

You deal with tough issues. A CG Member might come to you with any kind of personal question or issue, like, “I really struggle with deep bouts of depression?” OR, “How do I resolve a conflict with my brother, or spouse, or friend?”

There is a long list of presenting issues that can take us in over our heads. We don't expect you as a Connect Group Leader to be a professional counselor and fix all problems. But you can help in the moment.

Here are **4 simple questions** that can help you engage another's problem:

1. **How long have you been dealing with this?** (duration of issue)
 - a. When did this first occur?
2. **Who else knows?** (involvement of others)
 - a. Have you talked to anyone else about this? If so, who? How often?
 - b. Any other people know?
 - c. When was the last time you talked to someone about it?
 - d. How did they respond?
3. **Have you received any advice or counsel on how to deal with this?**
 - a. What have those you've talked to said about it?
 - b. Have you sought any other help or resources regarding this issue?
4. **Do you have any plans for your next steps?**
 - a. What do you think might be your next step?
 - b. Would you like me to check on some other resources? (Don't make the calls, but give them referrals, etc.)

When dealing with tough issues, we're simply asking our group leaders to ask four questions and then consult with your Connect Group Pastor (Young Families: Mark Henderson; Families of Teens and Older: Brent Thomas). Getting the facts and context usually make the next steps relative straightforward.