

Nurturing Relationally Wise Care Teams: Engaging Clients with Relational Wisdom in Pregnancy Care Centers



A. The Door - Risk or Opportunity?

1. Your risky opportunity:

The First day - Volunteering as a Client Advocate

2. Balancing the unspoken risk and cost to connect Client Advocate and Client

Where is your risk? _____

What area challenges you? _____

What is your free work costing you? _____

What is your client risking with this visit? _____

3. Manage first Impressions - Hers and Yours

What will be her first impression when she opens your clinic door?

4. What do you know?

What do you know about this one? _____

Or what about this one? _____

How did she arrive at your door? What risk is she taking?

5. Who is this client? Observations versus Assumptions

The one fact you do know: _____

Things you need to know: _____

6. RW application- Preparing with Awareness [SOG]

Who will be in the room with you?

Are you ready to welcome her wisely?

B. Keeping the opportunity door open

1. Transitioning from waiting room to one-on-one client/advocate meeting

Consider - Who is your client? _____

This really matters because it will set the tone for your interaction!

2. What did she see and think as she approached your door?

3. Bridge the initial awkward tension

4. RW Application: Build Relational Passport

Goal: Keep the opportunity door open during your introductory exchanges.

C. The Conversation - What story will unfold?

1. Whose story is this anyway?
2. Focus on her unique unfolding story.
3. Listen well as you guide the conversation
4. RW Application: Engagement [SOG]

Goal: Explore with compassionate understanding as you listen and learn:

D. The Decision - Envisioning options while addressing uncertainty

1. Emotional flooding clouds decision-making.
2. Information overload can shut down the decision-making process.
3. Serve wisely as you discuss difficult topics
4. How will her decision be made?
5. Decision trees provide clients processing frameworks
6. Decision trees provide advocates opportunities
7. Only one thing is certain: The emotionally tagged memory of this pregnancy experience will affect her, regardless of her choice.
8. Decisions [at their core] hinge on Belief
9. RW application: Nurturing emotionally wise care
 - Facilitate difficult decisions with emotionally and spiritually wise care.
 - Avoid “buyer’s remorse” with trustworthy processes.
 - Make a lasting difference - regardless of her initial choice today.
 - Always keep the opportunity door open for her return.

Compassionate understanding opens the heart!

E. Accepting the Outcome

What will she remember when the door closes as she leaves?

“Behold, we consider those blessed who remained steadfast.
You have heard of the steadfastness of Job, and you have seen the purpose of the Lord,
how the Lord is compassionate and merciful.” (James 5:11 ESV)

God bless you as you nurture emotionally wise care!

SOG - READ - SERVE - Enriched relationships - Enhanced team building

Your next step - Write your email address on the sign-up sheet in your chair and turn it in before you leave!

You will receive via email:

- Printable (color or grayscale) PDF Pregnancy Decision Guide
- An email invitation to the Q&A Zoom call
- And, yes, an email several times a month with information and encouragement.

Website: <https://susanmillsaps.com>

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