

Resources: Quick Reference for Oaks Volunteers

Simple tools for real conversations

Listening & Presence

- **How to Be a Good Listener**
[Download PDF](#)
→ Quick, practical listening skills (great starting point)
- **Helping vs Fixing vs Serving – Rachel Naomi Remen**
[Read article](#)
→ Re-centers your posture in care conversations

Boundaries & Relationships

- **[Changes That Heal](#) – Henry Cloud**
Learn more
→ Biblical framework for boundaries, attachment, and growth
 - **[Four Models of Counseling](#) in Ministry**
Read overview
→ Helps clarify your role (care vs counsel vs refer)
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Trauma & Healing

- **Healing-Centered Engagement – Shawn Ginwright**
[Read article](#)
→ Moves beyond trauma to identity, hope, and restoration
 - **Resilience Article (The New Yorker)**
[Read article](#)
→ What actually helps people grow through hardship
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Emotions & Spiritual Integration

- [The Cry of the Soul](#) – Allender & Longman
Learn more
→ Understanding emotions as invitations to deeper connection with God
 - [Forgive: Why Should I and How Can I?](#) – Timothy Keller
Learn more
→ Biblical clarity on forgiveness, justice, and healing
 - [Managing Leadership Anxiety](#) - Steve Cuss
→ Discernment about internal and relational anxiety for groups and systems
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Addiction & Support Systems

- **Adult Children of Alcoholics & Dysfunctional Families**
[Visit site](#)
→ Support for those impacted by family dysfunction
 - **The Common Rule – Justin Earley**
[Learn more](#)
→ Habits and rhythms for spiritual and emotional health
 - [Addictions – A Banquet in the Grave: Finding Hope in the Power of the Gospel](#) by Edward Welch
→ Connecting addictions with the gospel
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Abuse & Complex Situations

- [Mending the Soul Workbook](#)
View resource
→ Identifying effects of trauma and patterns of abuse
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