## Contents

### Part 1 Personal Preparation for Ministry

1. The Purpose and Characteristics of Rescue Missions 9  
2. Servant Leadership Jesus Style 13  
3. Christian World View 19  
4. Poverty from God’s Perspective 25  
5. Enhancing Your Personal Time with God 29  
6. Dealing with Personal Fears 33  
7. Trusting God in Difficult Situations 37  
8. Creating Margin and Boundaries, Reducing Self-Inflicted Stress 45  
9. Integrity and Morals 49  
10. Attitude Issues 53  
11. Using Failure Productively 57  
12. Turning Frustration into Godly Challenge 61  

### Part 2 Serving the Client

14. Turning Everyday Happenings into Opportunities for the Gospel 73  
15. Understanding the Client 77  
16. Respecting the Client 81  
17. Creating a Motivational Atmosphere 85  
18. Dealing with Difficult Clients 91  
19. Engaging the Disengaged 95  
20. Use of Word Pictures in Ministry 97  
21. Addressing the Attitude of Entitlement Thinking 105  
22. When Helping is Actually Hurtful 113  
23. Addressing Shame Overload 121  
24. Compliance versus Surrender 127  
25. Holiday Preparation 129  
26. The Skill of Asking Effective Questions 135  
27. The Accountability Issue 139  
28. Biblical Hospitality 143
29. Recognizing the Value of Resistance 145
30. Control Issues and Power Plays 149
31. Addiction Overview 155

Part 3 Serving the Staff
32. Leading Good Discussions 163
33. Giving Effective Instructions 167
34. Detours, Discouragements, and Disappointments 173
35. Preventing Burnout 181
36. Lone Rangers and Team Players 187
37. Unity in the Workplace 191
38. Establishing Respect in the Workplace 195