



EQUIPPING CARE

PARTICIPANT WORKSHEETS

www.hcmachaplains.org/equippingcare



EQUIPPING CARE Participant Worksheets

Dear Friends,

Thank you for taking part in the Equipping Care lessons. We are so grateful for your heart to serve those who are hurting, struggling, or nearing the end of life. These lessons were created to equip and encourage you as you step into moments of ministry, offering Christ-centered care to those in need.

Our prayer is that through this series, you will gain practical skills, deeper confidence, and a renewed understanding of how to walk alongside others with compassion, wisdom, and faith. Whether it's through active listening, making visits meaningful, offering support in grief and loss, or maintaining healthy boundaries, we hope you find these tools valuable in your ministry and everyday life.

Most of all, we want you to know that you are not alone in this calling. As you care for others, we encourage you to lean on God's strength, remembering that He is the ultimate source of hope and healing.

Thank you for being a part of this journey. May God bless and guide you as you serve.

In Christ,
Healthcare Chaplains Ministry Association

WHY EQUIPPING CARE

Caring for others is a sacred calling—one that requires more than just good intentions. As chaplains, pastors, and caregivers, we are called to bring hope, comfort, and the presence of Christ to those in need. But to serve well, we must be equipped with wisdom, understanding, and practical skills. That's why we created Equipping Care—a free, four-part video series designed to help you minister with confidence, compassion, and effectiveness. Whether you're sitting at a hospital bedside, comforting someone in grief, or offering support in crisis, these lessons will guide you in providing meaningful, Christ-centered care. Through active listening, making visits impactful, walking alongside the grieving, and maintaining healthy boundaries, this series equips you to serve others in a way that truly makes a difference.

*“He comforts us
in all our troubles
so that we can
comfort others
with the comfort
we receive from
God.”*

2 Corinthians 1:4

THE VISION

To equip and empower caregivers, chaplains, and ministry leaders with the wisdom, confidence, and biblical understanding needed to provide Christ-centered care to those in need - expanding the ministry of chaplaincy.

THE MISSION

Equipping Care exists to provide practical, biblically grounded training that helps caregivers offer meaningful support to the sick, grieving, and struggling. Through accessible resources, we prepare individuals to serve with compassion, wisdom, and confidence - locating those called to Healthcare chaplaincy.

SESSION 1

Active Listening

"I love the Lord because He has heard my voice" Psalm 116:1



NOTES:



*Active
Listening
seeks to
understand*

Why do we struggle with listening?

1. We make _____
2. We have our own _____
3. We want to _____ the conversation
4. We are _____
5. We _____ the focus onto _____

Practical Steps to Active Listening:

1. _____ attention
2. Be _____ with pauses
3. _____ back what they said
4. Respond to _____
5. Ask _____ and _____ questions
6. _____

Things to Avoid:

1. Being _____
2. Being _____
3. Being _____

Non-Verbal Communication to avoid:

- Yawning
- Crossed arms
- Looking at your phone or watch
- Tapping fingers or pen
- Frowning
- Gazing around instead of good eye contact
- Tightening your jaw
- Raising eyebrows
- Staying distant

Thoughts and Reflections:

- What is the key take away for you in this video?
- What is one area that you need to improve as it relates to active listening?
- What is one of your strengths as it relates to listening?

GROUP DISCUSSION

What is your response when
you don't feel listened to?

How do you feel when someone
gives you undivided attention?

When you listen well,
what is the result for you and them?

Biblical References: Psalm 116:1 | Proverbs 18:13 | Romans 10:17 | James 1:19

- Which verse can you identify with the most? Why?
- What is God's Spirit prompting you to do?
- What will you do this week to practice what you have learned?
- Write an "I will statement" and share it with the person next to you.

This week, I will:

HELPFUL HINTS

Closed-ended questions typically require a simple yes or no response, while open-ended questions encourage deeper conversation and allow the speaker to share more of their thoughts.

Pay attention to body language, facial expressions, and the listener's level of engagement.



Scan to watch the session video!
Feel free to share with others and revisit anytime for a review.