



## LISTENER PREPARATION PROGRAMME

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The Induction Training Programme comprises the following eight modules:

### **INTRODUCTORY MODULES**

1. New Kapporet – The Seat of Mercy.
2. Listening in the Presence of Jesus.
3. From Listening to Prayer.

### **RESPONDING TO DIFFERENT CALLER NEEDS**

4. Despair and Suicidal Feelings
5. Alienation, Silence and Signposting.
6. Safeguarding Children and Adults at Risk.
7. Mental Health and Misuse of Service.

### **FINAL PREPARATIONS**

8. Preparing to go on your first watch.

Meeting on Zoom, each module takes around two hours and comprises a mix of guidance, discussion, activities, skills practice and role plays.

The training is usually conducted in very small groups to facilitate the sharing of ideas and experience, the role plays and peer feedback.

At the end of the Modules 3 and 7, all trainees are encouraged to reflect upon, and pray about, whether the Lord is calling them to this ministry, before they commit to the next stage of preparation.

On completion of Module 7, Listeners are given the opportunity to undertake additional practice role plays with experienced Listeners, if they wish to do so.

When new Listeners first go on watch, they also receive mentoring from experienced Watch Leaders, to ensure they feel really comfortable in handling different kinds of calls.

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## **SUMMARY MODULE OBJECTIVES**

### **INTRODUCTORY MODULES (1-3)**

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#### **Module 1: New Kapporet – The Seat of Mercy.**

##### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) Appreciate the vision, mission and values of New Kapporet.
- (ii) Understand how the role of the Listener is defined by the Lord.
- (iii) Identify the distinctive nature of New Kapporet as a Ministry of listening and prayer support.
- (iv) Better discern whether God is calling you to join His Ministry.

#### **Module 2: Listening in the Presence of Jesus**

##### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) Identify the key skills involved in effective listening.
- (ii) Appreciate the difference and the implications, when listening in the presence of the Lord.
- (iii) Remove the barriers that might hinder a Listener's ability to listen effectively.
- (iv) Identify the characteristics of effective Christian listening, if we are to encourage people into the presence of Jesus for prayer.

## **Module 3: From Listening to Prayer**

### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) Identify the key role of prayer in the ministry.
- (ii) Understand how listening can lead to prayer.
- (iii) Encourage callers to pray directly to God.
- (iv) Pray with or for our callers when they find prayer difficult.

Having completed the first three training modules, trainees are asked to reflect upon and evaluate their own calling to join New Kapporet.

If it is mutually agreed that they should proceed with their training, they receive access to our internal website (3Rings), begin to receive ministry bulletins and newsletters, and are encouraged to participate fully as active members of the New Kapporet family.

## **RESPONDING TO DIFFERENT CALLER NEEDS (MODULES 4-7)**

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### **Module 4: Despair and Suicidal Feelings**

#### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) See the service we offer from the caller's perspective.
- (ii) Recognise the importance of free will and self-determination.
- (iii) Respond to suicidal feelings, plans and actions in a way which expresses the love of Jesus for the caller.
- (iv) Understand and implement New Kapporet's Caller Support Policy.

## **Module 5: Alienation, Silence and Signposting**

### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) Respond compassionately and non-judgementally to those who feel alienated, rejected or outcast from the church, or rejected by God.
- (ii) Handle silent calls effectively.
- (iii) Identify where and to whom a caller might be signposted better to receive practical or specialist advice and support, or for Christian teaching.

## **Module 6: Safeguarding Children and Adults at Risk**

### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) Identify the particular and unusual circumstances in which our safeguarding policy applies.
- (ii) Implement our safeguarding policy effectively.
- (iii) Respond appropriately to someone who is self-harming.
- (iv) Respond effectively to potential bomb threats or acts of terrorism.

## **Module 7: Mental Health and Misuse of Service**

### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) Explain our services in a consistent way to callers.
- (ii) End a call appropriately.
- (iii) Support a caller who is suffering from mental illness.
- (iv) Manage a caller who is misusing the service.

Having completed Modules 1-7, trainees are asked once again to reflect upon and evaluate their own calling to join New Kapporet.

If it is mutually agreed that they should complete their training, they are offered the opportunity to undertake a number of additional practice role plays with experienced Listeners, covering a range of common scenarios, where listening skills are put to the test and difficult decisions need to be taken (for example, in the context of safeguarding or suicide).

## **FINAL PREPARATIONS**

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### **Module 8: Preparing to go on watch**

#### **Learning Objectives**

By the end of this module, participants will be able to:

- (i) Understand and benefit from New Kapporet's Listener Support Policy.
- (ii) Access and use 3 Rings effectively and sign up for their first watch.
- (iii) Access and operate the Virtual Call Centre effectively.
- (iv) Identify the key documents to have available on a watch.
- (v) Access additional mentoring support as they go on watch.

#### **MENTORING**

As they join the watch, each new Listener receives 1:1 mentoring from experienced Watch Leaders, who may listen in to calls, offer advice and support, build confidence, and consolidate listening and prayer support practices.