

State Chaplaincy Board
of Queensland

Training Manual for Chaplains

Training Manual for Chaplains

Leader's Notes

This video portrays interactions between various 'inmates' and a chaplain. The goal of this video is to help chaplains consider some of the issues and situations they may encounter.

Using the Video

1. Ensure each participant has the correct question sheet for the appropriate 'inmate character'.
2. Pause the video when indicated and ask the chaplains to:
 - Make an individual response by spending 3-4 minutes writing an answer to the questions for that section. This individual component is important as it allows everybody to think for him or herself and process their thoughts.
 - Invite chaplains to share their answers. (This should not be compulsory but encouraged.)
 - Encourage group discussion based on what has been shared. Don't forget to look at the reasons behind suggestions, e.g., what theories might help here, what assumptions are we making about the person, what biases or expectations are we bringing into this scenario?
3. Play next section of the video and repeat the process.

Promoting Healthy Discussion

There may be a variety of answers and opinions expressed within the group. In most cases, it is good to allow all these opinions to be expressed, as it helps people to:-

- hear others' perspectives,
- consider alternatives approaches that they have not thought of and,
- be more aware of their own thoughts, presumptions, prejudices, personalities and church backgrounds.

To facilitate the expression of opinions two things should be avoided.

- Disrespectful behaviour. If discussion gets lively, people will be hesitant to share if others are insulting or dismissive. If that occurs, speak to that situation immediately in a pleasant and relaxed manner, emphasising the benefits of hearing different opinions and the importance respectful attitudes.
- Any expectations that, as 'good' Christians, we must all agree. Equally important is avoiding an expectation,

communicated either verbally or otherwise, that as 'good' Christians we must never disagree with others or argue our point of view. Encourage Christ like behaviour in attitude, but also encourage people to give their opinion even when it differs from others.

ALLEN
Chaplaincy Training

This video portrays three different interactions between Allen and the chaplain. When the video is paused ...

1. Spend a few minutes writing your individual response to the questions for that segment.
2. Discuss your answers with the group. There is often no absolute right or wrong answer, so it can be very useful to listen to different perspectives, as well as sharing your thoughts with others.

Pause 1

1. This man is clearly not interested in chatting with the chaplain. What now?

2. If you wanted to reach out to this man, can you suggest a different approach?

Pause 2

3. This conversation is different than the last one. What makes it different?

4. What other keys or conversation topics might help build relationships with men?

RICKY (continued)

Pause 3

7. What do we know about Ricky?

8. What direction(s) could you take the conversation in now?

9. Do you feel there is anyway you can do to help this man?
If so how? If not, why not?

Pause 4

10. What do you think you would do in this situation?

11. What theories/knowledge might help at this point?

12. Are there specific issues that face indigenous people
in jail?

RICKY (continued)

Pause 5

13. Ricky seems to have stopped talking. Do you have any ideas about why this might be and what the chaplain could do at this point?

14. Read the 'Protocols for Working with Indigenous Peoples' on the next page. What is your reaction when reading this document? Is it relevant to your work as a chaplain?

Protocols for Working with Indigenous Peoples

There are no hard and fast rules when interacting with Aboriginal and Torres Strait Islander people, as every community is unique. However, the following protocols are taken from a series released by the Queensland Government Department of Families, Youth and Community Care, (1998) and may help to promote successful interaction.

- It is offensive to question the 'amount' of Aboriginal or Torres Strait Islander blood an Indigenous person has.
- The labels "half caste", "quarter caste", "full blood" etc. are unacceptable.
- The regional terms Koori, Murri, Nunga etc. are used by Aboriginal people to describe each other according to their home country.
- Do not use acronyms to refer to Indigenous people e.g. 'ATSIs', 'TIs' etc.
- Speak in a manner that can be easily understood as English is often a second language for many remote Indigenous communities. If necessary, use an interpreter.
- Keep technical words to a minimum, or if used, they should be fully explained.
- Be careful not to speak too quickly.
- Do not mimic Aboriginal speech patterns.
- Be sensitive to the use of nonverbal communication cues which are a natural part of Aboriginal communication patterns.
- Use of silence does not mean Aboriginal people do not understand. They may be listening, remaining noncommittal or waiting for community support.
- Use indirect eye contact (which is a sign of respect in Aboriginal culture).
- Time delays (sometimes lengthy) before people impart requested information, or a less direct communication style, is common within Aboriginal communities.
- To be direct may be seen as confrontational.
- During discussions, Aboriginal people may delay expressing a firm opinion even though they may hold one. Instead, they may listen to others before offering their own view.
- If their view conflicts with others they will often tend to understate it.

- The question "why?" is virtually absent from the language of remote Aboriginal communities. Instead, observation is used as a learning device.

For more information on working with indigenous peoples:

www.atsip.qld.gov.au/resources/cultures.cfm

Source: www.abc.net.au/message/proper/ethics.htm

CARLOS (continued)

Pause 2

5. What do you think of the chaplain's offer to pray at this point?

6. What do you think Carlos' most pressing problems are?

Pause 3

7. How could a chaplain answer this?

8. You want to build relationship with Carlos, how might you do that from here?

9. Carlos mentioned God earlier, how might you bring the conversation back to spiritual issues?

12. What are Carlos' greatest needs and can you, in your role, help meet them?

