



# DISCUSSION GUIDE

## Cultural Competency in Congregational Leadership Video Series

Video Title: PASTORAL CARE

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### **Pastors and Pastoral Team Members**

- All of us encounter people different from us—inside the walls of our church. How have you personally demonstrated love and acceptance toward members of your congregation who hold different beliefs or come from diverse backgrounds? Have you discovered ways to model acceptance and inclusion for your congregants?
- All of us encounter people different from us—outside the walls of our church. They may speak another language or have different life experiences or values than we do. How have you personally demonstrated love and acceptance toward those whose language or culture differs from yours? How have you led your congregation to demonstrate love and acceptance to those whose language or culture differs from the majority of your membership?
- What challenges did you face emotionally, socially, theologically in these situations? How did you address these challenges? In what ways did you feel able or unable to address these challenges?
- Part of building cultural competency is the willingness to ask questions and recognize when you mess up or are wrong. How challenging is it for you to admit failure or apologize for mistakes? How are you personally developing listening skills and learning to ask good questions? How have you helped your congregation to develop listening skills and ask good questions?

- As a professional in a helping role, what strategies or tools do you use to actively identify and address your own cultural competency blind spots? How do you ensure these blind spots do not hinder your ability to provide effective care?
- What process or criteria does your church leadership use to assess which team member is best suited to handle a specific crises or relational conflict, especially when considering cultural dynamics? How are cultural sensitivities and competencies weighed when deciding who should respond?

## **Lay Leaders and Church Boards**

- What process or system does your church use to track the needs of your church members and the care provided by your congregation (ministers and lay leaders)? Do you use communication cards or profiles for individuals or families to whom you provide care? Do you provide resources that outline your church members' preferred communication topics and boundaries? Is there any training pastoral care provided for the non-ministerial leadership in your congregation?
- All of us encounter people different from us—inside the walls of our church. How have you personally demonstrated love and acceptance toward members of your congregation who hold different beliefs or come from diverse backgrounds?
- All of us encounter people different from us—outside the walls of our church. They may speak another language or have different life experiences or values than we do. How have you personally demonstrated love and acceptance toward those whose language or culture differs from yours? As a leader in your church, how have you encouraged other church members to demonstrate love and acceptance to those whose language or culture differs from theirs?
- What challenges did you face emotionally, socially, theologically in these situations?
- Part of building cultural competency is the willingness to ask questions and recognize when you mess up or are wrong. How challenging is it for you to admit failure or apologize for mistakes? How are you personally developing listening skills and learning to ask good questions?

## Church Members

- All of us encounter people different from us—inside the walls of our church. How have you personally demonstrated love and acceptance toward members of your congregation who hold different beliefs or come from diverse backgrounds?
- All of us encounter people different from us—outside the walls of our church. They may speak another language or have different life experiences or values than we do. How have you personally demonstrated love and acceptance toward those whose language or culture differs from yours?
- What challenges did you face emotionally, socially, theologically in these situations?
- Part of building cultural competency is the willingness to ask questions and recognize when you mess up or are wrong. How challenging is it for you to admit failure or apologize for mistakes? How are you personally developing listening skills and learning to ask good questions? How and why might developing those skills be challenging?
- Can you describe a care situation in which you were the recipient of care from someone whose language or culture differed from your own? What did they do that helped bridge the differences between you?
- What resources or training has your church provided in helping its members to be culturally aware?

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