

Make Sense

Practical Ministry Support Online

Strengthening pastoral ministry through clarity, formation and practical support.

Thoughtful listening, training and development for ordained, committed, employed and voluntary pastoral workers.

-  **Ministry Care Listening Service**
-  **Confidential Listening Service**
-  **Training & Formation**
-  **Self-guided resources**

 **lisa.makesense@gmail.com**

 **makesensetraining.com**

Make  Sense

Practical Ministry Support Online for Pastoral Workers

Training & Formation

Practical, bespoke training to help people make sense of pastoral care. Designed for church teams, staff, volunteers and wider community groups, sessions build confidence, compassion, practical listening skills and healthy boundaries when supporting others.

Training can explore real-life questions and challenging situations in a supportive, empowering way—helping people listen well and care for others with greater confidence.

Ideal for

- ✓ Church leadership and ministry teams
- ✓ Pastoral volunteers
- ✓ Community and wellbeing initiatives
- ✓ Faith and non-faith organisations



Bespoke training available.

Contact lisa.makesense@gmail.com for enquiries.



Ministry Care Listening Service

We listen alongside church leaders to discern the needs of their people, strengthen ministry teams and support healthy, effective ministry.

Through intentional listening, guided conversations and prayerful reflection, Make Sense helps leadership teams identify opportunities for care, discipleship, encouragement and connection.

What leaders receive

- Clearer understanding of church-community needs
- Insight into wellbeing and support needs of teams and volunteers
- Opportunities to strengthen pastoral care and discipleship
- Awareness of areas needing prayer, support or new initiatives
- Guidance for sustainable ministry development

Options



One-to-One Ministry Listening Session —
£75 for a one-hour session, plus written follow-up of key themes



Ministry Listening Review —
£350, including consultation, 2-4 listening sessions, summary and practical next steps



Ministry Care Supportive Partnership —
£150/month, including monthly sessions, four bespoke workshops per year, email check-ins and prayerful encouragement

Reduced rates may be available for smaller churches and ministries.





Confidential Listening Service

When was the last time you felt truly listened to?

Sometimes life feels challenging, overwhelming or difficult to process alone. The Confidential Listening Service offers private one-to-one appointments with trained listeners, providing a supportive and compassionate place to talk.



Confidential



Non-judgement



Person-centred



Focused on listening and understanding

This is not counselling, therapy or clinical support. Listeners do not diagnose, advise or provide treatment—they offer space for people to speak openly and feel genuinely heard.



To find out more or book an appointment:
lisa.makesense@gmail.com



Self-Guided Resources

Explore practical video, webinar, workbook and audio resources at your own pace.

Featured resources

- **Make Sense Of: Listening** — a short reflection to help others feel heard
- **Make Sense Of... Blessing** — encouragement and equipping around spiritual blessing
- **The Call to Service** — a webinar helping people see serving as a sustainable, life-giving response to grace; accompanied by a workbook
- **Rooted & Renewed** — a self-led journey for ministry volunteers, pastoral staff, clergy and anyone feeling weary or depleted



Rooted & Renewed offers

- Biblical encouragement for tired leaders
- Guided reflection and space to breathe
- Tools for sustainable ministry rhythms
- Reflection on burnout and resilience
- Time for prayer and personal renewal