like to listen to someone without an agenda? Without a desire to go somewhere other than where they take you?*



## Connection Exercise...

**Break up into groups of 3 or 4.  
Each person spend 5 minutes sharing  
their “Red Dot” - *this is where I am right  
now emotionally.***

**The rest of the group gets 5 minutes to  
be curious.**



A few things:

- You CANNOT give advice...help the person...say things like “I feel the same” ...pray...
- The only thing you can do is respond with curiosity:  
*“I’m curious as to why you used the word exhausted that way...”* - and then allow the sharer to continue.
- Remember - the focus is **connecting** - not guiding...not helping them resolve anything yet!
- Be mindful of how much you *want* to do something, pay attention to when that comes up in you.



**What did you notice as you listened?**

**What was it like when you were sharing and others were being curious?**



## Connection is foundational:

- The hard work begins with listening. If we are unable to connect deeply with someone, expecting them to connect their head and hearts becomes more difficult.
- As you connect with another individual on this level, you begin to gain a better sense of what God is up to.
- Once you have a better sense of what God is up to, you can better empathize with them and begin the process of applying the Gospel.



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**After We Do The Work of Connecting  
We Can Now Help Them Connect To  
Their Heart So They Can Guard  
Their Beliefs**

**How Do We Do That?**

# Can Someone Read Job 2:11-13?



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<sup>11</sup> Now when Job's three friends heard of all this evil that had come upon him, they came each from his own place, Eliphaz the Temanite, Bildad the Shuhite, and Zophar the Naamathite. They made an appointment together to come to show him sympathy and comfort him.

<sup>12</sup> And when they saw him from a distance, they did not recognize him. And they raised their voices and wept, and they tore their robes and sprinkled dust on their heads toward heaven.

<sup>13</sup> And they sat with him on the ground seven days and seven nights, and no one spoke a word to him, for they saw that his suffering was very great.



# What Did Job's Friends Do Before They Opened Their Mouths?





# Job's Friends Did A Brilliant Job At That Until They Opened Their Mouths

# The J.A.R. Principle

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- J = Join
- A = Advice
- R = Risk
  
- The JAR Principle says that before you risk giving advice you must join the other first

# What Is Joining?

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- Joining is the process of using empathy and listening in order to understand someone else's perceptions and beliefs
- You are in a non-judgmental position
- After listening intently, reflecting back what you are hearing them say, all while feeling what they feel, if you can sum up their belief i.e. “John, what I am hearing you are believing is X. **Am I off?**” and John says “Yes, you got it!” then you know you are joined
  - This takes practice.... It is a process.... You don't have to nail it you just have to attempt and it works

# What Joining Is Not?

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- It is not agreement
- It is not validating that what they believe is true
- It is not forgetting how you see things

It is only about feeling what they feel and listening carefully so that you can prove to them that you understand their perception.

**DO NOT MOVE FORWARD WITH ADVICE UNTIL YOU'VE PROVEN THAT YOU UNDERSTAND THEIR PERCEPTION**



# Empathy



# Let's Break Joining Down By Starting With Understanding Empathy

## Brene Brown's Video On Empathy





# What Stands Out To You From Brene Brown's Empathy Video?



# Key Learnings

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- Empathy is about entering into another's emotions and feeling those emotions with them so they no longer feel alone
  - Think Adam before Eve
    - Despite no guilt, no shame, having all his needs, walking and talking with God, Adam was becoming more and more depressed
    - Tom Hanks Castaway
    - Created for other human hearts to connect
    - Image God
    - When we sin, we separate from God's, others', and our own hearts

# Key Learnings

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- Empathy starts the healing process
- Empathy creates connection
- Empathy creates strong relational bonds
- Empathy is not agreeing with the person or saying that what they are doing is correct
  - It is about feeling their emotions with them





# Why Is Empathy Important?

# Why Is Empathy Important?

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- Change happens through relationship
- Change happens when someone no longer feels alone but feels like another(s) are in it with them
- Change does not primarily happen because of information but change happens through motivation
  - For information to create change, it must change perceptions
  - The listener doesn't connect to that which they are not connected to

[Lars and the Real Girl Clip](#)

# Why Is Empathy Important?

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- When we have someone empathizing with us, we feel safe enough to enter darker areas of our hearts and we get really real
- When we get real, we discover the beliefs that are fueling our issues
- With continued empathy, we exchange lies for truth



**Let's See That In Job:  
Remember this is the first time Job has  
spoken in 7 days.**

**As We Read, Imagine Your Closest  
Friend Expressing These Words To  
You... “Practice” Empathy With Job**



# Can Someone Read Job 3?



# What Would You Be Going Through If Your Closest Friend Says What Job Says In Job 3?





# Why Would You Be Feeling All Of That?



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# What Does Job Do In Job 3?

# What Doesn't Job Do In Job 3?

# Results From Empathizing

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- In order to heal, you have to get real and feel - Empathy allows that to happen
  - If you want to change something, you have to know what you are changing
  - If you are denying what you feel, you can't get to the root of what needs to change
  - Emotions are the highway to beliefs

# How To Increase Empathy

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- Practice Emotional Recall
  - Think of a time you were really cracking up
- Listen for the key emotion
- Silently remember the time you felt something similar
  - Sometimes image comes to mind
  - Need to practice before, so it will be there (Have a story ready for each of the dominant emotions)
- When they sense you feel something similar, you will sense a stronger connection

# Results From Empathizing: Job Gets Real About His Heart

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- He focused on describing his dominant emotion Agony
- How did he describe it?
  - MOP
    - Metaphors
    - Other emotions vs 25
    - Physical sensations v 24, 26



# What's So Powerful About MOP'ing?

# What's So Powerful About MOP'ing

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- Can't argue with what someone feels
  - It's like being pregnant... Either you are or you are not. There's no arguing.
- Can't analyze what you feel
  - Humans analyze facts

# What's So Powerful About MOP'ing

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- Pulls towards your heart
  - It encourages empathy and listening to understand
  - Can lead to resistance and listening to reply
- They lead you to discover what you believe





# MOP'ing Can Lead Your Heart To Perceive Facts

# How To MOP (see handout)



- Look down the front page of the feelings chart and identify your dominant emotion
  - i.e. happy
- What image came to your head when you identified that emotion?
  - i.e. the fat blonde kid in looney tunes licking a lollipop
- Turn that image into your metaphor (metaphors use the word “like”)
  - i.e. M = like the fat blonde kid in looney tunes licking his lollipop

# How To MOP (see handout)



- Now go to the section where your dominant emotion is and list a few other emotions from that list
  - i.e. O = jolly, effusive, elated, energized
- Since you are human, there may be some other emotions that you are experiencing from other columns
  - i.e. O = satisfied, content
- Now stop what you are doing and let yourself experience what your body is physically experiencing (sensing)
  - i.e. blood feels slightly warm, heart beating slightly faster than normal, breathing slightly faster than normal, grinning ear to ear

# How To MOP (see handout)



- Put that all together and you have a MOP
  - Dominant Emotion = I'm Happy
  - M = like the fat blonde kid in a looney toons cartoon who was licking his lollipop
  - O = jolly, effusive, elated, energized, satisfied, content
  - P = blood feels slightly warm, heart beating slightly faster than normal, breathing slightly faster than normal, and grinning ear to ear



**10min Exercise:**  
**How Can We Identify Our Feelings  
Better? What are you feeling right now?**

# Steps So Far Are...

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1. Get centered on the Gospel
2. Remember your goal is to connect first
3. Be non-judgmental
  - a. Turn on curiosity
4. Empathize
5. Encourage them to MOP instead of saying facts, “Describe what you are feeling”
6. Listen to understand
7. Repeat back some of what you hear them say
8. Use this to help them find a core belief



TIME FOR A  
BREAK



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# Job's Friends Did a Brilliant Job Until They Opened Their Mouths!!!!

## Let's Talk About What Not To Do



# They Did A Lousy Job When They Opened Their Mouths

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- Can someone read Job 4
- Someone else read Job 5



# What Was Wrong With What Eliphaz Did?

# Eliphaz Did A Lousy Job When He Opened His Mouth

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- Eliphaz JAC'd
  - Judged/Justified
  - Accuse/Advice
  - Called out Facts/Corrected Facts



# What Happens To You When Someone Judges, Accuses, or Throws Facts In Your Face?

# JAC'ing Leads To Disconnection



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“Now you too have proved to be of no help...” Job 6:21a (NIV)

- We have the longest recorded conflict of the ancient world, 28 chapters from Job 4-32
- Why would God have so much repetition and details of their conflict here?

# They Did A Lousy Job When They Opened Their Mouths

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- Most are well meaning when they JAC
  - The belief is that if they see the truth they way you do then all will be well for them
- However, someone has to be ready to receive the truth before they hear it
- If they are not ready to receive it telling them the truth often makes things worse

# They Did A Lousy Job When They Opened Their Mouths

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- We must avoid JAC'ing
- If we do JAC then apologize and get back to empathizing and listening to understand



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**To Repeat:**

**How Can We Summarize All Of This?**



# Focus On The J.A.R. Principle & Rest Comes In More Naturally

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- J = Join
- A = Authentic/Advice
- R = Risk

The JAR Principle says that before you risk sharing your authentic truths/giving advice, you must join first

# What Is Joining?

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- Joining is the process of using empathy and listening in order to understand someone else's perspective
- Joining means that you get how they see things and what they are believing
- You know when you are joined when you say something to the effect of “John, what I am hearing you are believing is X. Am I off?” and John says, “Yes, you got it!”

# What Is Joining?

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- The end result of joining is that the person moves away from remorse and moves towards repentance
  - If someone doesn't want to change, then you need to stop the joining before they feel enabled



# Let's Use What Elihu Did As A Base & Let's Add To It

## How Do You Really Know What Someone Believes?

## How Do You Get To Core Beliefs?

# To Get To Core Need To Know How Beliefs Are Formed

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1. Spiritual component
  - a. Ask them to tell you about their spiritual journey
2. Family of origin
  - a. What are the shared beliefs family members have?
3. Major emotional events
  - a. Traumas/Times when they were rocked
4. Milestones/Huge successes

# So How Do We Prepare To Help Someone?

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- Abide in Christ- Jn 15:5
  - “I am the vine; you are the branches. Whoever abides in me and I in him, he it is that bears much fruit, for apart from me you can do nothing.”
  - How do you best connect to Christ?
    - Include Bible study & prayer
    - Sermons, books, fellowship, music, nature, etc.
  - Pray through the following practical steps

# So How Do We Prepare To Help Someone?

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- (Remember Christ is the One who will help that person so abiding is key)
  - The pressure is not on you but is on Christ
  - You don't have to nail this process
  - If all else fails, go back to joining:
    - Active listening/Connecting
    - Empathy/No judgment
    - Repeat back what you hear
    - Show them you see their perception

# So How Do We Prepare To Help Someone?

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- Be prepared that you are going to be affected by their story
  - It is ok to cry or have equivalent emotions
  - If it is getting too intense for you, either ask for a break, take deep breaths, or MOP a little bit of what you are experiencing and see if you come back into control
  - Keep the focus on them
  - Encourage them to continue
  - You get healed apart from them (Up EQ)
  - Don't be afraid to refer to someone trained





# Take a Ten Minute Break & Then I Am Going To Share My Story



# **My Story: See if you can identify the belief that led to my porn addiction**

**Focus on repeated words, where  
emotions get intense, themes,  
patterns, and beliefs**



**What did you feel as you  
heard my story?**



**What did you sense I felt as I  
shared my story?**



**Where did the emotions get  
intense for me?**



**What does it mean that this is  
where my emotions got more intense?**



**Where did the emotions get  
intense for you?**



**What does it mean that that is where  
your emotions got more intense?**





**What words do you remember me repeating?**



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**What themes or patterns did you spot?**



**Any beliefs you spotted?**



# Where Do You Go After You Hear A Story?

# After You Hear Someone's Story...



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- 
- Tell them what you felt while hearing their story
  - Ask them what they felt as they shared the story
  - Validate what they say they felt that resonated with you
  - Tell them anything else you felt they felt as they shared

# After You Hear Someone's Story...



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- 
- Ask them if they noticed any patterns (i.e. repeated words, themes, etc.)
  - Share what patterns you noticed
  - Ask which is the biggest pattern

# After You Hear Someone's Story...



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- Ask them what they feel about those patterns
  - Go for joining
  - Encourage MOP
  - Repeat back what you hear
  - Listen for belief
  - MOP the belief
  - Listen for core belief

# Questions



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# Take-Away's



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- Brene Brown Empathy video -  
<https://www.youtube.com/watch?v=1Evwgu369Jw>
- The Attributes of God by Pink -  
[http://www.amazon.com/Attributes-God-Arthur-W-Pink/dp/0801067723/ref=sr\\_1\\_2?ie=UTF8&qid=1457829753&sr=8-2&keywords=the+attributes+of+god+pink](http://www.amazon.com/Attributes-God-Arthur-W-Pink/dp/0801067723/ref=sr_1_2?ie=UTF8&qid=1457829753&sr=8-2&keywords=the+attributes+of+god+pink)



- **The Attributes of God by Tozer -**  
[http://www.amazon.com/Attributes-God-Study-Guide-Journey/dp/1600661297/ref=sr\\_1\\_1?ie=UTF8&qid=1457829773&sr=8-1&keywords=the+attributes+of+god+tozer](http://www.amazon.com/Attributes-God-Study-Guide-Journey/dp/1600661297/ref=sr_1_1?ie=UTF8&qid=1457829773&sr=8-1&keywords=the+attributes+of+god+tozer)
- **Leadership Coaching by Stoltzfus -**  
<http://www.amazon.com/Leadership-Coaching-Disciplines-Skills-Christian/dp/1419610503>



# What Was It Like For You...

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- What was it like for you immediately after you left last time?
- What happened over time with your emotions?
- What happened to the connection you had with me?
- What do you wish you had when the meeting was over?

# What To Watch Out For

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- Since empathy and active listening can lead to someone going really deep I try not to do that in a public setting especially when someone is raw
- I always want to make sure that I am not part of a process that the other would regret later
- So please be sure that when you are engaging someone do so in a private space

# Introduction To Gospel-Centered Counseling Recap

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- Because of the Gospel, you have what it takes to help someone heal
- Need to be centered in the Gospel
- You have to help them identify what the core belief is that is fueling their issue
  - Joining
  - Practical Steps

# Where we are going...

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- Need to show them how to apply the Gospel to that core belief
- Forgiveness: The key piece to final healing
- Need to help them abide in Christ
- When to refer to a professional

## Next Session...

- Understand how they are wired
- Use emotional intelligence to help you as you engage them





# Any Questions I Can Answer Before We Finish Our Agenda



# After Hearing Job's Story Elihu Got It Right



# Let's Break Down Job 32-36 So We Can Discover More Of What Elihu Did To Help Job Discover His Core Belief & Ultimately Repent

# Please remember...

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- Paper and ink were the most expensive
- Hospitality is the key to your reputation so that also extends to cultural protocols
- These are real men engaging one another

# What Does Elihu Do That Helps Job To See His Beliefs & Repent

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- Elihu felt what Elihu felt- Job 32:2-3
  - No judgment on himself or Job
- Followed protocol- Job 32:4
  - It can be a good common ground
  - i.e. Don't interrupt
- Emotional self-control- Job 32:6
- Shared what was going through him as Job spoke- Job 32:6

# What Does Elihu Do That Helps Job To See His Beliefs & Repent

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- Invited Job to listen to him Job 32:10
- Shared what he did for Job and what he wants returned Job 32:11
  - Listen
  - Pay attention
- Makes himself equal to Job- Job 33:6
- Stresses not going to hurt him- Job 33:7



# Now That Elihu Has Joined Job He Goes More Direct By Using An Analytical/Socratic Method

# What Does Elihu Do That Helps Job To See His Beliefs & Repent

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- Repeats Job's beliefs back to him using Job's words- Job 33:9-11
  - Especially go for beliefs that show contrast between God and man
- Tactfully points out what is not true- Job 33:12
- Shows truth by comparing man to God- Job 33:13



# What Does Elihu Do That Helps Job To See His Beliefs & Repent

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- Keeps asking Job to pay attention and listen to him- Job 33:31
- Points out truths about God that contrast the false beliefs especially in the form of questions- Job 34:17
- Shows how the core belief is multiplying other sins- Job 34:37

# What Does Elihu Do That Helps Job To See His Beliefs & Repent

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- Shares that his (Elihu's) knowledge comes from God- Job 36:2
- Shares true attributes of God- Job 36:5
- Notice that **he doesn't share advice** to address Job's issue
  - He challenges what Job believes using truths about God

# What Does God Do That Helps Job To See His Beliefs & Repent

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- God then repeats some of what Elihu says (validating Elihu's method) and keeps asking questions around the core belief till Job repents- Job 38-42

# What Does God Do That Helps Job To See His Beliefs & Repent

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- Can someone read Job 40:1-7?
- What was the problem with what Job said that led God to go another 2 chapters with questions?
- What tells you that?

# What Does God Do That Helps Job To See His Beliefs & Repent

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- Can someone read Job 42:1-6?
- What was the difference between this passage and Job 40:1-7?

# The Difference Between Repentance & Remorse

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## Remorse

- Self-focused
- Primarily afraid of consequences
- Worldly grief

## Repentance

- God-focused
- Other-focused
- Humility
- Gets it at a heart level
  
- Can someone read 2 Co 7:11?

# What If They Don't Want To Change?

---



- If they are in remorse and show no signs of wanting to get out, stop trying to force them to change. Instead:
  - MOP what you feel about their lack of desire
    - “I feel pain in my chest for you. I feel fear, anxiety, and hurt. It’s like I’ve been kicked in the gut.”



# Review JAR



# The J.A.R. Principle

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- J = Join
- A = Authentic/Advice
- R = Risk

The JAR Principle says that before you risk sharing your authentic truths or give advice you must join the other first

Remember you want to avoid giving advice as much as possible

# What Is Joining?



- Joining is the process of using empathy and listening in order to understand someone else's perspective
- Joining means that you get how they see things and what they are believing
- You know when you are becoming joined when you say something to the effect of “John, what I am hearing you are experiencing/feeling is X. Am I off?” and John says, “Yes, that's right”
- Then do the same when you hear a belief statement to complete the joining “John, what I am hearing you are believing is XYZ. Am I off?” and John says, “Yes, you got it!”



# Practical Steps



- Create a safe environment – See Elihu Job 32
  - Join
    - Empathy, no judgment, listen to understand
  - Uses a lot of emotional self-control
  - I am no different than you
- Encourage ”Just let it rip with me.”



## Page 3 Handout on Process:

**Correlate The Following Practical Steps  
To The Details on What Elihu Did in Job  
32-36**

- Have them share their red dot moment (i.e. our marriage is in trouble) or their story
- Help them to express what they feel more than stating the facts
  - If they are saying lots of facts, say, “Help me to experience what you went through... Describe what it felt like to go through X?”
    - Look for emotive terms not facts
- Validate those feelings
- Silently go into your own story
  - Ask self: When have I felt something similar?
    - In other words, empathize



- Every once in awhile, repeat back what you hear
  - “So let me make sure I am following you, you said...Am I off?”
- Show them that you understand what is the essence of what they are saying
  - “So it sounds like you are saying ABC... Am I off?”
  - Make sure you are really tracking with them before moving to the next piece
  - It’s not about getting the exact right feeling...they will tell you if you’re there or not!

- Ask open-ended questions/statements – Avoid closed-ended questions
  - Open-ended - require full sentences and description
    - Describe what you are feeling today
  - Closed-ended – one word answers (i.e. yes or no)
    - Are you feeling better today?





- Ask clarifying questions/statements every time you don't understand
  - “Help me to understand what you mean by X”
  - Understanding increases connection
- Continue to listen to understand
- If you feel like they need more than what you are able to give, share that you want to continue to walk with them and want to bring someone in who can better help



- After the red dot/story is done, acknowledge the emotion(s) you heard them express
  - “I hear so much pain in your story”
  - “Your story is so intense”
- Ask what they felt
  - Ask them where they felt their emotions move the most intense- Ask why there?
  - If different from theirs... Talk about where you felt most intense and why

# Practical Steps

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- Ask about patterns they see
- Announce the pattern(s) you see
  - “I noticed X.” Am I off?
- What do you feel about X?
  - Really get them to describe it
  - Repeat back or paraphrase what they say



# Joining Role Play



# What Did You Experience From This Exercise?

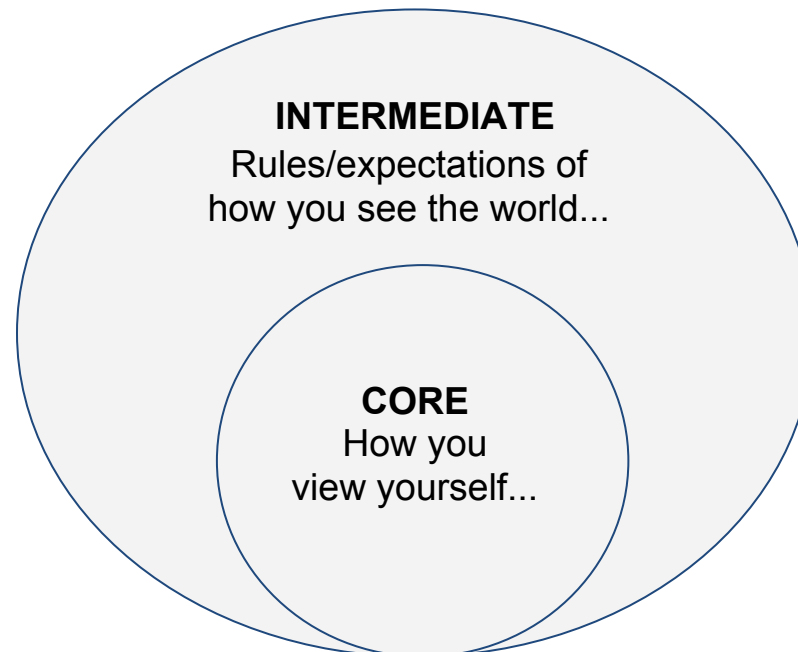


# How Do You Know When You've Hit The Core Belief?

## ➤ Intermediate Beliefs vs. Core Beliefs

### **AUTOMATIC THOUGHTS**

The immediate reactions we have in a given situation, often unnoticed or unchallenged...



# Finding the Core Belief



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Husband comes home from work, obviously exhausted, notices that his wife did not take his suit to the dry cleaners like he asked. She hears him from the other room call out to her: *“Are you serious? This is the one thing I asked you to do today...”*

After a tense conversation, the wife has shut down, unable to connect with her husband because of how awful she feels. Even after he has moved on from the disappointment and begins joking with her later she still has a hard time wanting to spend time with him.

Let’s follow a reaction she may have to locate a core belief...

---



# Finding the Core Belief



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Automatic thought: *“He’s mad at me, we’re about to argue...”*



Intermediate belief: *“Arguing is always bad and should be avoided...”*



Core belief: *“I am inadequate...”*

# Downward Arrow Technique



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Automatic thought



*What does this mean about the world?*

Intermediate belief



*What does this mean about you?*

Core belief

# How Do You Know When You've Hit The Core Belief?

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- It is a big blanket statement that encompasses their life
- It can be phrased in an “*I am...*” statement
- Often it is partly true and partly twisted
- Usually when the person sees it they have a big “A-ha” moment
  - They could also go numb
  - They could cry a lot (sometimes they get angry first)

# How Do You Know When You've Hit The Core Belief?

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- At its root their belief is after some core driver...
  - S = Security
  - L = Love
  - A = Acceptance
  - V = Value
  - E = Enjoyment
  - S = Significance



- 
- Core Beliefs are generally unspoken, often outside of our immediate awareness, and were developed early in life.
  - Common Negative Core Beliefs fall into one of these three:
    - Unloveable
    - Helpless
    - Unworthy



➤ Unloveable

*“I am... not loveable, unacceptable, not wanted, alone, unwelcome, uninteresting.”*

*“I don’t matter...nobody wants me...I’m bound to be rejected.”*

➤ Helpless

*“I am...helpless, weak, vulnerable, trapped, unsuccessful, a loser, needy, ineffective.”*

*“I can’t...do it, achieve, change, say ‘no’, handle anything.”*



➤ Unworthy

*“I am...not good enough, nothing, stupid, inferior, insignificant, a bad person, useless, a failure.”*

*“I don’t deserve anything good.”*



- What about the Core Beliefs that are a little more difficult to see?

Caretaking/Responsibility:

*“I have to do it to make it right...”*

*“It’s not ok to ask for help...”*

*“I’m responsible for everyone and everything...”*

*“If I trust people they may hurt me and I won’t be ok...”*

*“My needs are not important...”*

*“I have to make people happy...”*





# Once You Have Joined, You Can Begin Looking for the Core Beliefs Underneath the Problem

- Listen for belief statements (implicit and explicit)
  - All or nothing statements
    - I must do X perfectly
  - Core belief is a statement that infects every area of life
    - I must make amends for what I did to cause my mother so much pain that she would treat me this way”
    - How do I do that? **I must be ideal**
- Then ask what’s it like that you believe you “must be ideal”
  - Let them describe what it feels like
  - Repeating/asking them to MOP helps get to the core belief

- Ask them what parts of their core belief is true and what part is a lie
  - True
    - i.e. “If I do something wrong, usually I should make amends”
  - False?
- Empathize with them (Make sure you are still joined) see if the belief shifts



- If the belief doesn't shift/or they do not seem to connect with it, then ask more questions either around the core belief or core driver
  - What's it been like spending your life trying to get your "mother's love"?
    - What's it been like trying to get everyone's love?
  - What have been the consequences of trying to get "everyone's love"?
    - What was it like experiencing those consequences?  
What will it be like..?



- How does the Gospel give you all the love you could possibly want and more?
  - How is God's love greater than all others?
- How would your life be different if you really believed the Gospel gave you all the love you would ever want and more?



- What if they are more hard hearted and resistant?
  - Start slower and build
    - “Where is God in your belief?”
- How is your belief slapping God?
  - What it’s like seeing that your belief slaps God?
  - Remember to focus on the feelings
  - If they are struggling to really feel this then ask “What would help you to see the magnitude of how you are slapping God?”



- Encourage repentance and movement away from remorse
- Before giving advice, make sure they are ready to receive it.
  - If they ask for advice before you sense the two of you are joined, say something to the effect of “Before I share some advice, tell me more about.... (choose whatever you are curious about or whatever had the most emotional intensity)”



- Before giving advice, see if they can give themselves advice
  - “What are some ideas that you had as to how to handle XYZ?”
- Then help them brainstorm the plan
  - ”Which of those options stands out to you more?”
  - “How do you want to implement that?”
  - “While you are doing that... What helps you to abide in Christ?”





- If all else fails, ask if you can give advice
  - Don't continue to give advice if you sense resistance
  - Instead ask "How does what I just said impact you?"
- Then only give short advice that you can back with Scripture (especially the Gospel)
- Follow up the advice with, "Do you sense that would help you? How so?"

# Practical Steps

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- Develop a plan with small steps towards the goal
- Ask them how they want to be held accountable for the first small step
- Next time you meet:
  - Ask how they did with the parts of the plan that they agreed to do
  - Ask where they want to talk about today
  - Follow the same process focus on the feelings

# Practical Steps

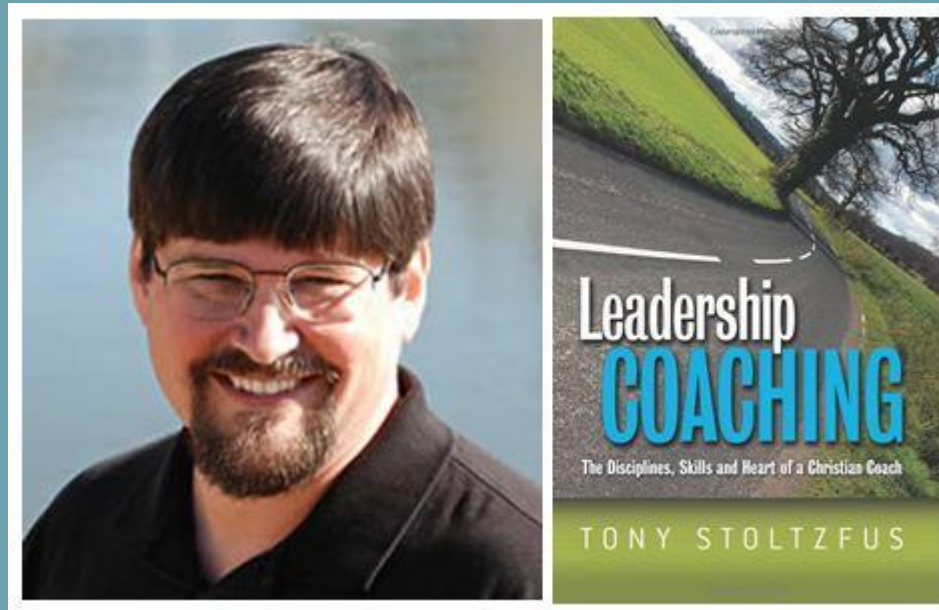
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- There is a lot of repeat on the way to core
- Don't get lost in all of these practical steps
- Focus on Joining:
  - Active listening - listening to understand
  - Empathy
  - Repeating back what you are hearing with the “Am I off?” after it
    - Don't over do the repeating back



# Read Tony Stoltzfus’ “Leadership Coaching”



# Questions



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**Pair Up For Joining Exercise:  
One of you tells your story to the other  
and see if you can identify repeated  
words, themes, patterns, and beliefs.  
Track what you are feeling and what  
the other is feeling.**



# What Did You Experience From This Exercise?



TIME FOR A  
BREAK



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# Need To Show Them How To Apply The Gospel To That Core Belief



# What Do You Remember From My Story?



## What Lies Do You See In....

**“I must make amends for what I did to cause my mother so much pain that she would treat me this way”?**



---

**Group Exercise:**  
**What Does The Gospel Say To My**  
**Core Driver & The Lies That Comprise**  
**My Core Belief?**

**Create Open-Ended Questions That**  
**You Would Ask Me**

# How Does The Gospel Apply To A Belief

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- Remember you are looking for repentance, not remorse
- If they are in remorse and not getting out and don't show any signs of wanting to move out:
  - MOP what you feel to them
    - “I feel pain in my chest for you. I feel fear, anxiety, and hurt. It's like when you get kicked in the gut.”

# How Does The Gospel Apply To A Belief

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- Continue to MOP what you feel about their lack of repentance from time to time
  - If you do it too much they will probably want to be around you less and less
  - If what they are doing is creating a toxic ripple effect for you, then MOP what that is like and set up boundaries



# To Replace Core Belief You Must Forgive

**Forgiveness happens overtly or  
covertly**



# Forgiveness: The Key Piece To Final Healing





# When You Think Of The Word Forgiveness What Comes To Mind?



# Why do people resist forgiving?



TIME FOR A  
BREAK



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# Need To Help Them To Abide In Christ



**For Next Time:**

**Go To [16personalities.com](http://16personalities.com) & Take the  
Test. Then....**

**Buy Emotional Intelligence 2.0 and take  
the EQ Test that comes with the Book**

**Send Me Your Results**

**[ryan@ryancbailey.com](mailto:ryan@ryancbailey.com)**

**Will email instructions**

# Questions



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# Take-Away's

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TIME FOR A  
BREAK



**1ST PRINCIPLE GROUP**  
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# Part 3

# Where we are going...

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1ST PRINCIPLE GROUP  
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- Simple recap of where we have been...
- Forgiveness
- Abiding in Christ
- When to Refer
- Understand Your Wiring (MBTI)
- Using emotional intelligence to help engagement



# Simplifying the Approach - Focus on JAR Avoid JAC

# The J.A.R. Principle

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1ST PRINCIPLE GROUP  
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- J = Join
- A = Advice
- R = Risk
  
- The JAR Principle says that before you risk giving advice you must join the other first

*What did you notice last time as I attempted to join with Ryan?*

*What did I avoid or not do as much?*



# Forgiveness



- 
- 1a: to give up resentment of or claim to requital for <forgive an insult>
  - 1b: to grant relief from payment of <forgive a debt>
  - 2: to cease to feel resentment against (an offender): pardon <forgive one's enemies>
  
  - What do you notice about the definition of forgiveness?

# Forgiveness Facts

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- Forgiveness is a process
- Forgiveness is always (overtly or covertly) part of the healing process
- Forgiveness is not saying that what the offender did is ok because it wasn't ok
- Forgiveness is about being free from the justice their heart feels like it deserves
  - Forgiveness frees them from the burden of the offense.

# Forgiveness Facts

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- Forgiveness has nothing to do with reconciliation.
  - Boundaries are typically set after
- It doesn't even have to do with
  - whether or not the offender has changed
  - whether or not they want their forgiveness or even have asked them for forgiveness or apologized



# Forgiveness Facts



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- It prevents more from being stolen from them than what the offender already stole.
- Forgiveness prevents bitterness and a life that is utterly unfulfilling and frustrating.
- Eventually, those who do not forgive begin to isolate themselves as they perceive that more and more people are like their offender, and systematically remove others from their lives.
- See whether or not they have to forgive the offender, themselves, and/or “forgive” God



# The Sad Reality Is That Most Don't Know How To Forgive

# To Forgive They Must Know What They Are Forgiving

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- Obvious
  - Physical abuse
- Not obvious
  - Implied messages (whether or not the person intended to give it)
    - “I must be ideal in order to be loved”



# Apply One Or A Combination of Ways To Forgive

## Page 6 Of Handout On Forgiveness

# Need To Make The Offender An Equal

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- When they have not forgiven they have made themselves a judge over them
  - One-up/One-down relationship
  - They believe they have the right to judge
- Encourage them to find the sin in their heart that can cause comparable damage
- Chew on what damage would be caused
- Then the offender becomes “just like me” and forgiveness is easier



- If the offender is a Believer, then Christ fully and perfectly paid for the justice their heart feels like it deserves
  - Therefore, if they don't forgive they are sinning by saying Christ's sacrifice was not enough
- If offender is not a Believer and never becomes a Believer, then God will have them pay perfectly and so justice will be met

# See How Much God Has Forgiven You

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- Justice is based on magnitude of the offense
  - Greater the offense, greater the payment
- Since God is infinitely holy, good, and pure even the smallest offense against Him would require an infinite payment
- God can't forgive without a payment since that would lead to greater injustice
  - Think Serial Rapist capriciously set free

# They Can Choose To Pay Down The Sin Debt Themselves

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- When they have not forgiven someone their hearts look for ways to get justice
  - Arguing in their head, gossiping, envisioning harmful things happening to the offender, etc.
- By choosing not to pursue those inappropriate means of justice the pain we feel from not indulging pays down the debt
- Eventually we fully forgive



# The Offense Is So Big That No Earthly Justice Satisfies

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- If offender spent rest of life trying to make it up, it won't satisfy the justice
- If offended tries to get revenge for rest of life they would feel like it was not enough
- Encourage them to feel how trapped they are
- To prevent being bitter, lonely, angry, etc. they must forgive

# Pray For It... Encourage Them To Ask Others To Join Them

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- Since forgiveness is a process, encourage them to gather a team to pray for them to forgive
- A lack of forgiveness is more of an issue between the offended and God than the offended and the offender
- Encourage them to beg God to soften their heart and to bring forgiveness in

# Chew On What It Would Be Like To Fully Forgive

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- Time to dream here
- Encourage them to ask questions like:
  - What would my life be like if I fully forgave?
  - What consequences would I avoid if I fully forgave?
  - What would my energy level be like if I forgave?
- The more they chew, the more they forgive

# Ask Them To Repeat To Themselves: They Forgive

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- Sometimes just repeating in many different ways that they forgive their offender actually produces the forgiveness
- I forgive Jim
- I release myself from pursuing the justice against Jim I feel like my heart deserves
- I choose to no longer try, at any level, to make Jim pay for what he did to me

# Encourage Them To Write A Forgiveness Letter

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- Let the one you are helping know that they may or may not send this letter
- Encourage them to start with understanding the offender
  - “What led them to do what they did against you?”
  - This doesn’t minimize what the offender did to the offended
- In the letter, clearly declare forgiveness



**If You Had A Camera  
& Could Follow Someone  
Who Was Really Abiding  
In Christ, What Would  
You Notice They Would  
Be Doing?**



# How To Abide In Christ

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1ST PRINCIPLE GROUP  
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- Full commitment to Christ
  - Keep finding new things to sacrifice to Him
- Active in Scripture
  - Really studying
  - Memorizing
  - Meditating
- Actions not just words

# How To Abide In Christ

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- Prayer is a priority, not an afterthought
- Really plugged into a Gospel-Centered church
- Great accountability focused on Christ, not on sin
- Keeps the relationship fresh and vital
- Knows the methods that help them to best plug into Christ



# How To Abide In Christ

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- They meditate on:
  - Who He is
  - What He has done
  - What He is doing
  - What He will do
- Gratitude is a big part of their life
- They share stories of gratitude with others



# Ask Them How They Want To Be Held Accountable For Their Abiding in Christ



# When to Refer



**The goal is not to figure out, or understand, how to diagnose.**

# When To Refer

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When you think about taking on this work, and you think about some of the more severe mental illnesses - what are some of the things you worry about coming up?



- 1 in 4 Americans suffers from some kind of mental illness (National Alliance on Mental Illness)
- Severe mental illnesses in America:
  - 1.1% (2.4m) live with Schizophrenia
  - 2.6% (6.1m) live with Bipolar
  - 6.9% (16m) live with Major Depression
  - 18.1% (42m) live with Anxiety disorders
- 60% of adults with mental illnesses did not receive treatment in the previous year.



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LifeWay Research surveyed over 1,000 pastors about mental illness in their churches along with 500+ churchgoers who either have a severe mental illness themselves or have a family member with a severe mental illness:

- 66% of pastors seldom speak to their congregations about mental illness.

*“We can talk about diabetes...that is seen as a medical condition, but mental illnesses - that’s somehow seen as a lack of faith.”*



- Most pastors said they knew someone who had been diagnosed with a mental illness...59% had counseled someone who later was diagnosed.
- 23% of pastors say they have struggled with a mental illness...while 12% have been diagnosed with one.

“Atlanta-based psychiatrist Michael Lyles says more than half of his patients come from an evangelical Christian background. *‘The vast majority of them have not told anybody in their church what they were going through, including their pastors, including small group leaders, everybody.’*”





# What does this tell us about mental illness in the Church?

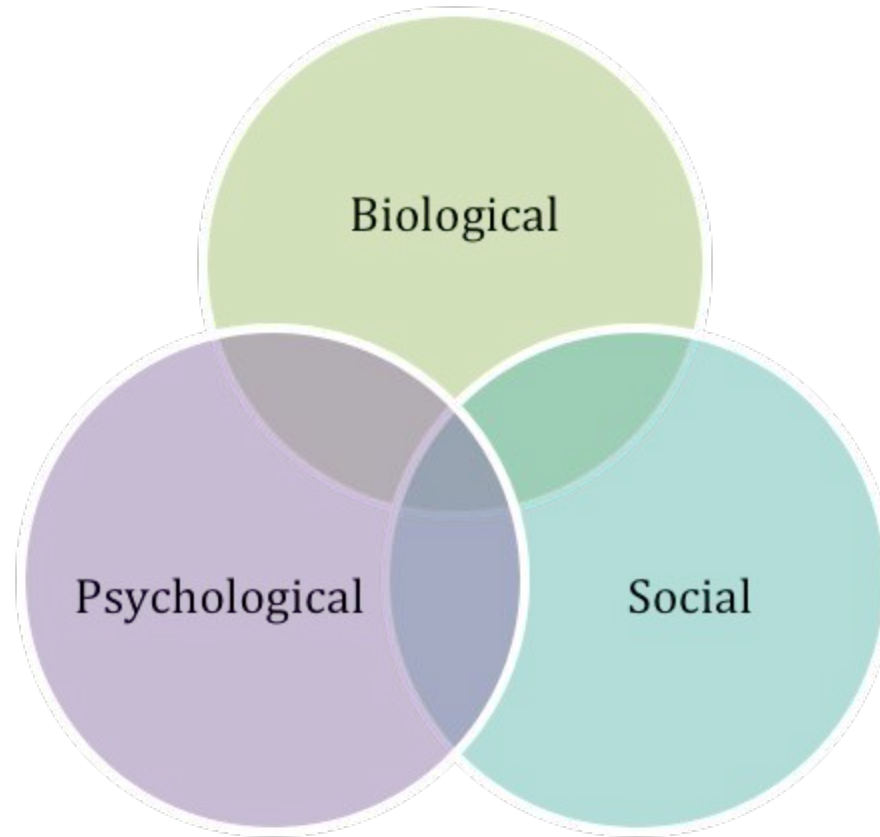


**Even though this is when you would refer - we still need some understanding of mental illness so we can care well for those who suffer.**

# How Mental Illnesses Develop



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What does this tell you about how mental illnesses can develop?

*Anyone, under the right biological conditions, the right amount of stress or input, in the right environment, can develop something more severe.*



**Again...the following information is not to help you *diagnose* but to give you an idea of how these disorders are very real, can be very bad, and are not that uncommon...and you should refer them to a professional!**



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There are a lot of diagnosable mental disorders, but we are going to focus on the following:

- Mood (depression)
- Anxiety/trauma-stress related
- Substance use



## Depression

- Abnormal sadness, low energy.
- Loss of pleasure, inability to focus, sleep problems

## How do we know it's not just grief or sadness?

- Abnormal sadness...
- What are you seeing? Does it look abnormal?
- Often the event that caused grief was merely a catalyst to bring something else to the forefront.



## Depression

- Suicidal thoughts:
  - Is it passive or is there a plan?
  - Always want to make sure someone is safe first.
  - Temptation to not acknowledge it because talking about it “might make it worse.”





## Anxiety

- Excessive worry, impairs functioning
- Panic attacks: physical response to anxiety, focus on the anxiety, cycle.
- Grounding techniques

## Trauma

- Re-experiencing traumatic event through triggers (things that remind you of the event). What makes Ryan's telling of his story different?



## Alcohol/Drugs

- Habitual usage, impairment in functioning
- It's a 'mood altering' substance...what mood are they trying to alter?
- Understand what it takes to change.
  - Not just behavior change
  - Be prepared for resistance (even if you just refer)
  - Be prepared for a long process (as you continue to walk with them)



## How to refer:

- Have some counselor contacts easily accessible
- “I think talking to a professional might be more helpful...” “I don’t think I know enough to be able to help you with what you are talking about...”
- Ask them how you can still walk with them during this transition.

# Questions



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TIME FOR A  
BREAK



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# How Did God Wire The Person You Are Helping?

## Using Myers-Briggs To Gain Clues

# Take a Piece of Paper and Divide It In Half

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- Write your name with your dominant hand.
- Write your name with your non-dominant hand.

- Lots of great assessments
  - Many of you have taken a few
  - Don't want to create confusion
- Want to give you a tool where you can pick up a great deal of information on how someone is wired with very little dialogue
  - Then you can adjust your style to theirs to really help them
  - MBTI is excellent for this. DiSC is too.



# Background on Myers-Briggs

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- History of MBTI
  - Mother/Daughter in law
  - 2mm people per year
  - Most researched
- All 16 Types are Equal
  - Can succeed in almost any position
  - Diversity is welcomed to generate options and cover blind spots
- Multi-faceted tool
  - Understand self, others, teams

# Purpose of the MBTI: Identify Preferences

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- Where do you find your energy? – E vs. I
- How do you take in information? – S vs. N
- How do you make decisions or come to conclusions? – T vs. F
- What is your lifestyle or work orientation? – J vs. P



## Why Is This Important?

**What Can You Do With This Knowledge  
That Will Help You To Help Others?**



**Please Write The Letter That  
Corresponds To You On Your Name  
Tag...**



## **Extraverted Characteristics**

- Act first, think/reflect later
- Feel deprived when cutoff from interaction with the outside world
- Usually open to and motivated by outside world of people and things
- Enjoy wide variety and change in people relationships

## **Introverted Characteristics**

- Think/reflect first, then Act
- Regularly require an amount of "private time" to recharge batteries
- Motivated internally, mind is sometimes so active it is "closed" to outside world
- Prefer one-to-one communication and relationships



## **Sensing Characteristics**

- Mentally live in the Now, attending to present opportunities
- Using common sense and creating practical solutions is automatic-instinctual
- Memory recall is rich in detail of facts and past events
- Best improvise from past experience
- Like clear and concrete information; dislike guessing when facts are "fuzzy"

## **Intuitive Characteristics**

- Mentally live in the Future, attending to future possibilities
- Using imagination and creating/inventing new possibilities is automatic-instinctual
- Memory recall emphasizes patterns, contexts, and connections
- Best improvise from theoretical understanding
- Comfortable with ambiguous, fuzzy data and with guessing its meaning.



## Thinking Characteristics

- Instinctively search for facts and logic in a decision situation.
- Naturally notices tasks and work to be accomplished.
- Easily able to provide an objective and critical analysis.
- Accept conflict as a natural, normal part of relationships with people.

## Feeling Characteristics

- Instinctively employ personal feelings and impact on people in decision situations
- Naturally sensitive to people needs and reactions.
- Naturally seek consensus and popular opinions.
- Unsettled by conflict; have almost a toxic reaction to disharmony.



## **Judging Characteristics**

- Plan many of the details in advance before moving into action.
- Focus on task-related action; complete meaningful segments before moving on.
- Work best and avoid stress when able to keep ahead of deadlines.
- Naturally use targets, dates and standard routines to manage life.

## **Perceiving Characteristics**

- Comfortable moving into action without a plan; plan on-the-go.
- Like to multitask, have variety, mix work and play.
- Naturally tolerant of time pressure; work best close to the deadlines.
- Instinctively avoid commitments which interfere with flexibility, freedom and variety





# Would All The E's Move To My Right, I's To My Left...

# Myers-Briggs Cheat Sheet



WHERE DO THEY GET ENERGY?		WHAT DO THEY PAY ATTENTION TO?	
<b>Extrovert (E)</b>	<b>Introvert (I)</b>	<b>Sensing (S)</b>	<b>iNtuition (N)</b>
Energized externally - values sharing thoughts	Energized internally-values privacy/boundaries	Facts, details, specifics	Big picture, ideas, generalities
Verbal processors- interrupt, verbose	Internal processors- slight pause, succinct	Concrete and literal in their language	Use analogies and metaphors in their language
Face-to-face, phone, webcam	Writing- Email/IM		
WHAT CRITERIA DO THEY USE TO MAKE DECISIONS?		HOW MUCH STRUCTURE AND CLOSURE DO THEY WANT?	
<b>Thinker (T)</b>	<b>Feeler (F)</b>	<b>Judger (J)</b>	<b>Perceiver (P)</b>
Logic and objective data	Values(s)	Value closure, structure	Open ended, flexible
Treat everyone equally	Treat everyone individually	Motivated by self-discipline and steady progress	Motivated by pressure (deadlines)/bursts of energy
Things are true or false (impersonal)	I agree or disagree (personal)	Work then play	Play while you work

# Myers-Briggs Cheat Sheet



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- Review Cheat Sheet often till you have it
- Practice picking up type with co-workers, friends, family, etc.
  - When you think you know someone's type, have them go to [16personalities.com](http://16personalities.com) and take that test and see if you were right
- At work, keep Cheat Sheet up for phone calls to see if you can pick up at least one letter

# Myers-Briggs Cheat Sheet

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- For a short description on type go to:
  - <http://www.myersbriggs.org/my-mbti-personality-type/mbti-basics/the-16-mbti-types.htm>
- When you are fairly sure of type go to [www.16personalities.com](http://www.16personalities.com) and you will get a lot more information



## Take 10mins: Use the Cheat Sheet

**Someone in your GCG, an ESFJ,  
Comes To You With An Issue That  
They Want To Talk To You About.  
How Can You Relate To Them Better  
Using Their Personality Type? INTP?  
ENFP?**

# Not An Excuse....



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- 
- To be clear, just because we are not wired in certain ways doesn't mean that we don't have to work on those areas
    - Own it
    - Contain vs. Change
  - You will at times have to “write with your non-dominant hand”
    - Get support



# Emotional Intelligence – The Secret Sauce of How To Not Get Caught Up In Someone Else’s Emotions

# Why Should You Care About Emotional Intelligence (EQ)?

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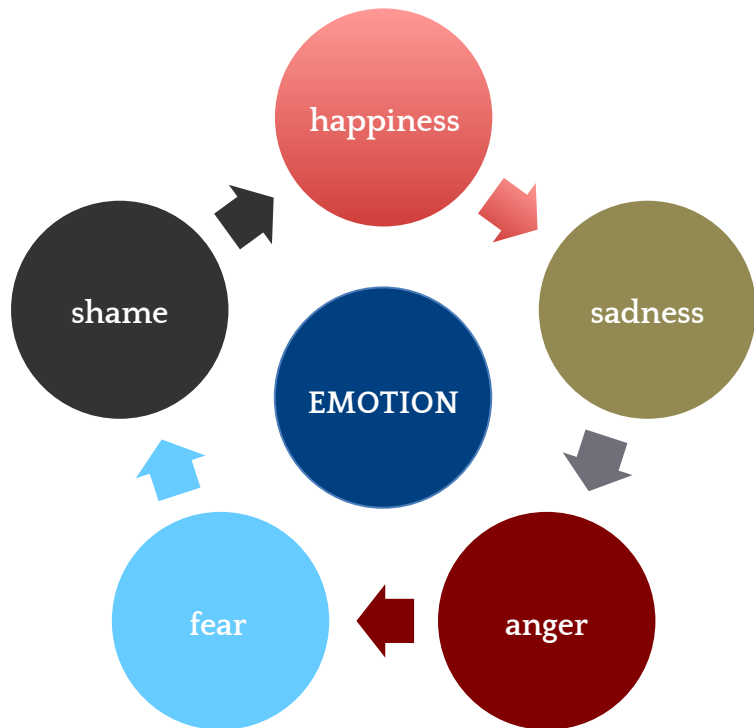


- Only 36% of the people we
- tested are able to accurately identify their emotions as they happen.
- This means that two thirds of us are typically controlled by our emotions and are not yet skilled at spotting them and using them to our benefit.
- Emotional awareness and understanding are not taught in school.





# Why Should You Care About Emotional Intelligence (EQ)?



- Since our brains are wired to make us emotional creatures, your first reaction to an event is always going to be an emotional one.
- You have no control over this part of the process.
- You do control the thoughts that follow an emotion, and you have a great deal of say in how you react to an emotion—as long as you are aware of it.

# What is Emotional Intelligence (EQ)?

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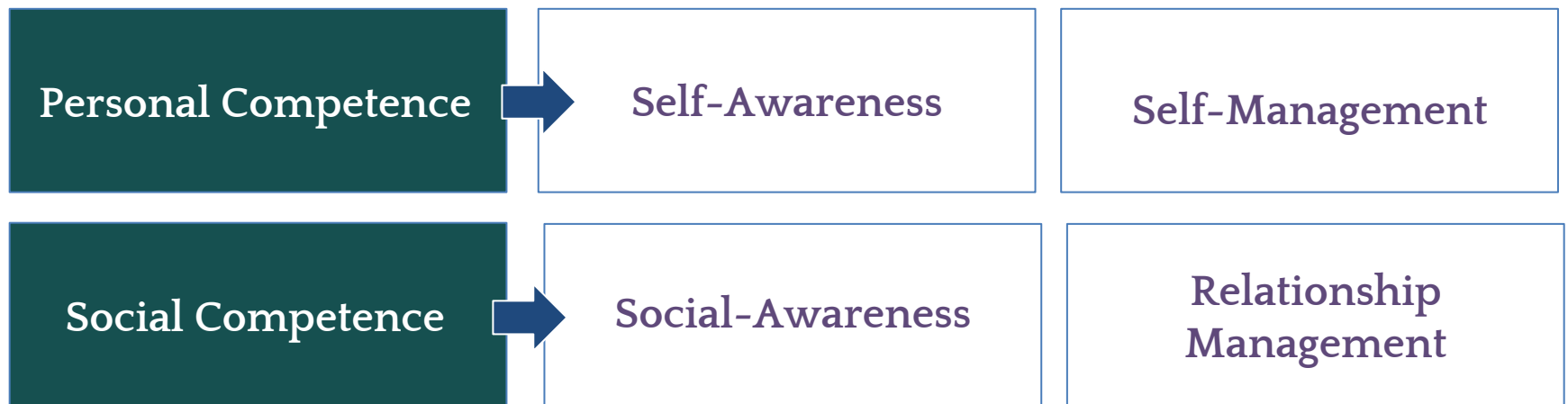
EQ is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior, influence others' emotions, and enhance relationships.



# Explaining The 4 Competencies



- Personal competence is your ability to stay aware of your emotions and manage your behavior and tendencies.
- Social competence is your ability to understand other people's moods, behavior and motives in order to influence their emotions and improve the quality of your relationships.

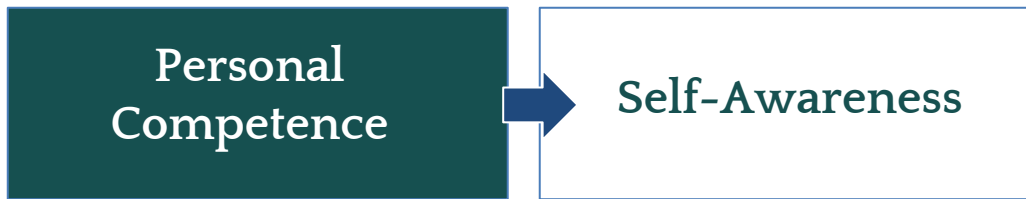




# Pay Attention to the Implied Characteristics of Someone With High EQ vs. Low EQ.

## Feel Free To Take Notes

(You will be asked about what you heard after each section)



- People high in self-awareness are remarkably clear in their understanding of what they do well, what motivates and satisfies them, and which people and situations push their buttons.
- Self-awareness is so important for job performance that 83% of people high in self-awareness are top performers, and just 2% of bottom performers are high in self-awareness.



- Self-awareness is your ability to accurately perceive your own emotions in the moment and understand your tendencies across situations.
- Self-awareness includes staying on top of your typical reactions to specific events, challenges, and people.
- A keen understanding of your tendencies is important; it helps you quickly make sense of your emotions.
- When you are self-aware you are far more likely to pursue the right opportunities, put your strengths to work and—perhaps most importantly—keep your emotions from holding you back.



Low EQ

# When it Comes to Self-Awareness What Are Characteristics Of...

High EQ



- Self-management is your ability to use your awareness of your emotions to stay flexible and direct your behavior positively.
- This means managing your emotional reactions to situations and people.
- Real results come from putting your momentary needs on hold to pursue larger, more important goals.





Low EQ

# When it Comes to Self-Management What Are Characteristics Of...

High EQ



- Social awareness is your ability to accurately pick up on emotions in other people and understand what is really going on with them.
- This often means perceiving what other people are thinking and feeling even if you do not feel the same way.
- It's easy to get caught up in your own emotions and forget to consider the perspective of the other party.
- Listening and observing are the most important elements of social awareness.



- To be socially aware, we have to listen to understand vs. listen to reply
- We have to stop talking, stop the monologue that may be running through our minds, stop anticipating the point the other person is about to make, and stop thinking ahead to what we are going to say next.
- It takes practice to really watch people as you interact with them and get a good sense of what they are thinking and feeling. Up your curiosity.



When it Comes to  
Social-Awareness What  
Are Characteristics Of...

Low EQ

High EQ



- Relationship Management is your ability to use your awareness of your own emotions and those of others to manage interactions successfully.
- This skill often taps into your abilities in the first three emotional intelligence skills: self-awareness, self-management, and social awareness.



**Social  
Competence**



**Relationship  
Management**

- This ensures clear communication and effective handling of conflict.
- Relationship management is also the bond you build with others over time.
- People who manage relationships well are able to see the benefit of connecting with many different people, even those they are not fond of. Solid relationships are something that should be sought and cherished.
- The weaker the connection you have with someone, the harder it is to get your point across.



Low EQ

# When it Comes to Relationship Management What Are Characteristics Of...

High EQ



**Time For Role Play:**  
**I am choosing a real topic that may hit close to home for a couple of you.... I am not making fun of it... I am trying to highlight how it could be handled poorly and well**





**A person from your Community Group comes up to you and says they are offended that you are using the ESV instead of their favored version. Walk us through the conversation you two would have?**

- 1. L- Low EQ/P- Low EQ**
- 2. L- Low EQ/P- High EQ**
- 3. L- High EQ/P- Low EQ**
- 4. L- High EQ/P- High EQ**

# What Is The Format For The Role Play?

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1. Volunteers find a place where you can discuss how the dialogue between U and P will go
  - a. I will walk around to make sure you are set up for success
2. Act out scenarios (Observers take notes)
  - a. At some point I will stop you
3. Whole team will de-brief with Observers leading the way



**20min Break While Role Play is Set Up**

**You Have Until....**



You

# Observations Role Plays

Parent

# Questions



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# Take-Away's



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- 
- Emotional Intelligence 2.0 by Travis Bradberry
  - Emotional Intelligence by Daniel Goleman
  - Business Role Play – Self-Awareness
    - <http://www.ibam.com/pubs/jbam/articles/vol14/Article1.pdf>
  - How Self-Motivated Are You?
    - [http://www.mindtools.com/pages/article/newLDR\\_57.htm](http://www.mindtools.com/pages/article/newLDR_57.htm)
  - To increase self-awareness increase intuition
    - <http://tinybuddha.com/blog/3-questions-to-help-you-determine-what-you-really-want/>
  - What benefits would you gain by having a high level of self-awareness?
    - <http://www.mindtools.com/pages/article/coaching-self-awareness.htm>
  - Create a system to know yourself
    - <http://www.forbes.com/sites/drewhansen/2011/08/15/why-richard-branson-and-i-always-carry-a-notepad/>
  - Use other assessments like Birkman, DiSC, The Big 5, 360 degree reviews1
-