MINISTERING TO DIVERSE, DISTANT, AND DIFFICULT PEOPLE
By David K. Bernard

A. Introduction
   1. Burden
   2. Love
   3. Care
   4. The challenge is great, but so are the rewards

B. Dealing with Diversity
   1. We have a biblical mandate to reach diverse people
   2. Learn to respect and appreciate
   3. Don’t be afraid; be open
   4. Don’t be ethnocentric or judgmental
   5. Establish points of contact and identification
   6. Don’t be patronizing; don’t overdo it
   7. Be real; don’t try to be something you are not

C. Distant and Difficult People
   1. Get ego out of the way and operate from inner security
   2. Show constant love but give space
   3. Communicate openly and sincerely
   4. Listen and learn
   5. Be patient, even if you face suspicion or prejudice
   6. Don’t take it personally if they lash out
   7. Pray and seek the leading of the Holy Spirit
   8. Get background information from family, friends, or people who brought them
   9. Distinguish between the presenting problem and the underlying problem
  10. Deal with bitterness, lack of forgiveness, lack of repentance, lack of consecration
  11. Share relevant personal testimonies and scriptural teachings
  12. Maintain intermittent contact as appropriate

D. Dealing with People Problems
   1. Don’t be too quick to act, yet don’t sweep a problem under the rug
   2. Pray and seek the leading of the Spirit
   3. Act out of a burden, love, and compassion
   4. Maintain confidentiality
   5. Offer a graceful solution that preserves dignity
   6. Offer solutions and hope of future opportunities
   7. Uphold biblical principles of holiness, ethics, repentance, forgiveness, reconciliation