

The Servant

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Emotional Intelligence

Could Emotional Intelligence Have Kept Me From A Forced Termination?

D. Bruce Queen, D. Min.

Have you ever met someone and the longer you talked the more distressed or angry you became, but had no apparent reason for your reaction? Have you ever walked into a meeting and soon realized there was an underlying current, but you weren't sure of the reason for the unusual tenor of those present and you began to feel uneasy?

As a senior pastor, I dealt with a staff member that could drive me to frustration and anger almost every time we met and I had no idea how to deal with those emotions when they emerged. I also found that some church members solicited similar emotions within me, but there was no obvious reason to me for such reactions. I now realize I was blindsided by these reactions on several occasions and I did and said things that got me into trouble. As I look back over my ministry, the above instances happened over and over and I did not always handle them well.

I pride myself in being cognitively smart (though some might disagree!). I have had many years of formal education; however, these emotionally charged situations continued to get the best of me and I had no idea why. I began to think I was doomed to continually repeat these encounters over which I seemed to have no control.

I would later learn a new concept called emotional intelligence; I was so taken by the idea that I read the book *Primal Leadership: Realizing the Power Of Emotional Intelligence*.¹ In a nutshell, emotional intelligence means learning to identify, assess, and manage the emotions of self and others. That sounded like a tall order, but this new information suggested that if a person could learn to better manage their emotions, their life and their leadership could be set on a new plane.

I learned that a part of our brain – the amygdalae – considered by some to be the primitive part of the brain, actually controls, among other things, our fight, flight, freeze, and survival instincts. This part of the brain acts as a long term storage unit that catalogues those situations where we need to protect ourselves. When we sense danger, real or imagined, the amygdalae goes through its storage banks, chooses a scenario and the accompanying feeling(s) “close” to what may be happening at the time, and immediately plays the “tape.” We then emotionally react to these stimuli and respond with fight, flight, or freeze.

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“.. emotional intelligence means learning to identify, assess, and manage the emotions of self and others”

MTM Depends on You!

Time and Talent Vital to Ministries of MTM

Cathy Ralcewicz, Ministry Assistant/Director of Development



MTM depends on your support so that we may minister to clergy and their families who contact us in times of crisis. We offer counsel, provide a friend for the journey, offer referrals to counselors and attorneys, and provide scholarships so ministers and spouses can attend one of the *Healthy Transitions Wellness Retreats*.

MTM held it's “First Annual Geranium Sale” this spring in Richmond. We raised enough money to provide one day's meals for the participants and leaders at a Wellness Retreat. In October we are selling pansies with a goal to raise enough to provide a scholarship for a retreat participant.

Special events to raise awareness and funds are planned throughout our regional board areas: Western Michigan, Central Alabama, East Tennessee, and Central Virginia. We are excited about working with Ken Medema to schedule several benefit concerts. Ken Medema is a renowned concert artist and composer who, by listening with his heart to stories from people, events, or speeches, uses his gift of improvisation to sing the stories back to his audiences.

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**Ministering
to Ministers
Foundation, Inc.**

**Communicating
Advocating
Reclaiming
Equipping**

*Offering C.A.R.E.
for Care Givers*

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First Recipients of the Henry V. Langford Award

In September 2010 the MTM Board of Trustees established the *Henry V. Langford Lifetime Service Award* to honor Henry for his lifetime of distinguished service in the religious community, in conservation efforts, and for his courageous support of the 1954 U.S. Supreme Court's decision that segregation in public schools was unconstitutional. Selfless acts of advocacy for marginalized people have been exemplified throughout Henry's life. The MTM Foundation Board of Trustees will select one or more persons each year to receive the Langford Award.



Dr. Ross Campbell

Dr. D. Ross Campbell, a retired psychiatrist and author from Signal Mountain, TN is pictured with Rev. Langford after being named as one of the first two

recipients of the Langford Award chosen by the MTM Board of Trustees during the March meeting. Campbell has provided outstanding service to his community and has made a significant impact on hundreds of participants in the MTM Wellness Retreats while serving as clinician. Ross has helped to lead numerous MTM Wellness Retreats providing insight into cultural shifts in society and counsel regarding parenting. No one, other than Charles Chandler, Executive Director and Founder of MTM, has served in more Wellness Retreats.

Arch Wallace, III, is also shown receiving the Langford Award from Rev. Langford. Wallace is an attorney and pastor who has donated hundreds of hours each year assisting ministers and their families during difficult times of conflict, transition and forced termination. From the beginning days of MTM, Arch has served on the MTM Board and provided didactic sessions regarding conflict pre-



vention and resolution at the Wellness Retreats. He has given limitless hours of counsel and advice while coaching ministers during conflict in their ministry. In addition, he has become personally involved in some dispute negotiations.

The Board of Trustees also established the *Campbell-Wallace MTM Service Award*, named after these two recipients of the Langford Award for their commitment of time and expertise to the MTM Foundation. Each year one or more persons will be honored with this award.

For more information on the awards and recipients, visit our website at mtm-foundation.org and then click on Awards.

Fourth MTM Regional Board Organized

The Central Virginia MTM Regional Board was officially established at the March 2011 Board of Trustees meeting in Richmond. The new regional board will focus on creating awareness for the MTM ministry, planning and assisting in *Healthy Transitions Wellness Retreats* in Central Virginia, enlisting professionals to assist with retreat leadership, and serving as resources for participants following the retreats. This regional board will also work to broaden the base of donors to financially support MTM's growing ministry.

Other MTM Regional Boards are located in Central Alabama, Western Michigan, and East Tennessee. Additional regional boards are being explored. Each regional board includes one or more members of the national MTM Board of Trustees.

Are You a Spectator or Participant?

We all have God given talents and gifts that we are directed by scripture to use. It must be important as the subject of spiritual gifts is mentioned in Romans, Ephesians, Peter and Corinthians.

Move from being a spectator to a participant in the ministry of MTM. Contribute to MTM in a way that corresponds to your spiritual gifts – often your own natural abilities and those things for which you have a passion.

Using your gifts in fundraising for MTM allows you to employ your talents and passions in an active way. It brings personal satisfaction, is a testimony, an application (by works) of your Christian beliefs, and benefits those in pain who turn to MTM in crisis.

Consider your gifts, passions and talents. Think outside the box...how can you use your gifts to help to raise funds for MTM? We'd love to hear your ideas and support your efforts in support of our purpose and mission.

100th Wellness Retreat *(continued from page 4)*

There are many resources for which the MTM ministry is profoundly grateful. These include:

- More than 700 prayer partners who pray for the retreat participants and leaders during each Wellness Retreat.
- Approximately 50 volunteers who contribute over \$300,000 of gifts/service-in-kind each year. Without their expertise and generosity, the retreats and many other aspects of the MTM ministry would not be possible.
- Colleges, seminaries, retreat centers, denominations and area churches that co-sponsor about half of the retreats by providing lodging, meals and meeting rooms.

The cost of the retreats has increased considerably since 1995. The current cost is about \$3,000 per participant (depending upon the number of people and location). Approximately \$1,350 per participant is offset through gifts of time and expertise of the retreat leaders and co-sponsors for some retreats. About \$1,650 per participant is funded by MTM since all attend on full scholarships. During the past several years we have averaged eleven to twelve participants per retreat which enables us to maintain the integrity of small group dynamics.

Based upon eleven participants, the cost of a retreat is approximately \$33,000. After the gifts/service-in-kind, the cost is approximately \$18,000. I challenge 180 persons to join me in celebrating the 100th retreat milestone by making a \$100 tax deductible contribution to fund a Wellness Retreat. Donations can be made by check or online through Pay Pal at www.mtm-foundation.org/supportus, then click on Donate. Let's provide other wounded ministers and spouses the same opportunity for healing and for future ministry, leaving no one to suffer alone and in silence.

Remember, healthy ministers help produce healthy churches, and healthy churches help produce healthy communities, and healthy communities help produce healthy societies!

Intelligence *(continued from page 1)*

With all of my maturity, learning and experience, no one ever taught me that such things happen and that I could choose my reaction. When those emotional reactions hit me, I did not pay attention to them and had no prepared way to deal with them except to follow the response I felt within.

Each situation we encounter is unique, but the amygdalae is not so discerning because the desire to protect ourselves from harm needs to be quick. The "little old lady" who accosted me about not singing all four verses of her favorite hymn sent me into a fight, flight or freeze reaction that ended with bad results.

What sets us apart from other animals is that when the amygdalae sends us these self-preservation reactions, we can recognize them, access them, send them to the frontal cortex to analyze, and then decide whether to use them or to choose a very different reaction. There is significant benefit in learning how to take emotionally charged situations (gut reactions), analyze them, and then make an intelligent response that is the heart of emotional intelligence. Once I began to be aware of and understand my emotional responses, I began to see them occurring in others. As I began to better manage my emotional responses I also began to better manage the emotional responses of others. I have further learned to better

"I realize that one of the reasons I went through a forced termination was my inability to manage my emotions and my reactions to them"

manage emotional responses within groups. This insight has become a very helpful tool in ministry.

One thing that resonated with me in the book *Primal Leadership*, was how the study suggested that when leaders of equal education and training were compared, leaders who scored higher in emotional intelligence were more successful.

I realize that one of the reasons I went through a forced termination was my inability to manage my emotions and my reactions to them. I also realize that I did not read the emotional landscape of those I was leading. I was not able to create a positive emotional environment because of my own emotional ineptness.

Needless to say, I have become a student of emotional intelligence. I not only read about it but I have found a coach who is helping me to practice emotional intelligence so I can better react to my emotions and the emotions of others. These new insights are making a positive mark in my ministry. I am happier with myself, those I interact with, and those I lead. I am rarely blindsided now by these emotional outbursts within my brain.

If I meet a rattlesnake in my backyard I know I have a readymade reaction to keep me safe. I know now that my emotional intelligence can also help me face those "gangs of three" without losing my cool or becoming their victim. I am becoming emotionally intelligent and my life and ministry are at a much better place. Maybe emotional intelligence needs to be a tool in your ministry toolbox!

Dr. Bruce Queen, D.Min. is an Intentional Interim Pastor in Virginia and is a member of the Central Virginia MTM Regional Board. He is an MTM Wellness Alumnus and has assisted in leading numerous Healthy Transitions Wellness Retreats.

¹ Dan Goldman, Richard Boyatzis, and Annie McKee. Harvard Business School Press, Boston, 2002.

MTM Depends *(continued from page 1)*

Look for scheduled events in our monthly e-newsletter, the MTM Messenger, on our website, and in upcoming issues of The Servant.

In July we celebrate our 100th *Healthy Transitions Wellness Retreat*. In honor of this milestone we ask you to make a special gift to help us continue with our ministry to ministers and their families.

Memorial & Tribute Gifts

Make a lasting impression by making a donation to the Foundation in memory of or in honor of someone who has made a significant difference in your life. The next issue of The Servant will publish names of honorees and donors. Here's how your donations make a difference.

\$20	Per month provides a meal for participants and leaders at a Wellness Retreat
\$100	Provides materials for one retreat participant
\$500	Provides dinner for two nights for retreat participants and leaders
\$1,000	Funds one day of operations for the MTM ministry
\$1,650	Provides a scholarship for one participant in a Wellness Retreat
\$6,000	Co-sponsors a Wellness Retreat with recognition in all Wellness Retreat advertising
\$18,000	Full sponsor for a Wellness Retreat with recognition in all Retreat advertising.
\$25,000	Sponsors a three-day "Friends for the Journey" seminar with donor recognition in advertising.



Coming Soon!

Healthy Transitions Wellness Retreat for Ministers and Spouses

July 11-15, 2011

Carson-Newman College, Jefferson City, TN
Co-Sponsored by Norton Institute for Congregational Health at Carson-Newman College

July 25-29, 2011

Samford University, Birmingham, Alabama
Co-Sponsored by Samford University

Check Our Website

www.mtmfoundation.org



- More retreats in 2011
- Sign up for the MTM Messenger (news and updates via email)
- Make a donation online
- Contact us online!

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Celebrating our 100th Healthy Transitions Wellness Retreat

Charles H. Chandler, D.Min., Executive Director

The 100th *Healthy Transitions Wellness Retreat for Ministers and Spouses* is scheduled for July 11-15, at Carson-Newman College in Jefferson City, Tennessee. This is a milestone worth celebrating.

It was May 9-15, 1995 that ten participants gathered at a retreat center about 15 miles west of Richmond, Virginia. The leadership team was a "dream team" that included a psychiatrist, two seminary professors who focused on pastoral care and spirituality, two attorneys, a pastoral counselor, a ministry consultant, and a couple of pastors trained in small group dynamics.

The retreat model combined three ingredients: 1) small group dynamics, 2) sessions led by professionals with specific areas of expertise, and 3) group therapy led by the psychiatrist. When the retreat concluded, we were emotionally drained but energized. Our bodies and minds were exhausted but we left feeling a sense of community and peace. One of the participants told me later the retreat not only saved his ministry, it saved his life.

The Wellness Retreats have evolved over the years. New components have been added and other components have been revised. The basic model, however, remains and has served well for 16 years.

To date, 99 Wellness Retreats have been held in Alabama, Illinois, Kentucky, Michigan, New York, North Carolina, Oklahoma, Tennessee, Texas, Virginia, and Wisconsin. There have been 978 participants from 34 states, Canada and the Bahamas, representing 37 denominational affiliations. The Wellness Retreat cannot be described, it must be experienced. It is a "synergistic" experience that is greater than the sum of its parts.



Though the Wellness Retreats are very intense, it is amazing to witness such diverse groups bond into a community in the real spirit of *Koinonia*. The diversity includes geographic, cultural, theological, church polity, age, gender, and ethnicity. Pain, however, is the common denominator that brings these people together. The participants quickly begin to realize they are not alone in their experience, and as the isolation disappears, hopelessness also fades. Some retreat groups have become continuing support groups long after the Wellness Retreat has ended.

One way to evaluate a product is through the response of the consumers (participants). Here are some quotes from a few retreat participants:

"It was perhaps the most humanly authentic and spiritually powerful experience of my entire life."

"MTM is an instrument of God that is caring for wounded shepherds like no other."

"The retreat we attended was the catalyst that helped us begin the healing process. The process and journey continue. We can never repay you for what you have done for us."

"I've been attending conferences for thirty years and have never experienced the care we received at the Wellness Retreat. The servanthood of the staff was as if our feet were being washed all week long."

About 1,600 protestant ministers are forced from their ministry positions each month. Only 54 percent of these go back into full-time parish ministry. MTM's goal is to see the 1,600 number decrease, and the percentage going back into parish ministry increase.

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MTM Mission Statement

The MTM Foundation seeks to be advocates for clergy and their families in all faith groups who are experiencing personal or professional crisis due to deteriorating employment or congregation-clergy relationships.

Visit us at
www.mtmfoundation.org



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