



transformational stewardship for today's church

# COUNSELOR TRAINING WORKSHOP

Equipping You to Help Others  
Transform Their Finances and Lives

## **Leader's Guide**

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With contributions from the  
Good \$ense Ministry team of  
Willow Creek Community Church



## **Good \$ense Counselor Training Objectives**

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The **Counselor Training Workshop** is divided into five Sessions as follows:

### **Session One “Foundations of The Good \$ense Ministry”**

This session begins with a vision video that conveys the mission of the Good \$ense Ministry and underscores the importance of the counselor’s role in both the financial and spiritual development of their clients. Participants share their reflections on this vision in a group introduction activity. The Biblical Financial Principles, which are the foundation of the Good \$ense Ministry, are introduced in this session, and participants have a chance to begin to apply them to “real life” situations.

### **Session Two “Prepare For The First Meeting”**

In this session, the major parts of the counseling process are presented. The first two parts, analyzing the Client Profile and calling the client, are discussed in detail. Participants have a chance to practice analyzing sample profiles and are able to observe sample phone calls on video.

### **Session Three “Listening Skills”**

In this session, listening skills are reviewed, modeled, and explored. A practice activity will give participants an opportunity to try out these techniques for themselves.

### **Session Four “Conduct The First Meeting”**

In this session, the first client meeting is explored in depth, providing tools, tips, and practice for that important initial contact with a new client. The first meeting is where clients get their first impression of the counselor. That impression should be of a helper who is confident, skilled, and compassionate. There are video segments, which allow participants to observe portions of a first meeting. A role-play gives participants an opportunity to try out the process themselves.

### **Session Five “On-Going Counseling”**

In this session, participants cover the key forms that need to be completed during ongoing counseling. They will discuss Good \$ense’s recommended order for helping “red-case” clients use their income, and Good \$ense strategies for making adjustments to the Spending Plan. Participants will explore how the Biblical Financial Principles can be incorporated throughout the counseling process, and briefly cover how to close a case.

# **Good \$ense Counselor Training**

## **Appendix Contents**

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### **Relationship Issues**

- Lack of Client Progress
- Common Questions about Building Rapport
- Mirroring Example
- Feeling Words
- Counseling Spouses

### **Additional Biblical Financial Principles**

- Tithing
- When is Enough, Enough?
- Bankruptcy

### **Budgeting Tools and Issues**

- Setting Achievable Goals
- Determining an Average Month for Variable Income
- What Happens to Raises?
- The Envelope Record-Keeping System
- Keeping Month-to-Date and Year-to-Date Totals on the Spending Record
- Spending Record Example
- More than One Paycheck per Month
- Money Building Up in Accounts

### **Financial and Legal Issues**

- Counseling Liability Guidelines
- Negotiating with Creditors
- Additional Thoughts on Negotiating with Lawyers and Creditors
- The United States Internal Revenue Service
- Credit Scores
- Eviction
- Mortgage Foreclosure
- A Quick Summary of the U.S. Fair Debt Collection Practices Act
- How to Obtain a Credit Report
- Drawing on Assets
- Bankruptcy Laws

### **Miscellaneous Articles (5)**

### **Recommended Resources**

### **Pre-Reading for the Good Sense Counselor Training Workshop**

### **Forms (13)**