



# Ministry-Life Balance

**Welcome to the Talent Trust  
Member Assistance Program (MAP)**

Helping you find a better way



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## Successfully managing your life can sometimes feel like a juggling act. You might need help:

- balancing your ministry and family life,
- managing your finances, or
- transitioning from life in one country or situation to another

Whatever your life challenges and well-being needs, we are here to help you and your family. If you would like in-person support, we can help you make a connection with a skilled professional. And, for on-the-go members, there are phone and digital options for access to support, too.

As a Talent Trust member, your Insurance plan provides you with **work-life balance support** service options — from short-term coaching, guidance and counseling to day-to-day troubleshooting, support and direction.

## What is the Member Assistance Program?

The Member Assistance Program (MAP) has borrowed elements of what is often seen in corporate employee assistance programs (EAPs) and created a more comprehensive and tailored service for missionaries. Traditional EAPs are employee benefit programs offered by businesses to help employees deal with personal and work-related issues they may have that negatively impact their work performance, health and general well-being. These initiatives usually include assessment, counseling and referrals for employees and, often, their immediate family. Access is usually by phone or email.

Our MAP service includes all of this as well as other services such as help dealing with cross-cultural situations and help with life and ministry admin.

Helping you live life and do your ministry better.



## What are the benefits of Talent Trust's MAP?

**Talent Trust's MAP services can help you work out life's challenges and problems so you and your family can be healthy and happy.**

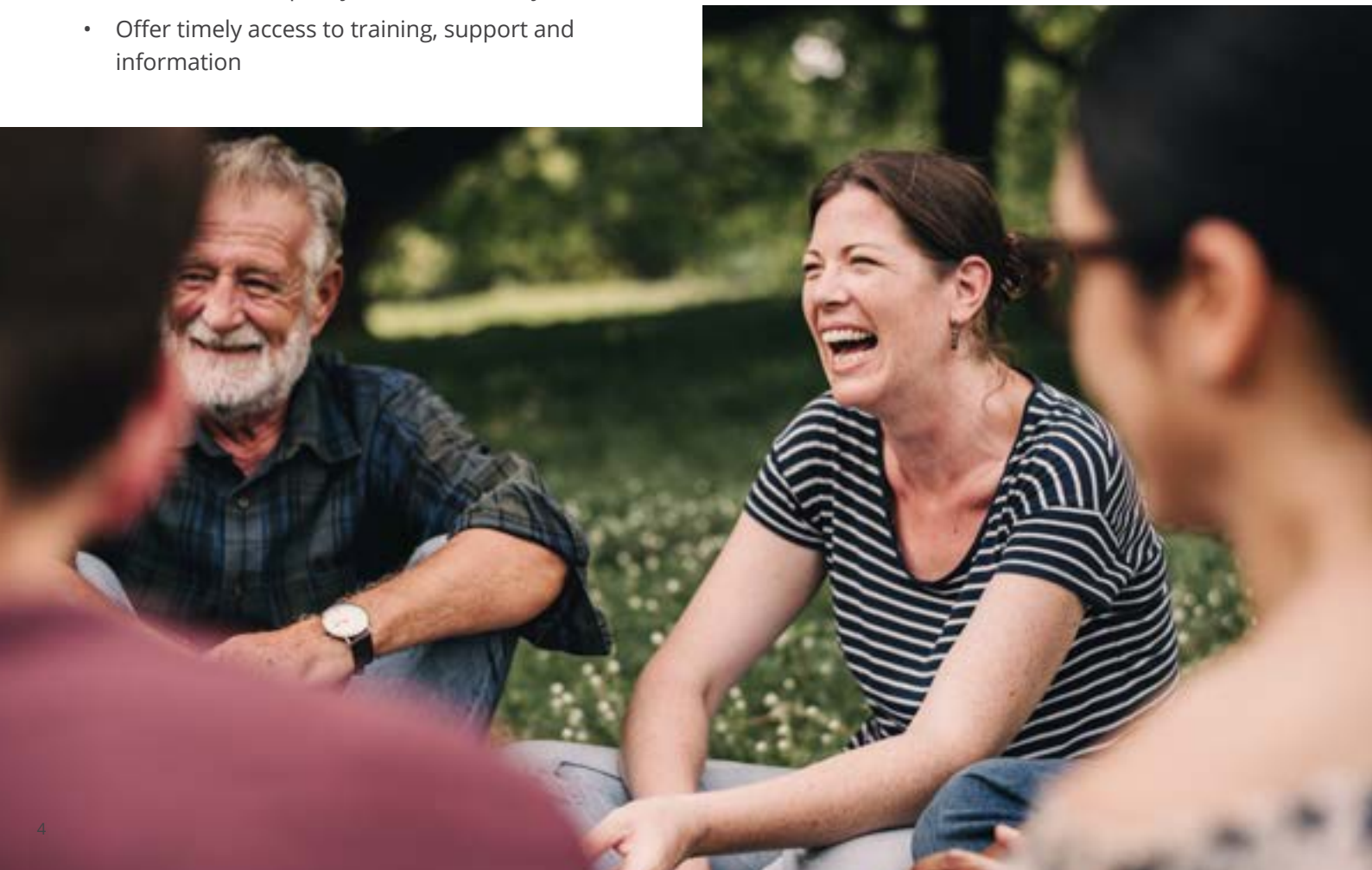
For example, the services can:

- Ensure you have someone to talk to about any concerns you may have or if you are experiencing emotional distress relating to:
  - health
  - work/ministry
  - relationships (personal and within your ministry)
  - grief
  - marital struggles
  - substance abuse situations
- Connect you with professionals and resources to help you problem solve ministry and non-ministry issues
- Coach you through your challenges, helping you get back on track and ensure that your personal issues do not impact your work/ministry
- Offer timely access to training, support and information

If you are experiencing stress, exhaustion, emotional distress or are overwhelmed by the challenges of managing your life admin (banking and finances, schooling, child care, marriage, ministry, work...), you are not alone. For instance, the World Health Organization states that [depression is the leading cause of disability worldwide](#) with some 300 million sufferers.

*[For those reading a printed version of this PDF, find this article on [aetnainternational.com](http://aetnainternational.com) to access links].*

These services can go a long way to helping you feel stronger, happier, having a greater sense of well-being and **keeping on track in your ministry.**



## Talent Trust's MAP in action

Life can be very challenging to navigate for many of us. People across the world use these services every day. Reasons range from the life threatening to the mundane. But whether someone needs a tutor for a child, help with a work-related situation, assistance rebuilding a damaged relationship or rapid response in a crisis, we are there for you. Here are a few scenarios to show how Talent Trust's MAP can work for you.

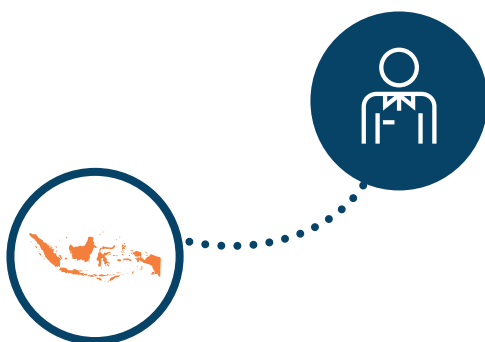
### Dealing with a difficult co-worker

#### Location: Indonesia

Dealing with a co-worker you perceive to be "difficult" can be unsettling.

An employee called in expressing frustration with his co-worker, who he said was difficult to work with. Although he had tried several ways to communicate with his co-worker, he had not been successful. He reported feeling angry and helpless. This was starting to impact his ministry, and he admitted he was considering leaving that ministry.

The clinician **provided emotional regulation support**, which helped him stay calm. They shared the communication efforts he had already made before exploring alternative strategies. By the end of the call, the employee had shifted his focus away from his co-worker and toward his own inner reactions. The employee said that he needed to learn how to handle interpersonal conflict better, rather than leave.



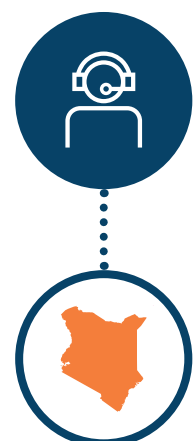
### Mother seeking autism testing for son

#### Location: Kenya

When you live abroad, it can be difficult to **find service providers who speak your native language**.

A woman in Kenya was concerned her son might have a learning disability. She called in requesting help in finding someone who could perform an assessment. She was specifically looking for a provider who spoke French, as she and her son spoke French primarily.

A consultant identified a service provider in her area that had a staff member who spoke French. The consultant shared the information with the woman, who expressed great appreciation for the help.







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## Help getting healthy sleep

### Location: United Arab Emirates

An Italian man living in Abu Dhabi contacted us for help with sleeping. He had recently relocated to the Emirate to head up a new team. His role was challenging, the culture difficult and, after two months, he had yet to settle into his new environment. Rising stress meant the man found it hard to sleep and get back to sleep if awakened in the night. Tiredness was affecting his mood and performance.

Talent Trust's MAP put him in touch with a professional practitioner who **worked on breathing and relaxation exercises** for sleep. The practitioner worked with the man on **mindfulness techniques** to "turn down the volume" in his head, be in the moment and destress before bed.

The man's sleep improved — especially in getting off to sleep — and he even reported using mindfulness to tackle stressful moments.



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## Marriage guidance and couples counseling

### Location: Bahrain

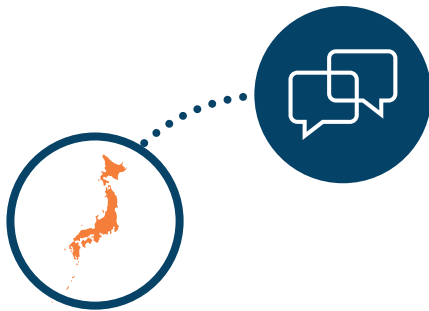
Events in people's personal lives have the power to impact their work lives, and relationship issues are some of the most powerful.

A German man in Bahrain called us because he was having trouble with stress and motivation. Our clinical therapist worked with him to determine the best route for therapy. In this case, a series of face-to-face sessions with a German-speaking counselor was recommended.

In therapy it quickly became clear that the source of his issues was not his work or ministry, but his relationship with his wife, which had become strained during their relocation. Isolated from friends and family, she put increased pressure on his time and attention. He felt ill-equipped to support her. This in turn impacted his mood at the time.

After five sessions, the pair entered **couples counseling** which included providing his wife with **advice on staying in touch with family** at home as well as accessing local German-speaking communities.



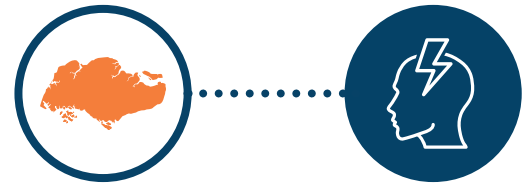


## Stress-relieving therapy

### Location: Japan

An American woman contacted us having just moved to Osaka for a three-year assignment. Using [iConnectYou](#), she told the clinician that she felt completely overwhelmed: the pressure of her demanding role was exacerbated by the challenges of a respectively conservative culture, the language barrier, settling into Japanese life and relocating her teenage son.

She and the clinician defined a phone-based course of therapy sessions. Finding the sessions highly beneficial, she continues to arrange phone sessions with a therapist to [support her as she develops stress-reduction techniques and builds resilience](#).



## Support to reduce anxiety

### Location: Singapore

Anxiety affects 18 percent of the U.S. population and 13 percent of the U.K. population, impacting work and social lives.

A British woman living in Singapore called us for help. She was very nervous about public speaking. These nerves led to [crippling anxiety](#), which in turn had started to affect the rest of her ministry and even led to feelings of depression.

Aetna International organized six sessions with a professional trained in mindfulness-based stress reduction who listened to the woman's concerns, goals and triggers. [Together they worked on a plan to tackle the issue](#) that included creating breathing routines and mindfulness to manage stressful moments involving public speaking.

After a few sessions the woman reported reduced anxiety as well as positive feedback about her speaking.





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## Career missionary concerned about elder care for aging parent

### Location: Spain

Sometimes having a sympathetic, expert ear can help you unearth and solve the issues underlying your stress or anxiety. A woman in Spain was initially looking for some mental health support for herself. The **clinician quickly identified** that much of the woman's life strain was caused by worry for her frail, elderly mother who lived alone in her home country. The clinician put the woman in touch with an **elder care research consultant** who located several agencies that offered in-home care and met the woman's requirements, as well as the contact details for a suitable senior center. Because the woman was not aware of her mother's scope of health needs, the elder care consultant was able to recommend a service to conduct an in-home assessment to determine her mother's long- and short-term care needs as well as low-cost transportation in the mother's area. This above-and-beyond approach helped ease much of the woman's strain and anxiety.

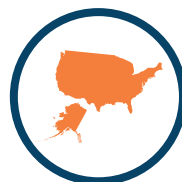


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## Legal advice in a family dispute

### Location: United States

A woman got in touch for help finding an attorney in the region of her late father's estate. Through her father's Last Will and Testament, the woman and her brother had not only inherited 50 percent of his estate but had inherited his debts as well. To further complicate matters, her brother was intending to sell items from the estate. The woman was in need of a **legal advisor** with experience in probate law. Following an exhaustive search, the service identified and put the woman in touch with an attorney who had experience and immediate availability.





## About Talent Trust's MAP services

Our confidential MAP services bring together licensed health practitioners and care providers to help you achieve better health and ministry-life balance.

We are here to help you on your path to better health and well-being — whatever that looks like to you. Whatever your life challenges and well-being needs, we're here to help so you and your family can be healthy, happy and productive.

## Who can use the MAP?

Talent Trust's MAP is available to all Alpha and Omega members. Plans come with five free sessions per issue, per year.

### What can Talent Trust's MAP help with?

- **Family**
  - Finding child care
  - Marriage counselling
  - Caring for elderly relatives
  - Parenting issues
  - Family violence
  - Disabled children
- **Ministry/Work**
  - Job stress
  - Balancing work and family
  - Interviewing and networking
- **Personal**
  - Travel and vacation/holiday planning
  - Mental health issues
    - Stress
    - Depression
    - Grief
  - Legal situation
  - Life admin
  - Relationship issues
  - Harassment
  - Substance abuse
  - Separation and loss
  - Financial or legal issues
  - Building a healthier lifestyle
    - Fitness
    - Tobacco cessation
    - Weight management
    - Stress management
    - Self-care



## What do Talent Trust's MAP confidential, on-demand services include?

### Therapeutic Counseling

What is it for & what does it do?	How does it work?	What can I expect?
<p>Feeling overwhelmed or exhausted? We are here to help you get through a situation that is causing you stress, anxiety or depression — such as:</p> <ul style="list-style-type: none"> <li>• grief caused by separation or the death of a loved one</li> <li>• marital strife, or</li> <li>• a difficult circumstance at work</li> </ul>	<p>When you call us, you will speak with a clinical therapist who will help you determine the best route for therapy, whether you would like to work with a counselor in person or on the phone. The support lasts for up to five weeks to help you move forward through your situation. If you want to continue with treatment, we will try to find you a local provider.</p>	<p>When you contact us, you will initially speak to a clinician for a 15 - 45 - minute conversation. The clinician can then help determine the next best steps for you and find the right health care provider for your needs. For instance, the expert will ask you about your situation and emotional state, help you identify your goals and then ask you to participate in recommended therapeutic techniques and exercises.</p> <p>Appointments will be provided within two working days of the initial intake for standard requests and six working hours for urgent requests.</p> <p>Emergency services will be arranged at the time of your call.</p> <p>Therapy sessions last for up to 50 minutes.</p>

Ministry-Life Services

What is it for & what does it do?	How does it work?	What can I expect?
<p>Have you moved recently and are you struggling to find local services? Are you struggling to find suitable local child care? Do you have legal concerns? Do you need help booking a flight or hotel?</p> <p>Whatever you need, think of us as your general information service.</p>	<p>You will be able to explain your needs to someone on the phone. They will do the legwork for you to find trusted service providers, including banks and schools; make travel arrangements for you; or put you in touch with recommended third-party experts.</p>	<p>Work-life intake calls usually take 10 - 12 minutes. You will be asked questions by a trained professional to help you determine the type of service or support you need, the ideal geographic location for the service, a suitable time for the service to be delivered to you and the amount of time you would like to spend on resolving your issue.</p> <p>Support and information (3 - 5 confirmed referrals) will be delivered within two working days.</p>





Leadership Assistance Services

What is it for & what does it do?	How does it work?	What can I expect?
<p>Do you have a local or international team to manage? Do you need development coaching to help you manage the everyday challenges of leadership?</p> <p>We are here to help you take control of your situation and make progress in your day-to-day work.</p>	<p>As soon as you call, an expert will work with you to develop a schedule of practical support. This could take the form of training, coaching, emotional support or education around one or more of the following:</p> <ul style="list-style-type: none"><li>• Time management skills</li><li>• Communication</li><li>• Developing emotional intelligence</li><li>• Business etiquette</li><li>• Resolving issues between employees</li><li>• Delivering bad news</li><li>• Addressing low productivity</li><li>• Providing constructive feedback</li><li>• Motivating individuals or teams</li></ul>	<p>Managers call in with their request and receive a return call within two working hours.</p> <p>The manager and the referral specialist will define all subsequent communication.</p>



## Mindfulness-Based Stress Reduction Service (AWARE)

What is it for & what does it do?	How does it work?	What can I expect?
<p>Experiencing symptoms of stress or anxiety? Struggling with lightheadedness, trouble concentrating, a pounding heart, trouble relaxing or sleeping and mood swings?</p> <p>Our mindfulness-based stress reduction technique can work alone or in combination with any of the above services.</p>	<p>We will put you in touch with a professional practitioner for one-to-one support. Your practitioner will create a six-week mindfulness plan and help you learn how to put it into practice.</p> <p>The coaching plan comprises one session per week and will be designed to:</p> <ul style="list-style-type: none"> <li>• Fit in with your schedule</li> <li>• Help you develop emotional and mental resiliency</li> <li>• Help you develop your concentration and focus skills</li> <li>• Help you improve your sense of well-being</li> <li>• Guide you through breathwork</li> <li>• Teach you coping mechanisms to manage your stress and live in the present</li> </ul>	<p>When you contact us, the clinical team will assess your needs. If they find that AWARE would be a good option for you, you will be connected with a clinical therapist who can best meet your needs. The initial assessment might last 30 - 45 minutes. You will have an initial consultation during which you can talk about your current emotional state, your goals and what you would like to get out of the mindfulness session. You will be guided through the development of a personalized plan with impactful weekly mindfulness techniques and exercises.</p> <p>The resulting six sessions with a mindfulness-based stress reduction-trained health and wellness professional are scheduled for a mutually agreed time between you and a coach.</p> <p>Session duration is usually 20 - 30 minutes, and the course lasts around six weeks.</p>



## How do I access the MAP services?

Through our MAP services you have access to confidential, convenient services in person, remotely and on-demand. Simply get in touch:

### By phone

- Call the phone number on the back of your Membership Card (+1 877 248 2197, free call on Skype).
- You will be assigned a counselor for your initial consultation and receive their contact information so you can schedule appointments directly.

### Via iConnectYou

You can use the iConnectYou app to connect directly with services by:

- Phone call
- Video call
- Text (SMS)
- You can also use the in-app instant messaging feature to chat with a specialist.

## Your confidential data

**All calls and subsequent services are private and confidential**

Many users need services for sensitive issues, so confidentiality means you can call in knowing that issues remain private — between you and the clinician.

## Easy to sign up and it is FREE to Alpha & Omega policy holders

**STEP 1: To Register go to [aetnainternational.com](https://aetnainternational.com) and click on**

[Log in or register for the Health Hub now](#)

**STEP 2 (OPTIONAL): Download the iConnectYou app**

**STEP 3: Get Support**



MAP available  
in 27 languages

## iConnectYou: Care services in the palm of your hand

If you are on the move or prefer convenient digital services at your fingertips, the iConnectYou app allows you to get in touch with many of our employee assistance services directly, rather than going through our member services team. You can use the app to:

- Call, video call, instant message or text (SMS) to get started on your road to better health, and to connect to a clinical counselor, coach or work-life expert.
- Explore articles and inspiring, educational materials on stress, anxiety and depression.
- You will need to enter a relevant country password to complete your registration:

Argentina: **AetnaArg**  
Austria: **AetnaAustria**  
Barbados: **AetnaBar**  
Belize: **AetnaBel**  
Bolivia: **AetnaBol**  
Brazil: **AetnaBra**  
Canada: **AetnaCan**  
Cayman: **AetnaCay**  
China: **AetnaChi**  
Columbia: **AetnaCol**  
Costa Rica: **AetnaCos**  
Dominican Republic: **AetnaDom**  
Dubai: **AetnaDub**  
Ecuador: **AetnaEcu**

El Salvador: **AetnaEls**  
France: **AetnaFra**  
German: **AetnaGer**  
Guatemala: **AetnaGua**  
Guyana: **AetnaGuy**  
Haiti: **AetnaHai**  
Honduras: **AetnaHon**  
Hong Kong: **AetnaHK**  
Italy: **AetnaIta**  
Jamaica: **AetnaJam**  
Japan: **AetnaJap**  
Mexico: **AetnaMex**  
Netherlands: **AetnaNeth**  
Nicaragua: **AetnaNic**

Panama: **AetnaPan**  
Paraguay: **AetnaPar**  
Peru: **AetnaPeru**  
Singapore: **AetnaSng**  
Spain: **AetnaSpa**  
South Africa: **AetnaSoA**  
Suriname: **AetnaSuri**  
Switzerland: **AetnaSwi**  
Trinidad and Tobago: **AetnaTrto**  
United Kingdom: **AetnaUK**  
Uruguay: **AetnaUru**  
Venezuela: **AetnaVen**

At Talent Trust, we know that huge medical bills can destroy a missionary's life and ministry. We provide Insurance Done Well so missionaries can thrive and fulfil The Great Commission.