

# The Four Q's

---

Four key questions to ask when someone comes to you with any issue they're experiencing. They will help show that you care and help you gain clarity of what's going on. Getting the facts and context usually makes the next steps relatively straightforward on how to support them or the kind of help they need.

- 1. How long have you been dealing with this? (Duration of the issue)** When did this first occur?
- 2. Who else knows? (Involvement of others)**
  - Have you talked to anyone else about this? If so, who? How often?
  - Do any other people know?
  - When was the last time you talked to someone about it? How did they respond?
- 3. Have you received any advice or counsel on how to deal with this?**
  - What have those you've talked to said about it?
  - Have you sought any other help or resources regarding this issue?
- 4. Do you have any plans for your next steps?**
  - What do you think might be your next step?
  - Would you like me to check on some other resources? (Don't make the calls, but give them referrals, etc.)

# The Four Q's

---

Four key questions to ask when someone comes to you with any issue they're experiencing. They will help show that you care and help you gain clarity of what's going on. Getting the facts and context usually makes the next steps relatively straightforward on how to support them or the kind of help they need.

- 1. How long have you been dealing with this? (Duration of the issue)** When did this first occur?
- 2. Who else knows? (Involvement of others)**
  - Have you talked to anyone else about this? If so, who? How often?
  - Do any other people know?
  - When was the last time you talked to someone about it? How did they respond?
- 3. Have you received any advice or counsel on how to deal with this?**
  - What have those you've talked to said about it?
  - Have you sought any other help or resources regarding this issue?
- 4. Do you have any plans for your next steps?**
  - What do you think might be your next step?
  - Would you like me to check on some other resources? (Don't make the calls, but give them referrals, etc.)

## Resources

---

### Willowdale Pastors

Brett Foester [bfoester@willowdalechapel.org](mailto:bfoester@willowdalechapel.org), 610-444-2670, ex. 130  
Marriage and Family Pastor

Carole Hoy [choy@willowdalechapel.org](mailto:choy@willowdalechapel.org), 484-883-9034  
Groups and Women's Pastor

Jim Conkle [jconkle@willowdalechapel.org](mailto:jconkle@willowdalechapel.org), 610-444-2670, ex 126  
Celebrate Recovery Pastor

**Celebrate Recovery** Monday nights, 7 pm, Kennett Campus  
<http://www.willowdalechapel.org/our-ministries/celebrate-recovery/>

**Re|Engage** Wednesday nights, 7 pm, Kennett Campus  
<http://www.willowdalechapel.org/our-ministries/re-i-engage-marriage/>

### Christian Counselors

- **The PeaceMaker Center**  
Downingtown: 103 Garris Road  
Kennett Square: 202 S. Willow St.  
West Chester: 300 Lawrence Drive  
(610) 269-2661, [www.thepeacemakercenter.org](http://www.thepeacemakercenter.org)
- **Barbara W. Shaffer Ph.D. & Associates**  
455 Old Baltimore Pike  
Chadds Ford, PA 19317  
(610) 388-2233

### Counseling Scholarships

Willowdale's Counseling Scholarship program provides financial assistance to those in need. Visit our website and scroll to the bottom to fill out a scholarship form:  
<http://www.willowdalechapel.org/our-ministries/care/>

## Resources

---

### Willowdale Pastors

Brett Foester [bfoester@willowdalechapel.org](mailto:bfoester@willowdalechapel.org), 610-444-2670, ex. 130  
Marriage and Family Pastor

Carole Hoy [choy@willowdalechapel.org](mailto:choy@willowdalechapel.org), 484-883-9034  
Groups and Women's Pastor

Jim Conkle [jconkle@willowdalechapel.org](mailto:jconkle@willowdalechapel.org), 610-444-2670, ex 126  
Celebrate Recovery Pastor

**Celebrate Recovery** Monday nights, 7 pm, Kennett Campus  
<http://www.willowdalechapel.org/our-ministries/celebrate-recovery/>

**Re|Engage** Wednesday nights, 7 pm, Kennett Campus  
<http://www.willowdalechapel.org/our-ministries/re-i-engage-marriage/>

### Christian Counselors

- **The PeaceMaker Center**  
Downingtown: 103 Garris Road  
Kennett Square: 202 S. Willow St.  
West Chester: 300 Lawrence Drive  
(610) 269-2661, [www.thepeacemakercenter.org](http://www.thepeacemakercenter.org)
- **Barbara W. Shaffer Ph.D. & Associates**  
455 Old Baltimore Pike  
Chadds Ford, PA 19317  
(610) 388-2233

### Counseling Scholarships

Willowdale's Counseling Scholarship program provides financial assistance to those in need. Visit our website and scroll to the bottom to fill out a scholarship form:  
<http://www.willowdalechapel.org/our-ministries/care/>