

## New Hope Basic Training Test: Class #4

# Setting Boundaries With Difficult People

Dr. Bill Gaultiere  
(June, 2004)

Your Name: \_\_\_\_\_ Date Completed: \_\_\_\_\_

Please return your completed exam in a WORD attachment or the answers in the body of your e-mail to [guinnw@crystalcathedral.org](mailto:guinnw@crystalcathedral.org).

1. Considering Dr. Bill's story of white water rafting with his son, the following are lessons we can learn from their experience and apply to difficult callers/chatters on the phones and in the chat room.
  - a. It can be scary to deal with difficult people.
  - b. We need to lean into the pain of the people like Bill leaned into the waves.
  - c. We need to jump right in and go head first into their problems.
  - d. We need to be abrupt with these people who take so much of our time and may be mentally ill.
  - e. All of us need encouragement and buddies along the way.
  
2. When Dr. Bill met a Crystal Cathedral employee in the parking lot, she shared about an angry person who had kept her on the phone for half an hour, raging at her. Theresa expressed her appreciation of New Hope counselors. Which of the following did Dr. Bill say is true of how we can handle a difficult person?
  - a. We don't need to be beat up by a caller/chatter.
  - b. We should limit the length of the conversation if the caller/chatter is a frequent caller or is being abusive.
  - c. We need to apologize to the caller/chatter for causing their anger.
  - d. People with complaints about a gift from the ministry or a donation should call 1-800-9POWER9.
  - e. Listening and reflecting the caller's/chatter's feelings is part of a caring response, even to an abusive caller/chatter.
  - f. It's never OK to hang up on the caller/chatter.
  - g. All of the above
  
3. Dr. Bill wants to persuade us that dealing with difficult people as a New Hope Counselor, and facing adversity, can be a blessing. He mentions three ways such conversations can bless us. Which of the following does he say are a blessing?
  - a. They give us the chance to feel that we are better than these stuck people.
  - b. They bring our personal weaknesses into the light so we can deal with them.

- c. They teach us to always be someone who looks at what he/she can do in a situation to make things better.
  - d. They give us an opportunity to vent our frustrations.
  - e. They teach us to speak the truth in love.
4. Which of the following describe characteristics of stuck people?
- a. They are disconnected, disengaged, isolated
  - b. they make excuses
  - c. they pass the buck, blame others for their situation
  - d. they have difficulty taking personal responsibility
  - e. they say, "Yes, but..."
  - f. all of the above
5. It is so important that we are connected in Christian community and have healthy personal relationships. Dr. Bill says there are some questions we should ask ourselves when dealing with our own personal relationships and when resolving conflicts. Choose the ones which he says will help us "be wise and grow."
- a. How can I be more compassionate?
  - b. What's my part in this?
  - c. How can I teach this person what he/she needs to learn?
  - d. What do I need to change?
  - e. What do I need to apologize for?
6. As New Hope counselors we have to deal with angry, stuck, perverted, obnoxious, and complaining people. To keep our focus, we need to work on our attitude, be aware and take action. Which of the following are things a stuck frequent caller/chatter might say that are clues for us?
- a. "This always happens to me – nobody cares."
  - b. "My life is just so hard!"
  - c. "You just don't understand."
  - d. "Please tell me what to do. I need advice."
  - e. "You sound really nice – not like the other counselor I spoke with."  
before
  - f. all of the above
7. In Ephesians 6:18, we are urged to be alert and always keep on praying. Which of the following are some things we can look for or use as signals that would help us identify a stuck frequent caller/chatter?
- a. their tone of voice is monotone or they seem to be reciting a canned story
  - b. if YOU feel bored or disinterested; what you are feeling may be what they are feeling
  - c. you feel very connected to the chatter
  - d. a very angry person who will not let you get a word in
  - e. a story that doesn't ring true

- f. all of the above
8. Which of the following are things you should do when you suspect you have a frequent caller/chatter?
- a. Check their name or phone number against the frequent list; or, online, note their history to see if they have come in before.
  - b. Love them with the love of God...for 5 to 10 minutes on the phone, and 10 to 15 minutes online; keep the conversation short.
  - c. Transfer the call to a more experienced counselor.
  - d. Ask yourself “what is that person feeling?” Listen and reflect their feelings with empathy.
  - e. Ask them how New Hope has helped them in the past and focus on a positive action step for TODAY.
  - f. If no one is waiting, it is OK to let the person talk as long as they want.
  - g. All of the above
9. Setting boundaries is the Christian thing to do as shown in the video clip from the Gospel of John, chapter 5, the story of the invalid at the sheep gate pool. Choose from the following examples some things that Jesus demonstrated about setting boundaries?
- a. Jesus noticed the sick man and asked him, “Do you want to get well?” Jesus was recruiting motivation and knew that the man needed to do his part.
  - b. The man made excuses that no one would help him into the pool. Jesus told him to, “Get up. Pick up your mat and walk.” Jesus expected responsible behavior and challenged the man to take action.
  - c. Jesus talked to the man about his need for others to help him.
  - d. Jesus didn’t want to bother the man because He didn’t see a need for him to change.
  - e. Jesus dealt with the man’s soul sickness. Speaking the truth in love is God’s Way.
10. Which of the following are important New Hope policies to which every counselor is expected to adhere?
- a. Make every effort to have a quick Bible answer for every problem.
  - b. Don’t give out your personal e-mail address.
  - c. Don’t tell a caller/chatter what time you or another counselor will be on next time – don’t set appointments to encourage an on-going relationship.
  - d. Keep the context of your conversation limited to right now.
  - e. For every question, we should have an answer.
11. Have you completed the “Reading Assignments” from the outline for this class? Yes No
12. Have you reviewed the “Tool Kit” documents in the outline? Yes No