PRAYER PARTNER

TRAINING MANUAL

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The key objective of Crossroads Christian Communications Incorporated is to add to and bring unity to the Body of Christ through the local church, and to build understanding, credibility and attractiveness of life in Christ Jesus.

This will be accomplished by the creative use of television and other media together with other activities, which respond to the mission conscience, and needs of the constituency.

The responsibility for outreach is to the world. Outside North America, CCCI responds only to requests from organized and established Christian leadership. The role is as a catalyst to the development of indigenous and self-supporting ministry.

The National Ministry Centre
Mission Statement

To do whatever is possible to meet the needs of individuals through prayer, resources and referrals.
STATEMENT OF FAITH

The following is a statement of basis and principles to which CCCI adheres. It is not intended to serve as a comprehensive doctrinal statement.

We believe that God has revealed Himself as a trinity in unity, in the persons of the Father, Son and Holy Spirit, eternally existent.

We believe in the divine inspiration and entire trustworthiness of the Bible as originally given and in it supreme authority in all matters.

We believe in the deity of our Lord Jesus Christ, in His virgin birth, sinless life, vicarious and atoning death, bodily resurrection, in His ascension to the Father and in His future personal return in power and glory.

We believe in the universal sinfulness and lost condition of all men and their need of redemption through regeneration by the grace of God through faith in Jesus Christ.

We believe that every individual must accept Jesus Christ as their personal Saviour and Lord.

We believe in the presence and power of the Holy Spirit in the work of regeneration in His present ministry by whose indwelling the Christian is enabled to live a godly life.

We believe in the one Holy Universal Church (1Cor. 12) which is the Body of Christ, and to which all true believers belong and in its mission to witness concerning its head, Jesus Christ, preaching the gospel to all people.
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Welcome to this Prayer Partner Training Course manual.

Your contact person is Dorothy Anderson. She is our Online Volunteer Prayer Partner Coordinator and will be in touch with you throughout this course. If you have any questions as you proceed you can email her at: danderson@crossroads.ca.

Course Materials

At this moment you should have a computer, a hi-speed internet connection and speakers or headset for the audio.

In addition, you should have a notebook, pen and a good Bible.

How to proceed through the course:

1. Begin by reading the manual from the first page. The course is divided into five Lessons each made up of several Sections.

2. Continue reading until you see a blue box in your notes that says “IT IS NOW TIME TO WATCH A TEACHING VIDEO.” Within this blue box is a web link address. CLICK ON the address and you will be automatically taken to the appropriate video which will begin to play. You will have a Pause/Play button you can use, if you wish to stop the video and take some notes at any time.

3. At the very end of each video there will be a notice on the screen that will tell you where to return to in the manual and continue reading. When you have read that information, go to the top right corner of your video player screen and click on the “X” to make the video player screen disappear.
4. When the video player screen is gone, you should see the same page of the manual where you were originally reading and you can continue your reading from there. Proceed with your reading until you see the next blue box telling you it’s time to watch the next video.

5. Continue to repeat these steps until you have completed the entire course.

Note: There are many Bible references listed throughout the course. Please take the time to read ALL of them. If you receive insights or new thoughts about what you read, be sure to write them down in your notebook for future reference.

Quizzes

At the end of every chapter you will notice that there is a quiz for you to take. The questions are True or False. Please answer every question by clicking in the T or F box.

When you are done, CLICK ON the “Submit” button at the bottom of the page and your quiz will be emailed automatically back to our office for grading. If you do not hear back from the National Ministry Centre within a few days, it means you have passed the quiz and can continue on with the course. If there is a problem, we will contact you.

When you have completed and passed all five quizzes, the Final Exam will be made available to you, which will cover the entire course. It contains true and false as well as multiple choice questions.

Now …. Let’s get started !!!
FORWARD

Many of you who take this Prayer Partner Training Course will eventually become part of our team here at Crossroads. You will be taking phone calls and ministering to many people as part of our extended National Prayer Centre.

We feel that it is important for you to get to know our mission and goals and to meet some of the key leaders in our prayer ministry team.

As Spiritual Director of Crossroads, Ron Mainse along with the help of his wife Ann, gives overall leadership to our entire ministry. Ron and Ann have prepared a special welcome video for you to help you understand the importance that our phone ministry has had since the very inception of the 100 Huntley Street broadcast in 1977.

Next you will hear from Rev. Norm MacLaren, Retired V.P. of Ministry. For many years the National Ministry Centre was under his supervision and you will hear his passion for using the telephones to bring people to Jesus.

Then you will hear a few words from Diana Morgan who is the actual hands-on Administrator of our National Ministry Centre. Her drive and guidance are responsible for this online version of the Prayer Partner Training Course you are taking. She handles all the myriad duties involved in running the telephone ministry on a daily basis.

Diana will then introduce you to your teacher for this course – Ruth Teakle. Ruth’s background is teaching and you will see that she has a wonderful way of explaining concepts and sharing many of the insights she has gained through years of work on the phones.

It is now time for you to watch the introductory videos and hear from these leaders.
Click here: http://www2.crossroads.ca/public/prayervideos/ppt_intro.wmv
Lesson One  Prayer Partner Perspectives

Section 1.1 - Introduction
A. Training Goals
B. Goals of The Telephone Prayer Partner Ministry
C. What Is A Christian Prayer Partner?
D. Commitment To Prayer Partner Ministry

Section 1.2 - Your Walk With God
A. Basic Equipment
B. Personal Disciplines & The Abundant Life

Section 1.3 - Key Relationships & Ministry Attitudes
A. Key Relationships
B. Ministry Attitudes

Section 1.4 - Template For Receiving Calls

Section 1.5 - Learning To Listen
A. Listening Is Important
B. True Listening Is Active Listening
C. Clarifying: Reflection of Content & Feelings

Lesson One Quiz

Lesson Two  The Impact Of Prayer

Section 2.1 - Praying With People
A. Prayer Changes Things
B. How To Pray For People
C. Key Guidelines In Praying For People
Section 2.2  - Change and Challenge
A. Change … A Growing Opportunity
B. Key Agents of Change
C. Addressing Challenges of The Christian Walk

Section 2.3  - Scriptural Use of Words
A. The Authority of God’s Word
B. The Power of God’s Word
C. Rightly Dividing God’s Word
D. Scriptural Teaching On The Use of Words
E. Sharing Scripture Effectively

Section 2.4  - Appropriate Biblical Burden Bearing

Lesson Two Quiz

Lesson Three  Salvation & The Holy Spirit

Section 3.1  - Salvation
A. Adult
B. Children
C. Household Salvation
D. Assurance

Section 3.2  - The Holy Spirit
A. The Unique Position of The Holy Spirit
B. The Gifts of The Holy Spirit
C. Using The Gifts In Ministry
D. The Fruit of The Holy Spirit

Section 3.3  - Relationships
A. Loneliness
B. Anger / Resentment
C. Gossip / Slander
D. Conflict Resolution

Lesson Three Quiz
Lesson Four  Healing

Section 4.1  - Physical Healing
A. God’s Provision
B. Some Causes of Sickness
C. Praying For Healing
D. Praying For Issues - Abortion, AIDS, etc.

Section 4.2  - Emotional Healing
A. Inner Healing
B. Depression
C. Grief

Section 4.3  - Deliverance

Lesson Four Quiz

Lesson Five  Crisis & Problem Calls

Section 5.1  - Crisis Telephone Ministry
A. What Is A Crisis?
B. Characteristics of Someone In Crisis
C. How To Help A Caller In Crisis

Section 5.2  - Suicide

Section 5.3  - Alcohol / Drug-Related / Sexual Calls
A. Alcohol & Drug Abuse
B. Sexual Problems

Section 5.4  - Other Problem Calls
A. Abusive Calls
B. Obscene Calls
C. Repetitive Calls
D. Argumentative Calls
Section 5.5 - Family Problems
   A. Basic Problem Areas In Marriage
   B. Ministering To Those With Family Problems
   C. Ministering To Those With Divorce & Remarriage Problems
   D. Spousal Abuse
   E. Ministering To Parents & Children
   F. Child Abuse

Section 5.6 - Telephone Ministry Summary
   A. Telephone Manner
   B. Do’s & Don’ts
   C. Procedures While On The Phones
   D. Third-Party Calls

Section 5.7 - Conclusion
   Video Graduation Clip / Final Remarks
   Lesson Five Quiz
   Final Exam
Lesson One – Prayer Partner Perspectives

Section 1.1 INTRODUCTION

The work of the telephone Prayer Partner is central to the ultimate impact of Crossroad’s ministry. As a Prayer Partner you are on the front lines of this ministry. As a Prayer Partner you are a key part of its impact in our nation.

A. Training Goals

Your personal reasons for taking this training may include some of the following:

1. To foster my personal spiritual growth

2. To teach me how to use God’s Word effectively in ministry

3. To provide information and instruction regarding specific problem areas such as suicide, child abuse and crisis situations

4. To improve my listening skills

5. To give me an understanding of the ministry of Crossroads

6. To build my level of faith and personal confidence

7. To teach me how to pray for people effectively

8. To prepare me for telephone ministry through my home church
B. **Goals of the Telephone Prayer Partner Ministry**

**Evangelism**
To share the Gospel with unbelieving callers and lead them to a personal knowledge of the Lord Jesus Christ

**Understanding**
To listen actively for the caller’s concerns and thus communicate that God understands because we understand

**Comfort**
To enable callers to feel that God cares for them because we care for them

**Encouragement**
To lift up the downhearted and encourage them to rejoice in the Lord despite their circumstances

**Instruction**
To point the caller to the precepts and principles of the Word of God as the answer to their problem or need

**Inspiration**
To exhort believers to live faithfully for Christ and to seek the fellowship of other believers in a local church

**Intercession**
To bring callers and their needs before God in prayer expecting His power to work mightily for them and in them

**Continuing Care**
To equip the caller to continue receiving ministry after the prayer call by offering literature, resources and, referral appropriate to the need

C. **What is a Christian Prayer Partner?**

The Christian Prayer Partner

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The Bible speaks frequently about believers encouraging and exhorting one another in their day-to-day interactions. Christians can have a ministry of helping one another out of their knowledge of God’s Word and their walk with God even though they do not study many years to become professional.  
(Prov.25:11; Col. 3:16; Heb. 3:13)
A Prayer Partner IS someone who:

- Listens carefully
- Listens with love
- Listens in the Holy Spirit
- Speaks the truth in love
- Knows that only God can change the human heart
- Accepts the fact that sometimes they will fail
- Knows that not every caller can be helped
- Knows that “good advice” is seldom followed
- Knows their own constant, personal need of God

It is important to remember that we cannot:

- Solve other people’s problems
- Give God’s perfect answer for every problem
- Know where to find everything in the Bible
- Insist on helping people
- Know how to set people straight
- See everyone made happy
- Take hold of every need or problem as if it were our own
- Know exactly how every caller feels
D. Commitment to Prayer Partner Ministry

As a prayer partner your commitment to The Crossroads Family of Ministries must be made within the context of a balanced Christian life. Ministry on the phones should never be allowed to replace the basic commitments of personal devotion time, family time and involvement in your home church.

The Prayer Partner will endeavour to:

- Maintain a strong personal walk with the Lord and a holy life according to the standards of the Word of God
- Subscribe to and work in accordance with Crossroads Ministry’s Statement of Faith and Pledge of Confidentiality
- Submit to the leadership placed over them
- Manifest a Christ-like character to all callers trusting in the help of the Holy Spirit to enable caring, biblical counsel to be given. They will minister through empathetic listening, encouragement, sharing Scriptures and prayer
- Make use of the opportunities for on-going training
- Work on the phones regularly and make an initial commitment of one year as personal circumstances permit. However, he or she may withdraw at any time or request a leave of absence
- Adhere to Crossroads policy or be prepared, if asked by the Director, to resign at any time for a sufficient reason
- Complete all relevant forms and reports accurately and promptly
- Pray regularly for the ministry of Crossroads and your own ministry on the phones
• Encourage others with the required gifts and spiritual maturity to consider becoming a Crossroads Prayer Partner

IT IS NOW TIME TO WATCH A TEACHING VIDEO. (1 - 1)
Click here:
http://www2.crossroads.ca/public/prayervideos/ppt_1_1.wmv

Section 1.2 - YOUR WALK WITH GOD

A. Basic Equipment

The basic equipment required for any type of Christian ministry is two-fold. Paul wrote to Timothy, “Take heed to yourself and to the doctrine.” (1 Tim. 4:16)

We do the work of God using the Christ-like example of our lives and the Word of God. Regarding the Word of God, Paul said:

“In all things showing yourself to be a pattern of good works; in doctrine showing integrity, reverence, incorruptibility.” (Titus 2:7; see also verse 8; 1 Tim.4: 6; 2 Tim. 2:15)

B. Personal Disciplines

Reading and studying the Word of God on a daily basis:

• “All Scripture is given by inspiration of God, and is profitable for doctrine, for reproof, for correction, for instruction in righteousness, that the man of God may be complete, thoroughly equipped for every good work.” (2 Tim. 3:16-17)

Spending time with God in prayer:

• Helps us to pray without ceasing (1 Thes. 5:17)
Participation in Regular Christian Fellowship:

- Through the local church where we gather to receive instruction and to worship God in the midst of our brethren (Acts 20: 7; Heb.10: 23-25)

- Through participation in a small group where close caring relationships can develop and we can love one another as Christ has loved us (John 13:34-35; Acts 2:46; 5:42; 12:12; 20:20)

So often believers encounter spiritual difficulties because they do not appropriate the provisions God has made and the directives He has given us so that we may walk with Him each day. These individuals are already believers but are experiencing general spiritual difficulty.

C. The Abundant Life

Jesus promised that we could experience abundant life. Since He is the source of life, we can only experience life fully as we abide or remain intimately connected to Him (John 10:10). The key personal disciplines will help each believer to live an abundant life.

The Word of God

The Word of God is our spiritual food, which we must partake of regularly or we will spiritually starve. Daily Bible reading and studying on our own are essential. True disciples personally abide in (learn and practise) the Word of God and experience its liberating power. (Matt. 4:4; John 8:31, 32)

Prayer

Prayer is our spiritual lifeline, which draws us into an intimacy with the Lord and teaches us to hear His voice. It is the foremost activity by which our desire for God is expressed. (Jer.33: 3; Mark 9:23; Heb. 4:16)

Many Christians know prayer is important but they cannot seem to actually do it. For some, the problem is busyness. For others, it may be fear, guilt or resentment against God for something that happened in the past. Part of the solution to prayerlessness relates to being part of a regular small group where we can be held accountable for our prayer life. (Ps. 25:4-5; Ps. 37:34)
Fellowship

True Christian fellowship includes the teaching of the Word of God, corporate worship, prayer, communion, caring for each other’s needs, and spending time together in fellowship at church or in a small group setting. The Christian life cannot be lived in isolation.

The small group is the primary biblical context for disciples to mature into Christ’s image. It is also the only place where we can truly fulfill the new commandment to love one another as Christ has loved us. Joining a caring small group would greatly assist many believers who are struggling in their walk with God. (Acts 5:42)

We need each other desperately. No part of your body would survive - let alone flourish - if it were severed from the rest, yet many Christians try to live their lives apart from Christian fellowship. (Acts 2:42-46)

Making Jesus Lord

Throughout the Word of God we find that the abundant life He promises to His people can only come through obedience to His will. We must be willing to take up our cross, die to ourselves, and follow Him (Matt. 16:24-25). For the believer, there can be no true spiritual joy until there is a full, conscious and on-going surrender to the Lordship of Christ.

Many times believers will struggle and experience difficulties because of refusing to surrender something (a decision, a relationship, an ambition, a besetting sin, etc.) to the Lord. Usually people know what it is they are holding back. They need to choose to give it to the Lord. You can lead them in such a prayer of surrender if this is the case, but only do so if they themselves have decided to give it to God.

Walking in the Spirit

The Bible gives us some key insights as to how a New Testament believer should walk with God. To walk in the Spirit means to cultivate a moment-by-moment relationship with God. This comes as we recognize that in Romans 8 we are:

- completely forgiven in Christ (v.1)
- set free by the Holy Spirit from bondage to our sinful nature (vs.2; also see Romans chapters 6-7)
- to understand that the Holy Spirit’s purpose is to enable us to live so as to fulfill God’s will (vs. 3-4)
• to choose to set our minds on the things of the Spirit (vs. 5-8)
• to allow God’s Spirit to dwell in us in order to give us life (vs. 9-11)
• to walk in the Spirit and we will put to death the old ways of sin in our lives (vs. 2-13)

All of this becomes possible as we memorize and meditate upon God’s Word, and as we cultivate an inner life of praise and thanksgiving to God in our hearts by being filled with the Holy Spirit. (Eph. 5:18-20)

Section 1.3 - KEY RELATIONSHIPS & MINISTRY ATTITUDES

A. KEY RELATIONSHIPS

1. The Family

Faithfully fulfilling the responsibility of your particular role in your own family is part of being a true believer. Paul wrote to Timothy:

“But if anyone does not provide for his own, and especially for those of his household, he has denied the faith and is worse than an unbeliever.” (1 Tim. 5:8)

Unfortunately many people have problems at home. Sometimes these problems are not resolved even after they find Christ. In this situation, involvement in Christian work becomes an excuse or an escape to remove themselves from facing family problems. This only brings reproach upon the Gospel, and upon the particular church or ministry that the family sees as robbing them of their husband, wife, son or daughter. Faithful believers spend time with their families and meet needs, have fun, fulfill their responsibilities. (Eph. 5: 22-25; 6:1, 4; 1 Tim. 5:3-4)

2. The Local Church

Every believer is commanded by Scripture to assemble regularly with other believers for worship, teaching and encouragement. (Heb. 10:25; Acts 2:42)

• To come under the authority of God-ordained spiritual leadership (Heb. 13: 17)
• To equip us for ministry (Eph.4: 11-12)

• To receive ministry from the wonderful variety of spiritual gifts that God has given (1Cor. 12:12, 17-18)

IT IS TIME TO WATCH THE NEXT VIDEO. (1 - 2)
Click here: http://www2.crossroads.ca/public/prayervideos/ppt_1_2.wmv

B. MINISTRY ATTITUDES

1. Crossroads Philosophy of Ministry

• This ministry represents many denominations and, therefore, we avoid the teaching of any doctrines that are not solidly grounded in God’s Word.

• Our goal is to help people to know Jesus Christ personally as Saviour, Lord, Healer, and the One who baptizes with the Holy Spirit. We desire to assist people to grow in the grace and knowledge of Jesus Christ so that they can serve Him faithfully and effectively until He comes.

• We believe God equips believers for ministry through the principles of the Word, the power of the Holy Spirit, and the presence of the members of His Church.

2. Spiritual Dependence (Poverty)

The ministry attitude of Spiritual Poverty is the recognition that as a believer, we have a need for absolute dependence upon the Lord. It begins with the acknowledgement that without Christ, we can do nothing. We have no love or grace or power of our own with which to minister. We must rely on God to work through us.

It is only as we acknowledge our inability to do God’s work and look to Him that we receive His ability, which can then flow through us to others. Practice reliance upon God and give that reliance practical expression through prayer and the study of the Word.

Jesus said, “Blessed are the poor in spirit, for theirs is the kingdom of Heaven.” (Matt.5: 3)
“And we have such trust through Christ toward God. Not that we are sufficient of ourselves to think of anything as being from ourselves, but our sufficiency is from God...” (2Cor. 3:4-5)

3. Submission

• All genuine authority in this world comes from God (Rom. 13:1). He has established those who are to give leadership in society, the home, and the church. (1 Pet. 2:13-14; Col.3: 18, 20)

• No one who would minister in God’s kingdom can be above authority. No one can be a law unto themselves. (Rom. 10:3,4; Eph. 5:21)

• Jesus said, “Blessed are the meek, for they shall inherit the earth” (Matt. 5:5). God is opposed to those that are proud, arrogant, aggressive or those who must have their own way. (1 Pet. 5:5)

Those who are effective in ministry submit themselves to God by submitting themselves to those whom God has raised up in positions of leadership in the work of the Lord. (Titus 3:1,2)

4. Sacrifice

• It costs something to be involved in the ministry. It cost Jesus His very life. It cost Paul extreme hardship. (2Cor. 11:23-28)

• In ministry, we lay down our lives for Christ by laying down our lives for others. (Matt.10: 39; 1 John 3:16)

In ministry we lay down our time, our strength, our love, our resources, our impatience, our rights, our lives. It will cost you something to minister on the telephones. You must be prepared to make the required sacrifices willingly, for Christ’s sake.

• You will need to have the attitude of Timothy, who was willing to set aside his own interests and to seek the interests of Jesus Christ. This means he became genuinely concerned for the welfare of others (Phil.2: 20-21).

5. Servanthood

• The fundamental attitude of all who labour in ministry must be the attitude Jesus displayed when He came as a servant. (Matt. 20:28)

“Let this mind be in you which was also in Christ Jesus, who, being in the form of God, did not consider it robbery to be equal with God, but made
Himself of no reputation, taking the form of a servant, and coming in the likeness of men. And being found in appearance as a man, He humbled Himself and became obedient to the point of death, even the death of the cross.” (Phil. 2:5-8)

- Servants are those who make good use of whatever their Master has given to them until He calls them to account. This is the teaching of the Parable of the Talents (Matt. 25:14-30). We will all give account one day to Christ for how faithful we have been as His servants in using the spiritual gifts, resources and opportunities to serve others, which He has offered us in life. (1Cor. 3:12-15; 1 Pet. 4:10)

IT IS NOW TIME TO WATCH THE NEXT VIDEO. (1 - 3)
CLICK HERE: http://www2.crossroads.ca/public/prayervideos/ppt_1_3.wmv

Section 1.4 - Template for Receiving Calls

Keys to Effective Prayer Partner Calls: Give them “Loving” C.P.R.

- **Listen** actively
- **Clarify** the prayer request briefly, reflect on what the caller has said to make sure you understand the need. Use open-ended questions only as the conversation progresses, to help the caller with necessary details or feelings.
- **Pray** the scriptures to share God’s wisdom and to encourage the caller. Your prayer should also consider the various denominational beliefs to which we minister. Remember: “W.W.F.” - Pray the Word of God, the Will of God and pray in Faith.
- **Resources**, including referrals, can offer appropriate assistance to a caller who needs greater help than our ministry can provide for them. (Please use the follow-up form).
Section 1.5 - Learning to Listen

A. Listening Is Important

Listening is crucial to ministry. It communicates some essential and very positive things to the caller. When we really listen to them, we are saying to them loudly and clearly:

- I have time for you and I really want to help you.
- Your needs are important to me and to God.
- You are valuable to me and to God.

It helps people to talk about their problems. Listening in and of itself is therapeutic. People need to hear and to heed the Word of God. They need to commit themselves and their problems to God through prayer. But they also need to be heard. They need to know that another human being is willing to be there for them.

Listening enables you to understand the person’s needs and how you should share the Scriptures with them. To interrupt the description of the problem with our biblical solution is not only disrespectful and foolish, but it is actually arrogant.

“He who answers a matter before he hears it, it is folly and shame to him.” (Prov.8: 13)

“The heart of the righteous studies how to answer, but the mouth of the wicked pours forth evil.” (Prov.15: 28)

B. True Listening Is Active Listening

Effective listening is hard work. It is anything but a passive exercise. True listening demands a great deal of concentration, thought, feeling and even physical activity on the part of the listener. Learning to listen well is not an optional skill, it is a necessary one. There are three key aspects to good, active listening:
Verbal Encouragers

These are small sounds or words you say while listening to let the other person know you are still there. They include:

“Yes”  “Oh, no”  “Mmm”  “I see”
“Uh huh”  “Really?”  “Of course”  “Right”

Listening For Feelings

Often we concentrate on the content of what the person is saying but ignore the feelings they are expressing. True listening pays as much attention to the emotions that are expressed as to the story being related. These feelings can be detected in much more than simply the direct expressions of feeling the caller uses such as, “I feel angry.” Listen as well for things like tone of voice, choice of vocabulary, subjects or people that are constantly mentioned.

C.  Clarifying: Reflection of Content and Feelings

This is the most active part of listening. It is not enough to form your own understanding of the nature of the problem, situation or feelings. It is essential for you to reflect back to the caller in a summarized form, in your own words, both the content and feelings they have expressed.

Clarifying provides two things:

• It allows the caller to correct us where we have misunderstood some aspect of what they are saying or what they are feeling.

• It causes the caller to realize that someone really is listening to them and someone really wants to understand them.

An Example of Active Listening with Clarifying:

Caller:

“I’m so upset! Everything is going wrong. My kids are out of control, the rent is due and we have no money and I think my husband is having an affair. Why do these things always get left in my lap? I could scream!”
Prayer Partner:

“Mary, we’d be honoured to pray with you about this need. You said your children are acting up, your husband is possibly being unfaithful, and it sounds like there is financial difficulty as well (reflection of content). That’s certainly a lot to handle at once. It sounds like you are very frustrated and feeling like you have reached a boiling point on the inside (reflection of feelings).

Notice the following points concerning this example:

• The feeling words are not repeated but paraphrased using the Prayer Partner’s own words:

  “I could scream” - (boiling point)
  “Why do these things always get left in my lap” - (frustrated)

• The description of the content was also put into the Prayer Partner’s own words:

  “… kids are out of control” - (children are acting up)
  “Husband having an affair” - (husband is possibly unfaithful)
  “We have no money” - (financial difficulty)
  “Everything is going wrong” - (that’s a lot to handle at once)

• All statements were made tentatively so as to give the caller the freedom to correct the Prayer Partner’s understanding:

  “It sounds like…”
  “…Your husband is possibly…”

No questions are asked about the details of the situation. In most cases, questions would be premature at this point. First, we need to communicate back to the caller what we think we hear her saying. In most cases, as you do this, the details will come out without any prompting.

As well, questions can mislead you because in order to know what to ask next, you have to speculate as to the shape of the total situation before you know what it is actually like. Thus, your questions can actually direct the conversation away from a clear understanding of the true picture.

What To Do If People Stop Talking

In most cases, if you listen carefully and reflect the content and feelings you are hearing at regular intervals, people will keep on talking until they have shared what they need to share.
Ask an **open-ended question** which invites the caller to share and give a broader answer. A **closed question** will usually only give you a “yes” or a “no” answer. Please see the examples below.

Keep in mind that questions which begin with, “**Why** did you...” are more **threatening** than questions which request more factual information like, “**What** did you do next?” or “**How long** did that take?”

**Examples:**

**Instead Of:**

Are you depressed?

Is this pleasing to God?

Are you a Christian?

Have you been reading your Bible?

**Ask:**

How do you feel?

How do you think God is feeling about this?

How would you describe your personal relationship with Jesus Christ?

What are some of the things you have found encouraging for you in past difficulties?

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**Click here:**

[http://www2.crossroads.ca/public/prayervideos/ppt_1_4.wmv](http://www2.crossroads.ca/public/prayervideos/ppt_1_4.wmv)

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**Lesson One Quiz**

**Click here:**

Before Our Next Session:

- Be prepared to compare your insights with those of the class and with the teaching material.
- Be open to growing and further developing your telephone skills.
Lesson Two – The Impact of Prayer

Section 2.1 - Praying With People

A. Prayer Changes Things

Some have argued, “If God is aware of all of our needs, and if He is both able and willing to meet them, why do we need to pray?”

Some Important Reasons Are:

God commands us to pray. Jesus told his disciples to pray on a number of occasions. He also taught them to pray both in word and by His example. Paul calls upon believers to “pray without ceasing.” (Matt.5: 44, 7:7-8; Luke 5:16; 6:12; Col. 4:2)

“Call upon Me in the day of trouble; I will deliver you, and you shall glorify Me.” (Psalm 50:15)

God has chosen to work through our prayers. Some things will not be accomplished unless we pray. God desires our whole-hearted participation and co-operation in the fulfilment of His purposes. We cannot accomplish His will in our own strength. God must work. We live in constant recognition of our need to depend upon God. (Rom. 12:12; Phil. 4:6)

God changes us as we pray. As the needs and problems of life draw us into His presence to pray, we are transformed by the encounter as we behold the King. (Isa.6: 1-5; 2 Cor.3:18)

God receives the glory when things are accomplished in answer to prayer. Prayer is a deadly thing. It destroys our pride and causes us to recognize God’s work for what it really is, God’s work and not our own. As a result, we give Him the praise that He so richly deserves. (Ps. 28:6-7)

The Promises of God

We can pray with confidence for two reasons. First, we know what our God is like. He is all-powerful, all-wise, all-loving, and full of mercy! Second, He has promised to answer our prayers. “If My people who are called by My name will
humble themselves, and pray and seek My face, and turn from their wicked ways, then I will hear from heaven, and will forgive their sin and heal their land.” (2 Chr. 7:14)

**When the Answer Does Not Come**

Callers will inquire from time to time as to why their prayers were not answered. The following material will prove helpful, however, if not used with sensitivity, it will only produce anger or condemnation.

Listen carefully to the circumstances

Find out all you can about their Christian walk. If it turns out they are not a believer, show them Hebrews 11:6, and point out in a kind way that God’s promises are given not to the world, but to His believing people.

Hebrews 11:6 points out, “But without faith it is impossible to please Him, for he who comes to God must believe that He is, and that He is a rewarder of those who diligently seek Him.”

His own purposes and glory

Sometimes God, for His own purposes and glory, chooses *not* to answer our prayers because He has a better plan in mind. In some cases, the wisdom of His plan will not be seen until eternity.

Hebrews 11:39-40 states, “And all these, having obtained a good testimony through faith, *did not receive the promise*, God having provided something better for us, that they should not be made perfect apart from us.”

The following conditions of prayer can hold back the answer if violated:

Prayer must be made:

- In faith (Mark 11:24)
- In Jesus’ name; that is, in reliance upon His power (John 14:13)
- With a forgiving heart (Matt. 6:14-15)
- In accordance with God’s will (1 John 5:14-15)
- Out of pure, unselfish motives (James 4:3)
• With persistence (Luke 11:5-10, 18:1)

• By a person who is seeking to walk in full obedience to God (Prov.15: 8; 1 John 3:21-22)

B. How To Pray For People

We encourage all prayer partners to use the “Loving CPR Model” discussed in Lesson One. In the “prayer time” with the caller, be sure that your prayer aligns with the following:

W.W.F. Pray the Will of God • the Word of God • and in Faith

• Pray for God’s Will

When praying for people, be certain that their requests are consistent with the precepts and principles of Scripture. If they are not, there is little sense in you praying for them. You should have the courage on occasion to explain that you cannot in good conscience pray for a certain request. In such cases, you can pray for God to help the person and to reveal Himself to them.

• Pray the Word of God

The Scriptures are filled with hundreds of prayers, which we can pray on behalf of others. Search out such prayers as you are reading your Bible and memorize them or note where they can be found so that you can use them during your ministry opportunity on the prayer lines.

• Pray in Faith

Those who are in distress find it difficult to trust God for their own need. Because of your emotional detachment from their situation, you are in a better position to believe God to meet their needs.

When you are not sure what to pray OR the person is not clear in their request OR they keep bringing up new requests to pray for once you’ve finished praying:
Pray for God to show them His will, to direct them, and to meet all their needs. Also, you can pray for the needs you understood, then add that you “lift up all of their spoken (or unspoken) prayer requests according to God’s will.”

C. Key Guidelines In Praying For People

DO:

• Focus your prayer upon God, not upon the problem or upon Satan.
• Give praise and thanks to God for His love for the person whom you are praying with.
• Pray in the name of Jesus (in His authority).
• Pray in faith, expecting God to answer.
• Display genuine (not put-on or pumped-up) emotion while you pray. Be real!
• Ask each caller about their personal relationship with Jesus.
• Use words from Scripture in your prayer.
• Emphasize the power of God to meet the need you are praying for.
• Pray for the salvation of people who are causing problems in the caller’s life.
• Pray in agreement aligning with the will of God.
• Encourage the caller to continue praying for the needs he or she has shared.
• Remind callers we, as a ministry, will continue to pray for them about their need.
• Pray for the specific need.
• Keep it simple and sincere. Once you have ascertained the need, stop and ask God to meet it.
• Offer ministry centre resource material.
DON’T:

• Preach while you pray
• Predict the future, give direction through your prayers or give personal prophesy
• Raise your voice. It may upset or frighten a person who is already hurting.
• Spend most of your time talking about the devil or the problem when you pray
• Pray “all around the world.” Focus on the individual and their need(s)
• Pray against people as people, but against their sinful, hurtful behaviour. God loves and desires to save everyone.
• Over use religious phrases and language
• Dwell on the negative aspects of the problem, instead, pray according to the Word, in faith
• Distract the caller by repeating God's name several times per sentence throughout your prayer e.g.(Father God, Lord God, Lord Jesus, etc.)
• Give your opinion or specific directions as to what to do in the situation
• Comment in detail about your own experience
• Discredit the sincerity and honesty of the caller
• Argue under any circumstances …
• Say “God is telling me you should …. ”
• Pray your advice making them think you are praying God’s will

TAKE SPECIAL NOTE:

1. Never contact a caller outside of this ministry in ANY way whatsoever!

This includes: corresponding by e-mail, letters, exchanging phone numbers, arranging to meet with the caller outside of this ministry, or taking them to
your church. This is one situation that can result in immediate termination from the prayer lines.

The ministry is trying to protect you and the caller. Do not be deceived by thinking that if you are meeting someone of the same sex or by bringing a second person with you (eg. your spouse), and are meeting in a public place such as a coffee shop, that it is acceptable.

Your compassion, care and concern for the caller may tempt you to consider meeting a caller “just this once”. This arrangement could destroy your Christian reputation instantly. It could also bring a lawsuit upon our ministry.

Please remember that we have a follow-up program in place for the benefit of both you and the caller. Also, remember to offer the caller a church referral, literature, or other referrals as needed. By using the Crossroads resources and referrals you are helping the caller in the best way that you possibly can.

2. Never tell anyone what they should do.

Tell them what the Word of God says about their situation, but let them make up their own minds. If you give specific advice or instruction concerning what another person should do with their personal life, you and the Crossroads Ministry could be legally liable.

There is also a sound spiritual reason for refusing to give advice. People need to “own” their decisions or else they will not invest what is required to make them work. If you tell them what to do, they will always have an easy way out when the going gets rough. They can quit and blame you for giving them wrong advice.


It is the legal obligation of every citizen to report to the police information they Obtain concerning the commission of, or the intention to, commit a serious crime.

If an individual confesses to you that they have committed or intend to commit a crime, such as murder, rape, major theft or child abuse (use the Child Abuse Form), it is your legal and moral responsibility to record the information you receive on the phones in these areas and pass it on to your supervisor immediately.
When someone begins to report this type of information, interrupt them and point out in a kind manner that you are under obligation to report what they tell you to the authorities. Once you have given the above warning, direct them to local resource people and ministries that will help them. **Do not promise legal help, financial assistance, support for families left without a provider, etc.**

Once you have given the warning, probably one of three things will happen:

- They will hang up. If they do, commit them into the Lord’s hands in prayer.
- They will drop the subject and go on to something else. Do not bring it up again unless they do.
- They will share the crime and ask for help. (This seldom happens.) Once you have ministered to them from Scripture and prayed with them, be sure you have on paper all the details regarding their name, address, phone number, and a brief description of the crime, i.e., what, where, when, who and so forth. **PASS THIS INFORMATION ON TO YOUR SUPERVISOR. Discuss with them resources within their community that will assist them.**

Section 2.2 - **CHANGE AND CHALLENGE**

A. **Change ... A Growing Opportunity**

- **God is the only person who can:**

  Change people permanently; reveal the truth to our hearts; remove our guilt once and for all; transform us and make us new and strengthen and sustain us through prolonged struggles and sufferings (Acts 4:12; 2 Cor.3:18; Isa.41: 10)

- **True and lasting change must start on the inside.**

  Changing external behaviour is not enough. The things that are in our hearts are what defile us. Eventually, unless they are changed, they will come out. (Matt. 12:33-35; 15:18-19)
• **Unless people are willing to change, God cannot change them.**

  The first step is repentance. It is the path to new life. Until we are prepared to lay aside our own ways, ask God’s forgiveness for them, and embrace His way, we will not be changed. (Prov.28: 13; James 5:16)

B. **Key Agents for Change**

  **The Word of God**

  The Word of God renews our minds; that is, it replaces all the lies and half-truths we have believed about ourselves, about God, and about the world with God’s truth. Jesus said that God would change us through His Word. (Eph. 4:23-24; John 17:17; Heb. 4:12; Ps. 119:11)

  **The Circumstances of Life**

  Scripture says that, “If you endure chastening, God deals with you as with sons... ...it yields the peaceable fruit of righteousness to those who have been trained by it.” (Heb. 12:7a, 11b)

  The Word of God comes to us at times when we are suffering the consequences of our own evil deeds. At this point, we can either listen to God’s correction or ignore it and remain in our misery. (Prov.15: 32)

  God disciplines us through unpleasant circumstances so that we may share His holiness. (Heb. 12:4-13)

  **The Body of Christ**

  Christ has gifted His body so that it can accomplish His purposes on earth. By caring for one another, by confronting one another in love, and by confessing our faults to one another, we can be changed. (Rom. 12:4-8; 1Cor. 12:12-17; Matt. 18:15-17; Jas. 5:16; Col. 3:16)

  **The Holy Spirit**

  By the presence and the working of the Holy Spirit who dwells in each believer, God can convict, guide, teach, encourage, strengthen, empower and change us. (2Cor. 3:17-18)
C. Addressing Challenges of the Christian Walk

Sinful Habits

These can include things which pollute or destroy the body, soil the mind or disturb the spirit.

In Romans chapter 6, we see that one can have freedom from sin’s bondage:

• By our identification with Christ through faith, our sinful nature was put to death on the cross (vs. 1-7). We are now free and no longer obligated to serve sin.

• This liberty does not come to us automatically. It must be claimed by faith. (vs.11-13).

• Suggest that the caller take practical steps to stop presenting themselves to sin (v. 13) e.g. avoiding people, places, or viewing material, etc., that are associated with their sinful habits. (Rom. 13:14)

• Encourage callers to become accountable to a Christian friend. Pray with them for victory.

• Use our resource material to provide assistance according to the callers needs.

Finances

Some reasons why believers experience money problems include poor stewardship, greed, failure to give God what belongs to Him, and the test of faith.

• Once you have listened and understood the request, share the relevant scriptural passages and pray with the caller. Encourage specific steps of obedience where this is appropriate.

• Be careful not to pry into the caller’s private affairs beyond what he or she is willing to divulge. Also be careful not to give specific directions as to what the caller should do with their finances.

Encourage them to seek further Christian counsel from e.g. their pastor, a Christian financial counsellor.
Persecution

- Sometimes believers suffer persecution because of their own misdeeds. (1 Pet. 4:15-16)

- Help the caller to check out their behaviour to be sure they are not contributing to the problem, particularly if the opposition is coming from someone in a position of authority over them (parents, husband, employer, etc.). Encourage them to deal with their failures in this regard.

- Help the caller to be sure wrong attitudes of bitterness or resentment against God or other people are not being allowed to develop because of their struggles. (Heb. 12:15)

- Point out that Jesus told us to expect persecution and difficult times but that would not overwhelm us. The caller may wish to surrender this area to God.

- Pray with them for right actions, right attitudes, and a heart full of faith towards God. (2 Chr. 20:1-30)

Spiritual Guidance

God has promised to direct His people. Sometimes believers are confused when trying to make a decision, because they do not know the principles of the Word of God.

- **Do not make the decision for the caller.** You can share relevant principles from Scripture; you can suggest various options that they have not thought of; you can help them formulate a practical plan to get where they want to go, **but they must decide.**

- Some decisions are already made for us, as believers, through the commandments of the Word of God. If you point the caller to a relevant passage, it may be enough to help them make the right choice.

- Other decisions are not covered by specific precepts in the Word of God, but can be deduced by applying biblical principles. Pray for wisdom.

- Still other decisions seem to lie outside both the precepts and the principles of the Word. In these cases God has given us:

  Prayer (Col. 3:15; James 1:5-8)

  Those who are over us in authority in our lives and can give us direction e.g., parents, Eph. 6:1
The counsel of other believers (Prov. 12:15; 15:22)

Circumstances

The leading of the Holy Spirit (Acts 8:29; 10:19)

The caller should be encouraged to make use of all of the above means of guidance, and wait upon the Lord, until several signals point in the same direction.

Suffering

There are many reasons why believers suffer, but no matter what the source or the cause, Christians should realize that God has a purpose in what happens to each one of us. He is working to form the character of Jesus Christ in us, and will permit suffering at times to work a higher purpose. God’s comfort is available to each of us in times of suffering.

• Do not load the caller with guilt by encouraging them to think that God is punishing them for their sins. There is no punishment or condemnation to those who are in Christ Jesus.

• Realize as well, that at times God allows suffering to test and strengthen the extent of our faith so that He can produce perseverance (Rom. 5:3-4).

• Encourage callers to examine their lives, believe for divine intervention and look to God for deliverance (Heb. 12:4-11).

IT IS TIME TO WATCH THE NEXT VIDEO. (2 - 1)
Click here:
http://www2.crossroads.ca/public/prayervideos/ppt_2_1.wmv

Section 2.3 - SCRIPTURAL USE OF WORDS

A. The Authority of God’s Word

“All Scripture is given by inspiration of God, and is profitable for doctrine, for reproof, for correction, for instruction in righteousness, that the man of God may be complete, thoroughly equipped for every good work.” (2 Tim. 3:16-17)
The Bible is the final authority concerning God’s plan and purpose for man’s life on earth and his future in heaven. We accept no other source of authority. In all matters of faith (what we believe) and practice (how we live) the Bible is our guide whether by direct precept or through the use of scriptural principles properly interpreted and applied.

B. **The Power of God’s Word**

We believe God’s Word has power to transform the lives of those who will believe it and obey it. This is why using God’s Word is so central to our ministry as telephone prayer partners. It is our principle resource along with prayer.

**The Word of God has power to:**

- Save the lost (1Cor. 1:18; John 6:68)
- Keep us from sin (Ps. 119:11)
- Give us guidance (Ps. 119:105)
- Give us wisdom and understanding (Ps. 119:98-99)
- Heal the sick (Ps. 107:20)
- Give us encouragement and hope (Rom. 15:4)

C. **Rightly Dividing God’s Word**

We must take care as to the way we interpret the Bible so as to arrive at an accurate understanding of truth.

“Be diligent to present yourself approved to God, a worker who does not need to be ashamed, rightly dividing the word of truth.” (2 Tim. 2:15)

D. **Scriptural Teaching on the Proper Use of Words**

Applying these truths will help you to have positive, fruitful, helping relationship with those who call.
Our Words Should Be Honest

“Lying lips are an abomination to the Lord, but those who deal faithfully are His delight.” (Prov.12: 22)

Honesty in any type of ministry includes the willingness to admonish and reprove people, i.e. to show them where they are failing to obey God and encourage them to change or repent. (Prov.27: 6)

Our Words Should Be Calm

“A soft answer turns away wrath, but a harsh word stirs up anger.” (Prov.15: 1)

No matter what provocation we are subjected to, our aim is to display Christ-like calmness and kindness in all our responses. (1 Pet. 2:21-23)

Our Words Should Be Apt Or Appropriate

“A man has joy by the answer of his mouth, and a word spoken in due season, how good it is!” (Prov.15: 23)

We must rely on the Holy Spirit and upon the careful, continuous preparation of our lives in the Word of God so that we may speak words that give God’s grace to the caller. (Eph. 4:29; Col. 4:6)

Our Words Should Be Few

“In the multitude of words sin is not lacking, but he who restrains his lips is wise.” (Prov.10: 19)

Keep in mind that our first task as a prayer partner is to listen. As well, if we go on and on with reams of Scripture and advice, the caller will probably retain very little of what we say. Also, if we allow ourselves that liberty, it will take the focus off the person with the need and put it onto you. (Isa.50: 4)

Our Words Should Be Compassionate (Showing Empathy)

“Like one who takes away a garment in cold weather, and like vinegar on soda, is one who sings songs to a heavy heart.” (Prov.25: 20)

We must learn how to enter into people’s feelings and support and strengthen them in their suffering rather than refusing to acknowledge their pain. (Rom. 12:15)
Our Words Should Be Loving

“...but, speaking the truth in love, may [we] grow up in all things into Him, who is the head, Christ.” (Eph. 4:15)

Speaking the truth is not enough because if we fail to speak in love, we have failed to live the truth.

“Therefore be imitators of God, as dear children. And walk in love, as Christ also has loved us, and given Himself for us, an offering and a sacrifice to God for a sweet-smelling aroma.” (Eph. 5:1-2)

E. Sharing Scripture Effectively

Effective use of Scripture begins with a clear understanding of the person’s needs. Be sure you have listened with empathy to the problem before you point out a Scriptural solution. Listen for the real need, not just the symptoms of the problem.

When you quote the Bible, be sure it is accurate and applicable. If you are not sure, look it up. If you do not know where to find it, either use another verse or refer to your own reference material. If you still do not have a clear answer, say so.

When you share Scripture with people, put it to them not as a prescription or direction but as God’s perspective on the problem. You cannot make their decision for them. They must choose for themselves if they will obey God and be free or continue in their own way.

Praying the Scripture is one of the most effective ways to release the Word of God over each situation. He has promised His Word will not return void but will accomplish that which it was sent forth to do.

IT IS TIME TO WATCH THE NEXT VIDEO. (2 - 2)
Click here: http://www2.crossroads.ca/public/prayervideos/ppt_2_2.wmv
Section 2.4 - APPROPRIATE BIBLICAL BURDEN BEARING

Helping people to bear their burdens is one thing. Being crushed by those burdens ourselves is another. We are responsible to the caller not for the caller. We are responsible to provide a listening ear, a caring heart, and a Biblical response to their situation. We are not responsible to solve their problems, to make their decisions for them, or to protect them from suffering.

In life, there are some things only we can do, and some things only God can do. God is responsible for things like performing miracles, drawing people to Himself, and giving people new life in Jesus Christ. (John 3:2, 6:44, 1:12-13)

We are responsible to believe God for the miraculous, pray that God would draw the lost to Christ, and share the Gospel so that they can repent and be saved. If we take responsibility for the things only God can do, we shall be disappointed every time.

If we take responsibility for those things only other people can do for themselves we will not only be disappointed, but can do great harm to our own spiritual, emotional, and even physical health. (John 5:1-9) We must allow others to take ownership of such things as turning to Christ, walking in faith, and obeying God's Word.

When you pray with someone on the phones, give them God's Word and pray for them with all the ability and faith that you have. Then, leave them in God's hands. You cannot meet their needs, solve their problems or change their lives. Only God can do that and He can do that only if they will turn to Him with all their heart. (Prov.3: 5-6; Jer.29: 13)

Each day when you finish ministering on the telephones, spend a few moments in prayer giving each person you prayed for to the Lord. Leave their needs, burdens and impossible situations in God's hands and praise God that He is more than able to see them through. (Eph. 3:20)

IT IS TIME TO WATCH THE NEXT VIDEO. (2 - 3)
Click here: http://www2.crossroads.ca/public/prayervideos/ppt_2_3.wmv
Lesson Two Quiz
Click here:
http://www.crossroads.ca/ppt3/quiz_2.pdf

Before our next session:

• Be prepared to compare your insights with those of the class and with the teaching material

• Be open to growing and further developing your telephone skills
Lesson Three - Salvation & The Holy Spirit

Section 3.1 - SALVATION

Many of our callers believe that they are Christians. They point to a time of infant baptism, the fact that their family is of the Christian faith or that they feel we live in a Christian country. To ensure they understand the need for a personal relationship with God through Jesus Christ, we should phrase our request appropriately.

A. Adult

A clear, direct, and brief question during your conversation would be, “What is your personal relationship with Jesus Christ?” This request states the need for a personal connection, which is often the missing element in one’s “religious experience.”

Whether the caller makes a first-time commitment or a rededication, we need to ensure they know the basic important truths of the salvation message, which are:

This can be done using one or two key Scriptures...remember there is excellent follow-up that will help to answer additional questions. Do not make this into a lengthy Bible Study.

- **God loves you unconditionally.** John 3:16, “For God so loved the world that He gave His only begotten Son that whoever believes in Him should not perish but have everlasting life.”

- **You are a sinner and your sin separates you from God.** Romans 3:23 says “…for all have sinned and fall short of the glory of God ....”

- **God sent Jesus to redeem us.** He died on the cross and rose again to pay our sin penalty. Romans 5:8 says, “But God demonstrated His own love toward us, in that while we were still sinners, Christ died for us.” (Also see 1 Peter 3:18a)

We can respond by trusting Jesus Christ and receiving Him by personal invitation. Romans 10:9 says “…if you confess with your mouth the Lord Jesus and believe in your heart that God has raised Him from the dead, you will be saved.” (Also see John 1:12)
Allow the Holy Spirit to lead you in a brief discussion with the individual sharing truths and Scriptures, and when you are confident that the caller is ready to receive Christ personally, lead them in prayer.

The following keys should be covered:

1. **Admit** the need (I am a sinner).
2. **Repent** (Be willing to turn from your sins).
3. **Believe** in Jesus’ death and resurrection (personal acceptance).
4. **Invite** Jesus to come in and control your life through the Holy Spirit (Receive Him as Lord and Saviour).

Here is a sample prayer:

> “Dear Heavenly Father, I recognize I am a sinner and need your forgiveness. Thank you that through your love, Jesus Christ came and died for my sins. I willingly turn from my sins and invite Jesus Christ to come into my life. Help me to live for you day by day through faith in Christ. Amen.”

At this point you may wish to:

- Welcome the caller into God’s family!
- Encourage the caller to attend a good Bible-believing church.
- Offer to send material to help them grow in their faith.
- Encourage them to read the Bible and “pray” or “speak” to God each day.

*Don’t forget to get their complete address, including postal code and telephone number. The salvation follow-up continues once our office receives this information.*

B. **Children**

Children have a wonderful capacity for pure and simple faith in God. When sharing with them, keep the following insights in mind:
• Explain the plan of salvation clearly and simply, always using the Bible.

• Limit the Scripture references. One may be sufficient (John 3:16 is most commonly known by children).

• Allow the child to share freely.

• Allow the child time to think. Do not answer for the child or put words in his or her mouth.

• Share clearly and literally. Avoid symbolism or terms they don’t understand.

• Do not use intimidation or manipulation, but use love to draw a child to Christ.

• Do not lead a child to Christ if in doubt about the possible sincerity of a child’s conversion.

• Never try to pressure or rush a child to say the sinner’s prayer as there can be dangerous repercussions.

**Use this simplified outline to explain the Gospel to a child:**

• God loves you very much.

• All people have done wrong, even boys and girls.

• God loves people so much that He sent Jesus to die on the cross. Jesus washed away all our sins.

• If you believe Jesus died for all the wrong things you have done, God will forgive you. This will make you a member of His family forever.

If you are sure the child understands, lead him in a simple prayer similar to this, repeating each phrase after you:

> “Dear Jesus, thank you for dying on the cross for me. I know I have done wrong things. Please forgive me, Jesus, and be my Saviour and forever friend. Come into my life and help me to follow You always. Amen.”
During the call, take time to ascertain what prompted the child to call our ministry. If the child is willing to receive follow-up salvation material, then proceed to get their name and address.

(If you sense that the child might be in danger, please refer to the form “Reporting Child Abuse.”)

C. Household Salvation

Before or after someone has been led to Christ, they may express concern for the spiritual state of their family. Household Salvation does not mean that once one family member is saved, that the entire family is saved as well. This belief would create a false sense of security. Each person must come to their own decision to live for Christ.

God desires to save our family, but we do have a role to play which is:

- **We must pray for their salvation.** God will answer all prayers made in accordance with His will. We know it is His will to save everyone, therefore, we can pray with confidence for lost loved ones. Persistence in prayer is important in this regard. (1 John 5:14-15)

- **We must live the Gospel at home.**

- **We must share the Gospel with them when they are ready to hear it.**

- **People must make their own choices.** Although we are responsible to pray for the lost and to share the Gospel with them, they still have to yield to the Spirit’s convicting work and turn to Christ. We cannot force them into accepting Christ.

You can share the following insights with them:

**God Desires All People To Be Saved**

“The Lord is not slack concerning His promises, as some count slackness, but is longsuffering toward us, not willing that any should perish but that all should come to repentance.” (2 Peter 3:9)

**God’s Promise**

God promised the Philippian jailer that he and his household would be saved if they believed on the Lord Jesus. (Acts 16:31) And they were (Acts 16:32-34)
At times, you may need to comfort callers who have prayed for lost loved ones, and are unaware if they accepted Christ when they died. Point out that only God knows the final condition of the heart at the moment of death. And it only takes an instant to call upon the Lord and be saved. We must leave such individuals in God’s gracious hands.

**Procedure**

Pray with a caller for the salvation of their loved one(s) and encourage them to pray daily for their unsaved family as follows:

- Pray for each loved one by name.
- Bind the spiritual forces that are blinding their minds to the truth of the Gospel.
- Ask God to convict them of sin and show them their need of Christ.
- Ask God to use you (the caller) to be a witness to them in word and deed. (2 Cor. 4:3-4; Matt.5: 16)
- Ask the Lord of the Harvest to send perfect labourers across their paths.

**D. Assurance**

Some people have given their lives to Christ, but are not sure they are going to heaven. A few reasons for this are:

- Having never made a full or intelligent commitment
- Not understanding the Gospel
- Never praying the sinner’s prayer and personally giving themselves to the Lord
- Living in constant doubt about their salvation because they have not confessed and renounced known sin in their lives
- Trusting in their fluctuating feelings to show them that they are saved. They are not walking by faith in God’s Word.
- Not being aware of the promises in God’s Word concerning salvation. They do not have a sufficient basis for their faith.
**Procedure**

As you talk with the person, try to find out why they lack assurance.

- If they have never understood the Gospel, present it to them and lead them to Christ.
- If they have unconfessed sin in their lives, lead them in repentance and restoration.
- If they are going by their feelings or are ignorant of the Scriptures, point them to 1 John 5:11-13 and explain its message.
- Pray with the person and ask the Holy Spirit to bear witness to them that they are God’s child.
- Encourage the caller to study the Bible daily and seek Christian fellowship if they have not already done so.

**The Backslider**

This is the person who once served the Lord but fell away at some point and now desires to return.

**Procedure**

Through discussion, you may find that this person never really knew Christ personally but only knew a legalistic “churchianity.” In this case, present the Gospel and lead them to Christ.

For the person who knew the Lord at one time, read 1 John 1:6-10 and go over each verse with them. Lead them in a prayer of confession and rededication.

“If we confess our sins, He is faithful and just to forgive us our sins and to cleanse us from all unrighteousness.” (1 John 1:9)

**If the person feels they have committed the unpardonable sin and cannot return to God, explain to them the following:**

According to Scripture, the unpardonable sin is blasphemy against the Holy Spirit. This means saying that the work of the Holy Spirit is actually Satan’s work, even though you know that this is not true. This is what the Pharisees were doing on this occasion.
“But when the Pharisees heard it they said, ‘This fellow does not cast out demons except by Beelzebub, the ruler of the demons.’” (Matt. 12:24)

The Holy Spirit is the one who draws us to God. If He does not draw us, we cannot come. The very fact that this caller wants to come back to the Lord means he or she has not blasphemed against the Holy Spirit because He is drawing them back to God. (John 16:8-11; 6:44)

Lead the person in a prayer of repentance and rededication.

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http://www2.crossroads.ca/public/prayervideos/ppt_3_1.wmv

Section 3.2  -  THE HOLY SPIRIT

A.  The Unique Position of The Holy Spirit

The Holy Spirit is a Person

We know from Scripture that the Holy Spirit is a person - distinct in individual identity. According to God’s Word, we see that He has intellect, feelings, and a will.

- He knows all things. (1Cor. 2:10-13)
- He can feel things such as grief. (Eph. 4:30)
- He can make choices and has a will. (1Cor. 12:11)
- He can be treated like a person, lied to, quenched and resisted. (Acts 7:51)

The Holy Spirit is God

The Bible makes it clear that the Holy Spirit is a divine person, a member of the Holy Trinity.
• He has divine attributes, such as being eternal. (Heb. 9:14)

• He performs works only God can do, such as creation, prophecy, and the virgin birth. (1 Pet. 1:20)

• He is placed alongside God the Father, and God the Son. (Matt. 28:19)

• He can be blasphemed against (i.e., only the Holy Spirit can be blasphemed. (Matt.12: 31).

• To lie to the Holy Spirit is to lie to God. (Acts 5:3-4)

The Work of the Holy Spirit

• He was the “hands on” divine agent in creation. (Gen. 1:2)

• He reveals God’s truth through the mouths of the prophets. (Ezek. 2:2)

• He illuminates our minds and enables us to understand God’s truth. (1Cor. 2:10-13)

• He indwells believers, imparting to them spiritual life and serving as a seal (sign of ownership and protection) and is the guarantee of future inheritance. (Eph. 1:13-14)

• He gifts believers for ministry and empowers them to perform that ministry to fulfill the Great Commission. (1Cor. 12:7, Luke 24: 46-49)

• He convicts the lost of sin and shows them their need of Christ. (John 16:8)

God desires for believers to receive His gifts. These gifts come to us freely by God’s grace, to empower us to carry on the supernatural aspects of the ministry of Jesus Christ. (John 14:12)

This means that ultimately, the Lord Jesus, not the individual, is the one who is acknowledged by the exercise of the gift. Help is to come from the Lord and we are simply His vessels.

Acts 1:8 makes it clear that the purpose of the infilling of the Holy Spirit is to empower us to witness and proclaim the gospel boldly.

“But you shall receive power when the Holy Spirit has come upon you; and you shall be witnesses to Me in Jerusalem, and in all Judea and Samaria, and to the end of the earth.” (Also see Acts1: 5)
Being filled with the Holy Spirit is a step through a doorway into a new realm of Spirit-filled living in which we are able to walk daily. (Eph. 5:18; Gal. 5:25)

All those who minister on the telephones should make it their goal to grow continually in their personal walk with God and to covet all of the gifts God desires to give His children.

There seem to be two main views concerning the Baptism of the Holy Spirit:

There are those who believe that it refers to the Holy Spirit coming into a person’s heart at the moment of salvation and generally this view is that the work of the Spirit is complete at the point of salvation.

Others believe that a person automatically receives the Holy Spirit at the moment of salvation, but they say that the “baptism” of the Holy Spirit is a separate event, which is usually accompanied by the outward evidence of being able to pray in tongues.

This subject should not be a dividing issue within the body of Christ. In the spirit of unity, as believers, please do not argue or debate your belief, but instead focus on praying that the Holy Spirit will reveal Himself to the caller and lead them into His truth.

Speaking in Tongues while Ministering to a Caller:

Please remember that if you personally practise praying in tongues, refrain from doing so on the phones, unless the caller has initiated speaking in tongues first.

Many callers will not recognize the gift of tongues and may think you are speaking a foreign language to them. This can be frightening and confuse the caller. Also, you are trying to establish trust in a brief period of time so your conversation must be encouraging and allow the caller to feel safe.

B. The Gifts of the Holy Spirit

The Word of God lists nine manifestation gifts in 1 Cor. 12:7-11.

These gifts can be conveniently divided into three categories:

Gifts of Revelation:

- **Words of wisdom** represent a supernatural revelation of divine wisdom. Wisdom means the ability to use knowledge to accomplish goals.
• **Words of knowledge** represents a supernatural revelation of facts that could not be known through human means. (Acts 5:1-10)

• **Discerning of spirits** provides God’s insight into what is of God and what is not. It helps us to understand in a given situation whether we are dealing with the operation of the human spirit, the Holy Spirit, or a demonic spirit.

**Gifts of Power:**

• The **gift of faith** is a supernatural ability to trust God for deliverance or provision in an unusual situation.

• The **gift of miracles** involves the supernatural intervention of God in the ordinary course of nature, events, or circumstances.

• The **gift of healings** refers to the flowing of divine power into an individual to heal them physically, emotionally, or mentally.

**Gifts of Utterance:**

• The **gift of prophecy** is a supernatural emphasis of previously revealed divine truth in the known language of the hearer.

• The **gift of interpretation** of tongues compliments the gift of tongues, often by a separate person, in order to make intelligible that which is spoken in an unknown tongue.

• The **gift of tongues** is a supernatural emphasis of previously revealed truth in an unknown language.

**Understanding Speaking in Tongues**

Reference: “.... for they heard them speak with tongues and magnify God.” (Acts 10:44-46)

The purpose of speaking in tongues is to allow the Holy Spirit to pray and minister to God on our behalf and through us. (1 Cor. 14: 4,28)

It is primarily a relationship gift, as are all of the gifts of the Holy Spirit. It is our spirit speaking directly to God. (1 Cor. 14: 2)

It is also a gift to assist in worship. (John 4:24)
It is also used as a ministry to the Body of Christ, for the edification of the whole assembly (usually accompanied by someone who has the gift of interpretation). (1 Cor.14: 26-29)

This gift is only possible because the Holy Spirit empowers and gives the language, while the believer provides the faith and the will to initiate the speaking.

Some have questioned why speaking in other tongues should be the evidence of an experience designed to help one give witness for Christ. James tells us that the tongue is the most difficult member of the body to control. Obviously, if the Holy Spirit controls our tongue, He is given access to every area of our life. (James 3:2)

In no sense should speaking in other tongues be understood as an experience where you lose control of yourself. (1Cor. 14:32)

**If the caller wishes to receive the gift of speaking in tongues:**

- Be sure that the person is a believer. If they are not, lead them to salvation.
- Share some basic Scriptural concepts regarding this experience including its purpose (Acts 1:4-8), nature and its initial evidence. (Acts 2:1-3)
- Share the fact that this experience is a gift, which God desires to give to all of His children. It is received by simple faith. (Luke 11:9-13)
- Encourage the person to begin praising and worshipping the Lord while expecting the Holy Spirit to provide a new prayer language. As this occurs, encourage the believer to speak in tongues by faith. (Acts. 2:38-39)
- If the person receives the gift of speaking in tongues during the call, encourage them to continue using their prayer language daily and to read a book on the experience. (Jude 1:20; 1Cor. 14:14-16)
- If the person does not receive the gift at this time, encourage them to continue to seek the Lord. (Luke 11:13)

After ensuring they have accepted Christ, you may lead them in a prayer similar to this:

“Father, I come before your throne in the mighty name of Jesus. You said that if I would ask for the Holy Spirit, that you would give Him to me. I am now asking. Father, I receive you as my baptizer, the author and finisher of
my faith, my comfort and wisdom. By faith I am believing that I have received the baptism of the Holy Spirit and the evidence of speaking in my prayer language. Thank you, Holy Spirit for leading, guiding and comforting me. In the name Jesus.”

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C. Using the Gifts in Ministry

Please remember that God desires to bless His children with good gifts. 1 Corinthians 13 shares with us that we may have a gift or gifts, but the greatest gift is LOVE. We must use LOVE as our guideline and barometer for ministry. (1 Cor. 13:13)

Many of the gifts God gives us are used in a corporate setting. (1Cor. 14:1-19) Therefore, we may use a gift, without the caller necessarily knowing we are and we do not need to make a comment in this regard. These gifts flow out of our relationship with God and are used in our day-to-day relationships with people.

A caller may request more information on any one of the gifts. Give a brief explanation of the gift and pray for the caller. Encourage the caller to speak to their pastor about the gifts and the use of them in their church. Encourage the caller to read 1 Cor.12:7-11 and to continue to seek God.

If you are uncomfortable, lack understanding or disagree with the teaching of any of the gifts of the Holy Spirit, rather than continue with the call yourself, please pass the call onto another prayer partner who is able to minister effectively in this particular area. Be cautious to not discourage the caller by expressing your personal opinions on the subject.

D. The Fruit of the Holy Spirit

Galatians 5:22,25 shares with us that “the fruit of the Spirit is love, joy, peace, longsuffering, kindness, goodness, faithfulness, gentleness, and self-control...” If we live in the Spirit, let us also walk in the Spirit.” These characteristics actually
become our own Christ-likeness. Many Christians believe the fruit of the Spirit is continuing evidence that a person is filled with the Holy Spirit. (Gal. 5:22, 23)

All those who minister on the telephones should make it their goal to grow continually in their personal walk with God and in receiving all of the gifts God desires to give His children. The evidence of the fruit of the Spirit is a key to ministry as we use the gifts God blesses us with.

**The fruit of the Spirit is a display of the character of Christ.**

It is His presence within us that enables us to develop the spiritual fruit in our lives. The first three distinct qualities we find in the fruit of the Spirit are love, joy and peace, which focus on your relationship with God.

The second three qualities - longsuffering, kindness and goodness - focus on your relationship with others.

The final three qualities of this fruit - faithfulness, gentleness and self-control focus directly on you as an individual. God's divine purpose for your life is for you to bear spiritual fruit.

Your relationship to Jesus is described in John 15:5 this way, "He is the vine, and we are the branches." In order to bear fruit we must be "abiding in the vine", that is, being nourished in the presence of God.

John 15:16 says, "Ye have not chosen me, but I have chosen you, and ordained you, that ye should go and bring forth fruit, and that your fruit should remain: that whatsoever ye shall ask of the Father in my name, He may give it to you."

In order to bear this fruit, you must be planted and properly rooted spiritually according to Psalm 1:1-3.

If you want to bear spiritual fruit, then you must reject sin, walk in holiness, and delight in God's law. You should also be planted in the house of God - connected to the Body of Christ as Psalm 92:13-14 shares with us. The more time you spend alone with God, the more equipped you will be to move in the gifts of the Spirit and manifest the fruit of the Spirit.
Section 3.3 - RELATIONSHIPS

A. Loneliness

The current state of our society in many ways, serves to separate people. This is accomplished by the growth of larger urban centres, which tend to move people in the direction of depersonalized relationships.

Deficiencies in a person’s upbringing. Poor relationships as a child can also inhibit the development of proper social skills, thus making it more difficult for the adult to develop healthy relationships.

The inability to form relationships is due to psychological problems such as low self-esteem and difficulties with communicating. Self-defeating attitudes such as selfishness, self-sufficiency, even outright hostility or fear, build walls instead of bridges between people.

Life’s situations make it difficult to be with people. Such as those who find themselves single once again because of divorce or the death of a spouse; those who are immobile due to age or infirmity; and those who work unusual hours.

Spiritual causes such as pride, anger or self-sufficiency.

Loneliness results in a variety of effects that can harm our view of ourselves, giving us poor self-esteem or a distorted picture of our situation. This results in discouragement, self-pity, hopelessness, and despair. These things, in turn, can lead to unhealthy responses to loneliness such as violence or alcoholism.

Listen carefully to try to discover some of the causes of the person's loneliness. Often a caller cannot change the circumstances, therefore, they must learn to develop new attitudes toward their situation in life - attitudes that will lead them
into healthy and supportive relationships with others. In this sense, the lonely
person may need to face certain realities that cannot be changed.

Ways To Assist the Caller to Overcome Loneliness Can Include:

• Developing a closer relationship with God

• Seeking Christian fellowship. This may require changes in personal
  schedules.

• Encourage the caller to seek professional assistance (eg. doctor,
  counsellor, pastoral office, etc.)

• Praying and asking God to give the confidence and the courage they need
to develop healthy relationships

B. Anger/Resentment

Anger is a very common problem in relationships. It is usually the signal of some
sort of difficulty in the relationship. In and of itself, it is not always wrong,
although it is dangerous, because it can quickly degenerate into resentment and
bitterness. It can lead to hatred, malice, and seeking for revenge. For this reason
we must deal with it when it crops up.

• Not all human anger is sinful. For example, Jesus was angry with the
  Pharisees (Mark 3:5). We should be angry at sin, injustice, lack of
  compassion and exploitation.

• Human anger can, however, be harmful. The Scripture tells us, “Be angry,
  and do not sin.” (Eph 4:26) Anger can give Satan an opportunity, if we are
  not careful. In any case we should not leave anger undealt with, since it is
  important not to allow it to continue past sundown.

• Human anger can result from a distorted perception. This is particularly true
  whenever we are angry with God, such as was the case with Cain. (Gen.
  4:5-7) This means that in almost every situation where the caller is angry,
  there is another side to the story.

• The Bible expects us to control our anger. If this were not the case, then
  Jesus would not have said we were guilty if we are angry with our brother,
  (Matt.5: 21-22)
Ministering To The Angry Caller: (Use Loving C.P.R.)

- **Listen carefully**, but without taking sides. You should not be concerned that you are listening to gossip, providing the information is first-hand, and your motive is to minister to the need.

- **Point out that they must forgive** the offender. (Col. 3:12-13)

- **Encourage the caller to seek God’s wisdom** on whether or not the offender should be confronted. This decision is made very personally, depending upon what importance the caller places on that specific relationship. Their purpose, if appropriate, should be to deal with the issue that caused the problem in the relationship, so that it may be resolved. (Eph. 4:31-32; Prov.15: 23)

- **Pray with the caller** and ask God to give them wisdom, insight, and courage, to deal with the difficulty that brought on their anger. (Col. 4:5-6)

- **Encourage the caller to seek help** through a counsellor, doctor, support group or connect with the pastor's office for a referral.

C. **Gossip/Slander**

Gossip represents idle talk or rumours that are negative in nature concerning other people, and are discussed with and by people who are not part of the problem or part of the solution. Slander, on the other hand, represents known falsehoods spread for the purpose of harming someone else.

- Those who gossip or slander take upon themselves God’s role as the judge of men. (Jas. 4:11-12)

- Gossips are dealing with problems that do not belong to them. They are not part of the solution, but they become a part of the problem by making it much bigger than it needs to be.

- Slanderers are violating Matthew 18:15, which says if you have something against your brother, “go and tell him his fault between you and him alone.”
• Gossip and slander are a blatant violation of the command of Christ in Luke 6:31, “And just as you want men to do to you, you also do to them likewise.”

Ministering To The Gossiper  (Use Loving C.P.R.)

Prov.18: 8 & Prov.26: 20

• Encourage the caller to obey God and cease gossiping or slandering another person immediately.

• Encourage the offender to make things right wherever possible and to forgive the one who hurt them.

• If the caller is truly repentant, lead them in a prayer of repentance.

• Encourage the caller to seek counselling, if they are habitually struggling in this area of their life.

Ministering To The Person being Gossiped about or Slandered

• Point them to the Scriptural truth that God protects the reputation of the righteous. (Ps. 37:1-9)

• Encourage them to avoid retaliation. In so doing, they are following the example of Christ. (1 Pet. 2:21-23)

• Encourage them to pray for the offender. (Luke 6:28)

• Suggest the caller get counselling, if they are still struggling with unforgiveness.

D.  Conflict Resolution  (Use Loving C.P.R.)

• Active listening encourages the caller to apply the relevant Biblical insights to his or her situation. There are always two sides to every story, so be careful not to take sides. (Prov.18: 17)

• The initiative in reconciliation lies with both parties. God has made it clear in His Word that if someone has something against us, or if we have something against someone else, we are to make the first move (Matt. 5:23-24; 18:15). God knew that if He asked both sides to make the first move, possibly one would actually do it, and the problem would get solved.
• No matter what the situation, or whether the other party asked for it or not, the believer is always to forgive whoever has wronged him or her. (Matt. 18:21-35)

• There are times, according to Scripture, when it is necessary to confront someone (in love) concerning their sinful or hurtful behaviour. (Eph. 4:15)

• **Some conflicts may never be resolved, regardless of steps that are taken.** This was the case with Jacob and Laban (Gen. 31:43). Believers are called upon to maintain the unity of the Spirit in the bond of peace, and to love one another. (Eph. 4:1-3; Col. 3:12-14) In some cases, Paul points out that the believer should be willing to forgive a fellow Christian who has cheated him, without seeing the issue resolved. (1Cor.6: 7)

• Believers should pray for their enemies and seek to meet their needs. (Matt. 5:43-44)

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**Lesson Three Quiz**
Click here:  

**Before our next Lesson:**

• Compare your insights with those discussed by the class and the teaching and be prepared to grow.
Lesson Four - Healing

Section 4.1 - Physical Healing

A. God’s Provision

Both the ministry of Jesus Christ while on this earth and His commandments and promises to His disciples should cause us to realize that He is still the healer today. (Mark 16:18)

Jesus Christ provided for the physical healing of His people through His atoning work on the cross. Isaiah 53:4 says, “Surely He has borne our griefs and carried our sorrows.” The word “griefs” here also means “sicknesses,” and the word “sorrows” also means “pains.” The words convey both physical and spiritual sickness and pain.

God has placed “gifts of healing” in the church (1Cor. 12:9) and He has told His people to call for the elders of the church for healing when they are sick. (James 5:14-15)

God’s promises to heal are but a partial foretaste of the perfection that will be in the age to come. (Isa.33: 20-24)

B. Some Causes of Sickness

• Poor stewardship of the body. If we do not have proper rest, diet, exercise, and so forth, we will suffer the consequences. (1Cor. 6:19-20)

• Satanic or demonic attack (Job 2:7)

• Sin. Sometimes because of a blatant act of disobedience (Numbers 12:115). This is not to say, however, that illness always, or even frequently, means that a person has sinned. It is only one of many possible causes.

• A wrong relationship with other people (1Cor. 11:27-30). Negative attitudes toward others such as bitterness, resentment, jealousy, envy, and so forth can also be very destructive to our physical health. (Heb. 12:15)
• **God’s providence.** He may have another purpose to accomplish first. This fact brings up the issue of God’s sovereignty in healing. Sometimes God overrules our normal expectation to receive healing through faith in order to accomplish His higher purposes. (Hebrews 11:35-40)

• **Natural causes.** We live in a fallen world where germs can cause infections and cells become diseased. Since illness is a direct manifestation of the process of physical death that entered the human race when Adam fell, it will only be eradicated finally when death is destroyed. (Rev. 21:4)

C. **Praying For Healing**  
(Use Loving CPR)

• **Encourage the caller** with some of the promises of God’s Word regarding healing. (Isa.53: 5; Ps. 103:3)

• **Pray in faith.** Don’t lay any guilt trips in your prayer or leave the caller thinking that if God does not heal them instantly, He is not going to heal them at all. (Matt.26: 44) Understand that God heals in many ways, sometimes immediately, sometimes gradually and beyond this life as we are perfected in Heaven. Pray with sensitivity. Do not make a decision for the person or prophesy how or when it will happen, simply believe that God is on our side. “We are the work of His hands and He never forsakes the work of His hands.” (Psalm 138:8)

• **Suggest they have their church become involved in prayer.** (James 5:14-15)

• **Absolutely, under no circumstances, give any medical advice. Never tell anyone to stop taking their medication.** When God heals them, the doctor can confirm this and the doctor can discontinue their treatment.

• **You are not responsible for the person’s healing.** That is up to the Lord. Pray and believe for them, *but do not feel obligated to explain why someone has not been healed.* Tell them to look to the Word of God and to the Lord Himself so that He may answer them.

• **You may feel a check in your own spirit regarding praying for healing in some cases.** Although we believe God can heal in any situation, He may be asking you to minister encouragement, comfort and faith to a person in preparation for their going home to be with the Lord.
A prayer partner would, of course, never share this particular sense with the caller, but simply be sensitive in the prayer, being sure, at all times, to leave the caller with hope in the plan of God for their life and alignment with His timing. The prayer for peace and a sense of His presence can also be a healing balm.

D. **Praying for issues such as abortion, AIDS, hepatitis:**

It is important that prayer partners remember that although some illnesses may illicit an immediate emotional reaction, at all times, we must lay down any judgment and **exhibit the Father’s heart.** The caller must never perceive that they have been rejected, condemned or judged by you, as they will think that this is how Jesus feels about them. Do not assume that their present state has resulted from sin or their lifestyle. Therefore, minister with compassion, hope, mercy and encouragement. We are assured as we review the ministry of Jesus that God can heal ALL diseases and bring restoration and purpose into areas of seeming despair and impossibility.

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**Section 4.2 - EMOTIONAL HEALING**

A. **Inner Healing**

The subject of inner healing is a multifaceted one. **Inner healing can be a process or can be instantaneously given by God. Each person must rely on the Holy Spirit to work through the process according to God’s plan and purpose. God knows us and the best way for us to proceed.**

**Inner healing deals with hurts that may have occurred in the past, but still have present power over our lives.** Usually we give them this power through our sinful reactions of bitterness, resentment, and unforgiveness toward those who have hurt us. Inner healing is part of the process of sanctification that occurs in the believer’s life as he continues to pursue Christ even as Paul did. (Phil. 3:12-14) This involves dying to self, daily. (2Cor. 4:11)
But we all, with unveiled face beholding as in a mirror the glory of the Lord, are being transformed into the same image from glory to glory, just as by the Spirit of the Lord.” (2Cor. 3:18)

Forgiveness Is The Key

Inner healing can only take place if we are willing to clear away all the remembered anger and bitterness we have towards those who have hurt us. This includes totally and unconditionally forgiving them and abandoning our perceived right to revenge or retaliation in any form.

- Because of God’s great love for us and His forgiveness toward us we benefit tremendously by forgiving others. We desperately need God’s forgiveness and when we hold back forgiveness God cannot forgive us. (Matt. 6:14-15) It can be very difficult and painful to work through the process of forgiveness.

- We are also called upon to meet the needs of those who have made themselves our enemies. (Rom. 12:20-21) This is a particularly helpful way to express our forgiveness to those who have not asked for it. There is no point in saying, “I forgive you,” when the person has not asked for forgiveness. This may only stir up hostility. We can, however, display Christ-like love and seek to meet the needs of the one who has hurt us.

- In all of these things believers must rely upon God’s unconditional love pouring through their lives in order to love those who have hurt them. (Rom. 5:5)

Steps To Follow

- Deal with whatever area of hurt is currently facing the caller. Don’t dig up the past, as this is work for the Holy Spirit only. Remember that you are not a professional counsellor.

- Use the guideline for effective prayer partner calls. Help the caller realize that we do not always erase a resentment with one simple prayer. This is not to minimize God’s power, but to recognize that sometimes people have tried many times to forgive others, but have not been successful. The important thing is the person’s honest desire to obey the Lord with regard to forgiving others. Respect this desire and pray with them to that end.
Focus on **one primary issue** of hurt or resentment.

- Share **Biblical insights** with the caller.
- **Have the caller pray** and in their own words ask God to help them forgive the person or persons who have hurt them. Suggest prompts if needed.
- **Pray for the caller** and ask God to work mightily in them by His grace. Pray that they will have a **new understanding** of how much God has forgiven them, and that as they experience His grace, they will release forgiveness to others as well.
- Suggest to the caller to seek **professional counselling**, if forgiveness is difficult at this time in their life.

**B. Depression**

Depression is a very common illness effecting 10-20% of people. Sometimes it is triggered by stress or trauma, but often just appears spontaneously.

**Some Symptoms of Depression:**

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Sadness</td>
<td>Difficulty in enjoying fun events or activities</td>
</tr>
<tr>
<td>Loss of energy, fatigue</td>
<td>Difficulty in making decisions</td>
</tr>
<tr>
<td>Hopelessness</td>
<td>Fear or Guilt</td>
</tr>
<tr>
<td>Negative self-concept</td>
<td>Sense of helplessness</td>
</tr>
<tr>
<td>Insomnia</td>
<td>Loss of interest in sex</td>
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<tr>
<td>Loss of interest in work</td>
<td>Withdrawal from people</td>
</tr>
<tr>
<td>Loss of spontaneity</td>
<td>Avoidance of responsibility</td>
</tr>
<tr>
<td>Loss of appetite</td>
<td>Attitude and Anger</td>
</tr>
</tbody>
</table>

There are certain types of symptoms or reactions, which do not appear to be manifestations of depression, but depression may lie at the root of them.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Description</th>
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<tbody>
<tr>
<td>Aggressive / Destructive actions</td>
<td>Accident proneness</td>
</tr>
<tr>
<td>Outbursts of temper</td>
<td>Compulsive work</td>
</tr>
<tr>
<td>Impulsive behaviour</td>
<td>Drinking</td>
</tr>
<tr>
<td>Violence</td>
<td>Gambling</td>
</tr>
</tbody>
</table>
Some Causes of Depression:

Physical Causes
- Lack of sleep, poor diet, drugs, chemical imbalance, illness, genetic causes, hormonal changes following childbirth or at menopause.

Unresolved Childhood Issues
- Trauma, abuse, dysfunction, painful experiences, etc.

Life Altering Losses
- Prolonged illness, separation, divorce, death of spouse/child/sibling, bankruptcy, etc.

Stress

Guilt

Ministering To A Depressed Person  (Use Loving C.P.R.)
- Sometimes depressed people find it difficult to talk and you may have to ask more open-ended questions to get them to share about their problems.

- Don’t condemn them for having their feelings of depression or encourage them to deny their feelings by superficial exhortations to praise the Lord.

- In most cases, it is best to avoid confrontation or demands for action, as this will usually increase their anxiety and the level of depression.

- Seek to encourage the caller and give them hope. Point out that the very fact they have called the prayer lines for help is a positive sign.

- As you listen, be aware of your own feelings and responses so that you can control them and minister effectively to the caller. Depressed people can be so depressing to listen to that it is very easy to lose interest or become impatient or angry with them because of their negative attitudes.
• **Share a Scripture**, the Word is life and will bring renewed hope to the caller. (Heb.4: 12)

• **Depression is not sin.** Many great people in the Bible were depressed, such as Moses, David, Job and Paul. (2Cor. 1:8)

• **God knows exactly how this caller feels.** Don’t claim that you do. He desires to lift them out of the depression, if they will look to Him. (Ps. 103:13-14; Ps. 34:4-6; 1Pet. 5:7)

• Encourage the caller to make some **concrete, realistic plans** to deal with the cause of their depression. Be sure that these plans are **the caller’s plans** and encourage them to align the plans with God’s standards and direction. Plans should also include mobilizing the person’s own social network to serve as a support base such as a prayer group, people in their church, family members, or other Christian friends.

• Ask if the caller is already getting help from a **doctor** or trained counsellor. Perhaps they are taking new medication, or their current medication dose has been recently altered and is producing side effects, one of which may be depression. Also, the caller may have stopped taking their prescribed medication. Suggest they may need to see their doctor for further (or an initial) consultation.

• **Be alert in listening** for suicidal symptoms that the caller may be expressing. Ask a person who makes suggestions about taking their life if this is what they are planning. If the subject is discussed wisely, it will probably diffuse those thoughts at least for a time.

• As you **pray the Word of God**, share with them how much God loves them and wants to see them experience His peace.

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Click here:

http://www2.crossroads.ca/public/prayervideos/ppt_4_2.wmv
Grief

- Grief is the normal reaction of human beings to the loss of something significant in their lives such as a person, an object, a limb, a relationship, a meaningful pursuit, and so forth. It is also perfectly normal and acceptable for Spirit-filled believers to grieve. Receiving prayer is a stepping-stone in the healing process. Even though Jesus knew He was going to raise Lazarus from the dead, Jesus stood outside the tomb and wept. (John 11:35-36)

- Grief is a healthy process of adjustment that enables us to heal, grow and move forward in life.

- Grief can, however, become an unhealthy thing if it is unusually intensified, prolonged, delayed or if it results in bondage. Those who have studied grieving people suggest anywhere from one to three years as a normal span of time in which to grieve.

The Scriptures and Grief

- The Bible nowhere forbids us to grieve. It records the grief of a number of godly people such as Abraham, Jacob and David. (Gen. 23:2; 37:34-35; 2 Sam. 18:31-33)

- The Bible gives a new meaning to grief, because of the hope we have through the work of Jesus Christ. We are to sorrow, but not as those who have no hope. We can take comfort in the fact that God will one day resurrect all the believing dead. (1Thess. 4: 13-18)

- The Bible also gives us comfort and encouragement by showing us the future of the believer beyond this life. Paul said that those who are absent from the body are now present with the Lord. (2Cor. 5:1-8)

- The Bible tells us of a loving God who is the “Father of mercies and God of all comfort.” (2Cor. 1:3) It promises us that He will sustain, support, and comfort those who mourn. (Ps. 30:11; Isa.61: 1-3; Matt. 5:4)

Ministering To A Person In Grief  (Use Loving C.P.R.)

- **Listen** actively (reflectively) to the person, particularly to the **feelings expressed**
• Do not pray that God heals them of their grief. Remember the **Bible does not forbid us to grieve.**

• **Do not be shocked** or react negatively, if they become very emotional, or they begin to blame God or other people (doctors, nurses, fellow Christians, churches, etc.).

**Share and Pray a Scripture of encouragement from God’s Word:**

• God cares for us (Ps. 23)

• Hope of the resurrection (1Thess 4:13-18; John 11:25; 1Cor. 15:50-58)

• God’s promises to those who mourn (Isa.61: 1-3)

• Deceased believers are with Christ (2Cor. 5:1-6)

• God loves us no matter what (Rom. 8:31-39)

• He will sustain, support, and comfort those who mourn (Matt. 5:4)

• Encourage them to seek the **fellowship** of other believers who are willing to listen and give support. Suggest to the caller to seek professional **counselling**, if you sense it would be needed.

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**Section 4.3 - DELIVERANCE**

“**Deliverance**” is the term used to speak of the power of Christ overcoming demonic influence in the life of an individual and setting them free. The Bible says that Jesus came to liberate those who were bound and to destroy the works of the devil. (Lk.4:18-19; 1 Jn.3:8).

• **Believers cannot be possessed (taken completely over by evil spirits) - only oppressed.** When a person is saved, the Holy Spirit comes into their lives and makes their bodies’ holy temples of God. (1 Cor.3: 16-17) He serves as God’s seal or sign of possession upon them. (Eph. 1:13) “He who is in you is greater than he who is in the world.” (1 Jn.4: 4)

• **Christians are called upon to resist Satan** (Jas. 4:7) and take up our protective, spiritual armour because we are involved in a spiritual battle against Satan and his demonic host. (Eph. 6: 10-12) The non-believer does not have this resource to protect himself.
• Satan cannot enter a person’s life at will, including a believer’s, unless he is given a foothold through some area of weakness or sin (especially associated with the occult). (Eph. 4: 26-27) Believers, however, can be harassed by demons. This is called “oppression.”

• The believer has been given the authority by Christ to cast out demons. (Mk.16: 17) Prayer and fasting are sometimes required (Mk. 9:29) and the counsel and discernment of a pastor or leader is recommended when considering this.

Guidelines in dealing with a person who may be under demonic influence:

• Never tell someone you think they are demon possessed or oppressed.
• Do not try to cast demons out over the telephone.
• Be cautious of accepting the caller’s self-diagnosis of his condition.
• Do not raise your voice when praying for a person who needs deliverance.

If you are leading someone in a salvation prayer who once was, or is now involved in any occult practices, include a prayer where the caller renounces Satan and all his works. He needs to understand that when a person comes to Christ, he is transferred from the kingdom of darkness into Christ’s Kingdom. (Col.1: 13).

Encourage the caller to stay close to the Lord through prayer and the Bible. Refer him to a local Bible-believing church for Christian fellowship, spiritual growth and, if needed, where in-depth deliverance can take place.

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Click here:
http://www2.crossroads.ca/public/prayervideos/ppt_4_3.wmv
Lesson Four Quiz
Click here:

Before our next lesson:

- Compare your insights with those shared by the class and in the teaching and be prepared to grow.
Section 5.1 - Crisis Telephone Ministry

A. What is a crisis?

A crisis is something that upsets the normal state of inner balance between outer stresses upon our lives and inner tensions. This balance enables us to function in life without overtaxing our personal physical, mental and spiritual strength. When a problem comes along which upsets this balance, we are usually able to utilize previously learned problem-solving techniques or ways of coping, to enable us to return to our place of balance. A crisis occurs when we encounter a problem, for which these learned (and usually successful) problem-solving behaviours are either not available to us, or do not solve the problem when we use them.

A crisis situation usually entails a problem, which we find intolerable. It is something we feel we cannot live with for very long. A solution must be found. Because of the inability or failure of previous ways of coping to resolve the problem, the individual is uncertain as to the outcome of the situation. This creates anxiety. The circumstance that precipitates the crisis is not necessarily a new problem, but one that has a new element or a twist to it, making the situation intolerable.

The crisis is not the event or problem itself, but the individual’s response to the event or problem. Sometimes callers will be upset about a situation, which, to us, seems trivial. Regardless of how we view their circumstances, we must understand that to the caller, this problem is intolerable and very frightening.
B. **Characteristics Of Someone In Crisis:**

- Generally more open than normal to outside help and to receiving Christ as their Saviour than they normally would be

- Usually have a lowered attention span, focussing only on the immediacy of their problem. You can help them to see their problem from a broader more objective view.

- Usually very introspective. They are looking deeply within themselves for answers and are focussing on their feelings of fear and distress.

- Often more emotional than normal. There may be outbursts of emotion which they have difficulty controlling. Do not allow this to alarm you.

- Every person is viewed solely in the light of how we can help them resolve their crisis situation. The caller will not be interested in you as a person, but only as someone who can help them with their problem.

- Can be in a state of mental confusion. They may have a good deal of information or resources already in their lives, which can help them resolve the problem, but are unable to utilize the help effectively. Assist them to see solutions that are obvious to you, but not to them.

**People In Crisis Need:**

- **Immediate help.** Due to the unknown length of time they will experience fear and extreme stress, they must feel that they have some control over their situation. It is important to try to help the caller develop a practical plan of action to face their situation.

- **The support of people around them.** Help the caller identify those among family, friends, church members, and others who can give them support until the crisis is over.

- **To take responsibility for the steps necessary to solve the problem.** You cannot solve the problem for them or tell them what to do, but you can help them work out steps to take their own responsibility in resolving the issue.
• To be made aware of the strengths and resources available to them, through practical resources such as medical or counselling services, government agencies, women’s shelters, etc. and through spiritual resources such as God’s grace, the Scriptures and the Body of Christ.

• To be given hope to relieve the terrifying sense of uncertainty. We can point them to a faithful God who never disappoints those who place their trust in Him.

C. How To Help A Caller In Crisis:

• Be realistic, or you place yourself in danger of carrying an unnecessary burden of guilt, when a call seems to go badly or a person does not appear to be helped. Our faith in Jesus’ words should protect us from taking too much responsibility for the outcome of a caller’s crisis situation.

• Follow the Loving CPR progression in the call - Listen, be supportive, compassionate and express God’s love to them. Clarify any necessary details involving immediate danger. Pray God’s Word, which has power and will accomplish the purpose for which He has sent it. (Isa.55: 10-11) Help the caller to see their situation from God’s perspective - practically – and with faith, hope and confidence in God’s sustaining love.

• Believe with them that God would work mightily in their lives because “with God all things are possible.” (Matt. 19:26) There are no limitations in Him!

• Resource: Suggest they seek trained medical intervention in their area of need.

Remember That:

• Only God can change a person, heal a sick body or set a captive free - and only the Holy Spirit can draw the person to the Father.

• The caller’s obedience to God’s direction will open a door to victory. You must not make decisions for them. God wants them to grow through this crisis and learn to depend upon Him, not upon you.
• God can ensure that everything will work out in the end, but He still needs the caller’s co-operation and willingness to believe, surrender and obey. In Mark 9:23 Jesus said, “All things are possible to him who believes.”

• “…. our sufficiency is from God, who also made us sufficient as ministers of the new covenant …” (2 Cor. 3:5-6)

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**Section 5.2 - SUICIDE**

Research has found that the more severe and acute the suicidal crisis is, the less one needs to be professionally trained to manage it effectively. Specialized training and knowledge is not as important as someone who can provide warmth, compassion, firm direction and emotional support.

**Suicidal Characteristics:**

• **Ambivalence, contradictory feelings, and the lack of ability to make concrete decisions.** Deep within a person, there is a basic desire to live. Stimulate and encourage the expression of ambivalent feelings away from hopelessness and towards the decision to live.

• **Intense negative emotions.** Assure the caller that these strong emotions will gradually subside. Most problems seem magnified at night.

• **Communication is the purpose of all suicidal behaviour.** By listening and validating the callers’ feelings, you help to remove one of the reasons for their negative desire.
**Individuals with high suicide potential:**

Male over forty
Have experienced losses (loved ones, job or prestige)
Had a history of previous suicide attempts
May have a long-standing or terminal illness

**Some symptoms include:**

- extremely stressed withdrawal deep guilt & blame
- depression drug/alcohol addiction living alone
- insomnia repeated talk of suicide poverty
- hopelessness rejection no support network

Getting their personal affairs in order (paying debts, buying insurance, giving away possessions, etc.)

**If the caller mentions suicide:**

If the caller mentions suicide, definitely pursue the subject by asking them directly if they are planning on taking their own life. This does not encourage the caller to follow through, but it allows them to communicate and clarify their intentions.

**Determine the urgency of the call by asking a few simple questions:**

**If they say “yes,” with the intention to commit suicide:**

- Stay calm and composed as you acquire the “Suicide Report Form” for reference.

- Ask if they have taken anything or done something yet, especially if they begin to sound sleepy and incoherent. If they can give you their name, phone number and address, call a supervisor to help you get them assistance. Also, encourage them, if possible, to call 911 themselves. Their local emergency centre can lock into their address immediately on their computer, even if the caller should hang up, and send them direct help. Find out as much as you can (if they are overdosing, get the name of the medication, how much they have taken, the strength of medication and when was it taken).
• Ask them if there is a neighbour or someone near them that they could call or go to.

If they say “no,” but they are thinking about it, ask the following questions:

• What is their plan? (the clearer the plan, the more serious they are)
• How available is their means to carry out their plans?
• Are they alone?
• Have they attempted suicide before?
• Are they receiving help through a doctor or counsellor currently for their problems? (If they are, then ask if they are on any medication.) The dosage, or prescription may have changed, which may be causing adverse reactions, and they need to notify their doctor immediately of their suicidal feelings.
• What is his/her most distressing problem(s)?
• Encourage them to plan a practical, positive, life-valuing action step, addressing key problems. If possible, give referrals.

When Handling the Call:

**DO:**  listen, take it seriously
talk freely, question
validate feelings
show interest & support
reassure there are other options
verbalize your concern
encourage involvement with others
take whatever time is needed

**DON’T:**  offer platitudes/cliches
be judgmental
refuse to talk about it
belittle or underestimate
psychoanalyse
make comparison or challenge – “You are better off than …
panic (God is with you both)

Use the Suicide Report as a guideline rather than using it as a verbal checklist. Always fill it out after the call, even if you did not get enough information.

*The shift captain is available to assist you*, but try to handle the call on your own as much as possible, unless emergency intervention is needed or you are really struggling with the call.
• Encourage the caller to contact a professional counsellor. If possible, give them a contact immediately from our resource material.

• Ask the caller for permission to have someone call them back later. Don’t forget to get the telephone number!

• If the caller asks what the Bible says about suicide, point out that while it does not specifically mention suicide, God clearly forbids people to take a human life. “You shall not murder.” (Exodus 20:13)

• In the case of a believer, you may share this Scripture with them: “Do you not know that you are a temple of God and that the Spirit of God dwells in you? If any man destroys the temple of God, God will destroy him, for the temple of God is holy, and that is what you are.” (1Cor. 3:16-17)

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Click here:
http://www2.crossroads.ca/public/prayervideos/ppt_5_3.wmv

Section 5.3 - Alcohol/Drug-Related/Sexual Calls

Most addicts are average, middle-class people with jobs, homes and families. The difficulty in helping them lies in their denial that they have a problem.

A. ALCOHOL AND DRUG ABUSE

Alcohol is a mood-changing drug similar to other drugs. The alcoholic is a person who cannot control their consumption of alcohol. A drug-addicted person is compelled to depend on using drugs or medication on a regular basis, in order to escape reality.
God’s Word clearly condemns the excessive use of alcohol. (1Cor. 6:9-11) Anything, which controls us, is wrong. (1Cor. 6:12) “Wine is a mocker, intoxicating drink arouses brawling, and whoever is led astray by it is not wise.” (Prov.20: 1)

**The effects of substance abuse** are evident through increased family violence, child and spouse abuse, accidents, mental and physical deterioration of health, crime and suicide.

**Ministering To The Substance Abuse Caller:** (Use Loving C.P.R.)

- **Listen and encourage** the person to admit honestly their need of help (this is a difficult and major step).
- **Be sensitive to the presence of root causes.** Addictions are a symptom of the problem.
- **Look for signs of the caller’s willingness to change** and be accountable to others through professional help (counselling, doctor, support groups or pastoral counselling).

The “**Five Steps To Freedom**” can be shared, if the caller sincerely desires to be out of bondage:

<table>
<thead>
<tr>
<th><strong>Step</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Repent</td>
<td>Acknowledge sin and confess it to God. (1 Jn. 1:8-9)</td>
</tr>
<tr>
<td>Receive Christ’s Liberty</td>
<td>Accept His freedom promised to those who faithfully serve Him. (Jn.8:36).</td>
</tr>
<tr>
<td>Remove Temptation</td>
<td>Willingness to remove themselves from all access to temptation (Rom.13:14)</td>
</tr>
<tr>
<td>Resign Old Relationships And Lifestyles</td>
<td>Willingness to change their pattern of life and develop new relationships, except family relationships (1 Cor. 15:33)</td>
</tr>
<tr>
<td>Replace The Old Life With The New</td>
<td>Be filled with the Spirit (Eph. 5:18) through reading the Word of God (Ps. 119:11), right thoughts, joy and companionship among God’s people. (Ps. 122:1)</td>
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</tbody>
</table>
Always suggest to a caller in crisis to see a therapist for any of the above problems.

Callers Who Phone When Inebriated or Drugged:

In the majority of cases, the inebriated or drugged caller is not in a position to receive spiritual help. There may be those who have been instantly sobered while responding to an altar call, but these cases are very rare.

• When you suspect a caller is inebriated but are not sure, ask them if they have been drinking. They may admit it or they may not. Remember that these callers can be expert liars.

• Keep such calls short. At first opportunity, offer to pray for the person. If they do not want you to pray, say, “I must tend to other calls now. Thank you for calling. God bless you” and quietly hang up.

B. SEXUAL PROBLEMS

Dealing With Sexual Problems

Sexuality is a gift from God. God created sex. God intended that the powerful human sexual urge be expressed between one man and one woman in marriage. (Gen. 2:18, 22-25)

Intimate sexual relationships outside of marriage, are contrary to God’s will. (Matt. 5:27-28; Heb.13: 4)

Some of the sexual problems you may encounter on the telephone are:

Lust (2 Pet. 2:2,18)

Fornication and Adultery (Ex. 20:14)

Homosexuality (Lev. 18:22, Rom 1:27-28, 1Cor. 6:9,10)

Pornography (1Cor. 6:9-10)

Sexual Self-Gratification (2 Tim. 3:4,5)
All of these sexual problems fall outside God’s intention for sex, and thus, are sinful. This type of activity often represents much deeper mental, emotional, and spiritual problems.

**Do not listen to, or inquire into, the details of sexual sin.** If someone starts giving a graphic description, stop them, and tell them you do not need to know all the details. If they ignore this request, terminate the call.

**Be careful of your own attitude.** If you allow strong negative, or judgmental feelings to show, the caller will sense this, hampering your ability to minister effectively.

**Be sensitive to the presence of conviction.** Do not lay guilt upon them. For those who refuse to acknowledge their actions as being sin, share what the Word of God says.

**Ministering To Those With Sexual Problems:**

- If the person is not a Christian and if they are ready, lead them to a personal relationship with Christ.

- If they are a believer, lead them through a prayer of repentance and restoration, based upon 1 John 1:9-10.

- Share Scripture to encourage them concerning God's love. (Rom. 5: 15; Phil. 1:6)

- God wants us to be holy and to turn away from our sin. (1 Thes. 4:1-7; 1 Cor. 10:13)

- Suggest in-depth counseling from a pastor or professional Christian counsellor.

- Refer them, if needed, to a Bible-believing church.

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**Always access, without embarrassment, the support of your Shift Captain, Assistant Captain or staff member immediately following a call, which has been disturbing or unholy. Pray together for personal cleansing and encouragement.**
Section 5.4 - OTHER PROBLEM CALLS

A. Abusive Calls

Be prepared for the occasional caller who desires simply to hurl insults, obscenities, curse words and blasphemy on the phone. They usually cannot be reasoned with, and if they ask questions they are not looking for an answer, nor would they accept one. Do not argue with them. (Proverbs 9:7; 13:1)

As a prayer partner, you are not obliged or encouraged to listen to an abusive caller. A couple of ways you can respond are:

- Say, “Why did you call?” In some cases this disarms the abusive caller and a fruitful conversation may follow.

- Say, “I’m sorry you feel that way, but Jesus loves you and so do we” and then say good-bye and quietly hang up. (Luke 6:28)

B. Obscene Calls

These callers seem to derive pleasure and usually sexual excitement from using coarse, filthy language.

God can help this person, but only if they want help. Unfortunately, their call was not necessarily motivated by a desire for help, but as an opportunity for their abnormal sexual gratification. **Terminate obscene calls in a kind, but firm manner.**

If you sense there may be an opportunity for genuine help to be received, you could say, “God can help you if you really want Him to. Would you like to pray and turn your life over to Him right now?”

*If the response is positive, ask the caller to hold for a moment, and request a prayer partner of the same sex to lead the caller to Christ and finish the call.* If he, or she, reverts to their obscene talk from this point on, quickly terminate the call by saying, “I’m sorry, but we cannot help you unless you are willing to
renounce your sin and turn to the Lord. God loves you, good-bye,” then quietly hang up.

C. Repetitive Calls

Our purpose on the Prayer Lines is to point all callers to God and to His Word that they may begin to draw upon His strength for themselves. Ongoing support is best accomplished in a more appropriate manner through fellowship at the local church level. Some ‘repeat’ callers are limited in their ability to access such fellowship and find the prayer line a spiritual and emotional ‘lifeline’. We are honoured to be God’s love extended, bringing hope and comfort, assurance and encouragement.

Some, however, receive satisfaction by having people try to help them all the time with the same issues. They enjoy their problems and are not prepared to leave them behind, although they would probably not admit to this.

In dealing with repetitive callers, it is important to distinguish between three types:

1. Those who are simply rehearsing their situations continually and not wishing help. (This is the one of the three, which would be considered a problem call).

2. Those who may call frequently, but show evidence of accepting help and are taking steps to solve their problems.

3. Those, particularly the elderly or chronically ill, who are simply lonely or in need of encouragement.

How to Minister To The Repetitive Caller:

- Limit the length of the call
- Control the conversation and keep it focused
- Do not offer solutions
- Help the caller to refocus on God’s greatness instead of the problem
In the case of #1 type caller above, pray as soon as possible into the call, stay in charge and terminate the call in a firm, but kind manner by saying, “I know God will help you if you allow him to. God bless you... we will continue to pray for you. Good-bye.”

In the case of the caller described in type #2 or #3, we must also try to limit the length of the call, remembering that the reason for their call is most likely to receive encouragement or help with a next step or comfort in a limiting circumstance. Be sure to leave all callers with the assurance of God’s love and care and the support of our prayers.

D. Argumentative Calls

Recognize that these type of callers simply want to criticize or argue. They are not really interested in seeing legitimate weaknesses in ministry set right. Do not argue with them. Refuse to be drawn into a fight, whether it be over doctrine and how we do things, or over something the host or a guest have said or done. Encourage the caller to write their concerns in a letter addressed to the Crossroads Ministry and give them the mailing address. Tell the caller to make sure they include their full name and return address in the letter in order to get a response back.

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Click here: http://www2.crossroads.ca/public/prayervideos/ppt_5_4.wmv

Section 5.5 - FAMILY PROBLEMS

Interpersonal relationships are difficult at best. We approach all relationships with our own filters of understanding and expectation. Our families see the “real us” – our good, bad and indifferent traits. Our close relationships often suffer because of our own pain, sorrow and suffering.
A. Basic Problem Areas In Marriage

Family problems always involve more than the caller, and we need to be especially careful not to judge anyone involved in the conflict, but encourage reconciliation and professional help.

Guidelines for Ministering to callers who are dealing with family issues:

Financial Problems
Encourage the caller to consider seeking financial guidance from a Christian financial counsellor. (Lk.12: 15; Phil. 4:19)

Sexual Relations
Avoid listening to lengthy or detailed descriptions of people’s sexual problems. (1Cor. 7:3-4). Refer these calls to pastoral intervention or counselling.

Religion
Difficulties often arise when one partner has a much stronger spiritual commitment than the other. Encourage the caller to pray for their spouse, since only the Holy Spirit can motivate people to seek God. (Gen. 18:19)

Time
The Scriptures teach us that God’s will is fulfilled when and in what way we spend time with our families.

Decision-Making
God has designated the husband as the head of the home. (Eph. 5:22-23) However, he should show consideration and kindness to the gifts and talents that his wife brings to the relationship and decisions should be made with mutual honour and respect.

Communication
This begins with our attitude. Forgiveness is the key. Hurts and failures caused by both parties can develop into bitterness and resentment; which must be dealt with or else they will destroy the relationship.
B. Ministering To Those Dealing With Marriage Problems

- **Listen carefully and do not take sides or give advice**, as you are only hearing one side of the story.
- **Emphasize the importance of love** as central to the marriage relationship. (Prov. 10: 12)
- **Pray the Word of God** as appropriate to their situation.
- **Encourage them to pray** regularly for their partner. Pray and speak blessings over their spouse, not curses.
- **Encourage the caller to seek in-depth help** from a pastor or Christian counsellor, as you are not to attempt in-depth marriage counselling on the telephone. If there is abuse involved, be sure to give the caller the phone number of a shelter or safe place in their area.

How you handle the call will depend on whether or not the spouse is a believer. **Encourage the caller to believe for their spouse’s salvation**, cautioning the believing spouse about wrong attitudes or behaviour (nagging, lack of love, lack of submission) that could hinder their partner from coming to the Lord.

C. Ministering To Those Dealing With Divorce and Remarriage

- **Determine whether the caller is, or is not, a believer**, allowing an opportunity for salvation. (Matt. 19:7-8)
- **Listen carefully**, be supportive and pray for the caller. You are not expected to solve their problems!
- **Never advise either divorce or remarriage**. Doing so could bring on legal recourse for the ministry. Encourage forgiveness. Pray for wisdom and guidance for the couple. (Mal.2: 16; Matt. 5:31-32; 19:7-8)
• **Show God’s love and compassion** for the person, but speak the truth of His Word in love.

• **Check and guard your own feelings**, especially if you have gone through a similar experience, so that you do not sound judgmental, give advice, or reflect negative attitudes.

• **Encourage** those who are divorced or remarried to go on from where they are with the Lord.

• **Share God’s Word** with them in a loving way. Divorced people, especially, may be dealing with tremendous guilt, bitterness, unforgiveness, rejection and fears (especially fear of failure) and are desperately trying to re-establish their sense of personal worth and usefulness.

• **Pray for God’s direction** in the caller’s life and to minister to their own needs.

• This is a delicate and involved issue and often needs professional support. **Strongly encourage the caller to seek help from a pastor or professional Christian counsellor and refer the caller to a Bible-believing church.**

### D. Spousal Abuse:

This covers emotional, psychological and/or physical abuse.

The abused party often feels extreme guilt, fear, and shame, and is convinced that somehow they are to blame. Often they are in great denial and hide their problems. Spousal abuse does not stop on its own, but must be treated. Referring a local shelter, or sometimes suggesting getting a court restraining order, can offer a means of protection. The abuser will usually blame addictions, finances, incompatibility, poor communication, parental interference or some other reason as an excuse. Husband abuse does occur, but it is not as prevalent. In any case, remember, **we are not to counsel.**

The following are some guidelines to help with your ministry through prayer.
Ministering To The Abused Person:

- Current and future safety is the main concern. A referral to a shelter may be appropriate at this time. The caller may wish to contact the law to obtain a legal restraint.

- Spiritually, the person needs to realize their need to forgive the abuser and to accept God’s unconditional love, grace, and forgiveness, which is available to them. (Rom.8: 31-39)

- If you can’t handle the call, notify your shift captain.

Ministering To The Abuser:

- If the abuser is a believer, they must recognize and take personal responsibility for their sin, and confess it to the Lord.

- If they are a non-believer, lead them to Christ.

- They need Christian growth and accountability to heal from this problem.

- Refer them to professional counselling.

- Sometimes a trial separation may be necessary during the time of counselling in the case of spouse abuse (but this should be recommended only by a professional)

- Above all, pray for the person to develop a dynamic walk with God, renewing their mind and learning how to walk in the Holy Spirit. (Rom. 2:12; Eph. 5:18)

E. Ministering To Parents and Children:

- Listen carefully. Try to understand not only the content of the problem, but the feelings expressed behind it.

- Stay objective. Because of a parent’s very deep emotional involvement, it is hard for the parent to be objective. You can help them see a different perspective.

- Don’t counsel the caller, but minister to them. Family difficulties always come with a background history too deep to get into over the telephone.
• Never give specific advice or direction to the caller.

• Encourage families with serious problems to get in-depth professional Christian counselling or to see a pastor.

F. Child Abuse

This covers physical, emotional, psychological, sexual abuse and/or neglect.

Sometimes parents turn to their own children to meet their own emotional needs, placing an impossible burden upon the children. The resulting frustration is taken out upon the children in the form of abuse.

Ministering In Cases of Child Abuse:

Reporting

If a caller begins to speak of child abuse, issue the warning that you will have to report it if they continue. A special form is available at the phone station, which must be completed when cases of child abuse are being reported. Our Child Abuse Report assists in working through a call and obtaining the recommended information.

By law, child abuse must be reported to the authorities regarding children 16 years and under, but warn the caller first.

• Listen carefully to earn their trust.

• Issue the legal warning AT THE BEGINNING OF THE CALL if the caller is about to reveal child abuse (except to young children as their safety is the first priority). If they ask if you will report the abuse, answer truthfully that you will.

• Use the Child Abuse Report form provided, which is necessary for the legal protection of the ministry.

• Be supportive and understanding. The caller may exhibit strong emotions, especially guilt and shame. You may find the caller has great difficulty sharing.

• Be conscious of your own emotional reactions, especially negative feelings.
• **Referrals are very important** in abuse cases (woman’s shelters, child protection agencies).

• **Pray God’s Word** and help them develop a specific plan of action for the next step.

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**IT IS NOW TIME TO WATCH THE NEXT VIDEO. (5 - 5)**

Click here: [http://www2.crossroads.ca/public/prayervideos/ppt_5_5.wmv](http://www2.crossroads.ca/public/prayervideos/ppt_5_5.wmv)

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### Section 5.6 - TELEPHONE MINISTRY SUMMARY

#### A. Telephone Manner

• **Speak softly, but clearly.** A loud voice can be distracting to your fellow prayer partners and can be unpleasant to the caller. Avoid sudden outbursts and do not shout while praying or speaking.

• **Be joyful and positive in your approach.** Speak in such a way as to lift people up. (Phil. 4:4; Prov.12: 25; 16:24)

• **Avoid angry responses at all costs.** Display the fruit of the Spirit called self-control. (Prov.16: 32)

• **Speak to the caller as an equal,** even though you may not admire their lifestyle. (1Cor. 13:4)

• **Try to identify with the caller’s feelings and problems.** (2Cor. 1:3-4)

• If you feel strongly to share with the person out of your own experience, **BE BRIEF,** touching on what God has done for you, providing that their situation is truly similar.
• **Be tactful, sensitive and wise.** Start with where the person is. If confrontation or admonition is necessary, do it gently. (Prov.12: 18; 13:16)

• **Speak as Christ would speak.** Do not load guilt. Speak of forgiveness and give hope and peace.

• **Be considerate of the caller's convictions and denomination.** Refrain from running down another denomination or church. Recognize that there is a great deal of diversity in the Body of Christ. Major on the themes that unite all born-again believers; the inspiration of the Scriptures, the deity of Christ, His virgin birth, His atoning work, His glorious resurrection, and His personal imminent return.

• **Always point people to Jesus Christ.** If a specific issue is raised (e.g. prayer for the dead or infant baptism), deal with the issue in a clear, but kind way from Scripture. Simply show the caller what the Bible has to say. Do not go on a crusade to convert them to your position. Be careful not to encourage the caller to lean on you. (Hebrews 12:1-2)

**B. Do’s and Don’ts**

• **Use your Bible,** it is God’s good seed. Don’t present your own ideas. (Luke 8:11)

• **Use your Bible as a sword,** but remember whose sword it is. Don’t use it as a club. (Ephesians 4:15)

• **Show a genuine interest in the caller.** Don’t pry into their personal affairs.

• **Keep it simple.** Don’t try to teach the entire Bible in five minutes.

• **Encourage an active response** on the part of the caller, but don’t force them to make a decision.

• **Clarify when you do not understand something.** Don’t take anything for granted.
• Help every caller to the best of your ability, but don’t think you are the only person who can help them.

• Don’t develop your own clientele. Discourage callers from asking for you by name or by what shift you are doing. You are part of a team, of which the most important member is not you, but the Holy Spirit.

• Don’t advise people what to do. Give them the principles of God’s Word, suggest possible courses of action, but let them make their own decisions.

• Remain in the spiritual and Scriptural realm. Don’t play amateur psychologist.

• Keep the things people share in the strictest confidence. Don’t share what you hear on the phones with anyone other than your Shift Captain.

• Listen to people. Don’t try to control the conversation. Don’t preach, and don’t push.

• Be considerate of the caller’s feelings. Don’t carry on a conversation with a third party with your hand over the receiver.

• Come to the phone well rested and ready to believe God to minister to people through you.

• Attend devotions provided, if you are at the Ministry Centre location. If not, get alone with God for a few moments before beginning and seek His strength, wisdom, and empowering.

• If you must miss your shift, give the person in charge as much advance notice as possible.
C. Procedures While On The Phones

• Begin by saying “Thank you for calling the prayer line. How may I pray with you?” Give only your first name and only ask the caller’s first name, as this is less threatening to them.

• If no one answers, do not hang up. The person may be in pain, weakness, or distress and unable to speak at the moment. Pray, read a Scripture or at least say May God Bless You - I am sorry I am unable to hear you at the moment, please call back. Even if it is a prank call, the Word of God can speak to them.

• Business calls (receipts, offers, change of address, etc.) are not to be handled on the ministry lines. Give the caller our business phone number.

• Keep the length of calls reasonably short. Remember to empower the caller with resources and referrals. This is an excellent way to help the caller to move onto the next step to receive the help they need.

If a caller requests to speak to Ron Mainse or a guest, point out that this is not possible, but if they will put their concern in a signed letter that includes their name, address and phone number, it will be answered by the ministry. Point out that guests may not be able to respond personally. Under no circumstances place Ron Mainse or any of his guests under personal obligation to a caller.

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Click here:
http://www2.crossroads.ca/public/prayervideos/ppt_5_6.wmv

D. Third- Party Calls

We do not make third party calls in any situation.

On occasion we may receive a request from a caller who is in distress over an individual who they feel needs spiritual help. However, that person may not feel the same way. Therefore, we do not wish to impose on anyone without an initial
contact from that individual. A caller, however, can request literature to be sent to themselves directly and may give it to whomever they wish.

Be sure you have the full mailing information for the person you are speaking with. Do not take any information about the third party because we will NOT send any information to them under any circumstances.

Our policy is not to contact an individual by telephone, fax, letter or email unless requested by the individual personally.

If someone is in a hospital, encourage the caller to contact the hospital’s Pastoral Department directly and request that a pastor visit the patient. Some hospitals have a Pastoral or Chaplaincy Department consisting of pastors of several different denominations.

If someone is in jail, we will contact an agency near the individual. This agency will request a visit with the inmate during their scheduled visit to the institution.

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Click here:
http://www2.crossroads.ca/public/prayervideos/ppt_5_7.wmv

Section 5.7 - CONCLUSION:

Your gifts, life experience, training, practice, equipping through the Scriptures and your own love relationship with the Lord, all have contributed to your mature Christ-like character. As you trust in God, your confidence will rest in the assurance that He will strengthen, direct, empower and work mightily through you as you minister on the telephones.

As you have grown in knowledge through the training course and will gain experience on the phones, your natural feelings of inadequacy regarding your skills and abilities to serve people on the prayer lines will dispel.

May God Bless You as you offer hope and healing to the Nations.
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Click here:
http://www2.crossroads.ca/public/prayervideos/ppt_5_8.wmv

Lesson Five Quiz
Click here:

NOTE: If you have not heard from the National Ministry Centre within a week of sending in the quiz for Lesson Five, you may go ahead and access the Final Exam by clicking in the blue box below.

FINAL EXAM
Click here: