

January 2024 Monthly Training Video Script: Ministering to Anxious & Depressed Chatters

Hello, my name is Karla Hernandez, and I am part of the Coach Care & Quality Control Department in Spanish.

We thank the Lord for all the coaches who are part of this team and for the privilege of serving Him in this ministry that shares the gospel with those who visit our platform. It certainly is a great responsibility and, at the same time, an honor.

Today, I want to take a few minutes to examine a topic that has a significant impact on people's lives. We have all noticed lately how there has been an increase in the number of people coming into Echo with depression and anxiety issues. In many cases, these people do not see a way out of their problems because they simply do not have a source of hope or security that allows them to have peace. It is true that difficult situations impact our lives in different ways, such as financial problems, broken or lost relationships, people who hurt us, health problems, abandonment, loneliness, and many more adversities we can find in these times. It leads people to feel powerless and without control of their destiny, causing great sadness and hopelessness that they are unable to resolve. The result is a state of depression and anxiety.

But how can we really describe depression? When faced with a difficult situation, we are unable to focus our attention on some kind of hope that will allow us to move on with our lives or that can provide us with a future solution, then our brain begins to react to this overstimulated emotional state or alertness, ultimately causing a mood disorder that results in a persistent feeling of sadness or hopelessness.

This condition can cause the person to have involuntary outbursts of anger, sadness, anxiety, depression, mental confusion, or suicidal thoughts. Undoubtedly, this affects their ability to cope with life.

But Jesus told us:

Come to Me, all you who labor and are heavy laden, and I will give you rest. Take My yoke upon you and learn from Me, for I am gentle and lowly in heart, and you will find rest for your souls. For My yoke is easy and My burden is light.” Matthew 11:28-30

Be anxious for nothing, but in everything by prayer and supplication, with thanksgiving, let your requests be made known to God; and the peace of God, which surpasses all understanding, will guard your hearts and minds through Christ Jesus. Philippians 4: 6-7

So, how can we help them from God's point of view?

I would like us to look at the following points:

1.- It is very important that you validate the visitor's feelings. Many times, we don't understand what they are going through. However, empathy plays an important role, do not belittle their feelings. Starting the conversation gently and compassionately, and showing genuine interest can make a difference. Phrases such as "I'm here for you," or "I understand that you are going through a very difficult time" can help create an atmosphere of trust.

2.- On the other hand, it is necessary to know that depression most likely has repercussions in anxiety attacks, as chemical changes occur in the brain. Therefore, it is vital that the person feels listened to and can share their feelings. That is why you must listen to them, as this shows them that you are interested in them.

3.- Those who experience symptoms of anxiety or depression need to be strengthened as individuals in their identity and their valuable sense of self-esteem. This is where God's Word comes in; we can support them by offering Bible verses that highlight their value in God's eyes.

4.- At present, two types of depression are distinguished. One type can be temporary, triggered by situations such as bereavement, separation, divorce, and job loss, among others. The other type is a more chronic form of depression, where the person has experienced its symptoms for several years. It is essential to address both cases in the most appropriate way possible.

Keep in mind that a chronic state of worsening depression should be treated as soon as possible. Encourage the person with depression to seek medical or counseling help. This can be found in the resources section.

5.- Finally, whatever the situation, it is vital that we pray for them. Whether at the beginning of the conversation, in the middle, or at the end, don't let anyone leave without praying for them first.

I emphasize this: Show empathy and remember that depression is no one's fault. You can't fix a person's depression, but your support and understanding can help.

Once again, we thank you for allowing God to use you to spread His message of salvation and hope. I am sure that the Holy Spirit will guide you in every conversation with visitors, and that little seed you are sowing will one day bear fruit, and you will be rewarded. I end with this verse:

Galatians 6:9-11 NLT

And because we are his children, God has sent the Spirit of his Son into our hearts, prompting us to call out, "Abba, Father." Now you are no longer a slave but God's own child. And since you are his child, God has made you his heir.