

Summary:

Komunikace duchovního s věřícími v krizových situacích
Communication between Clergy and Communicants in crisis

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This thesis entitled *Communication between Clergy and Communicants in crisis* focuses on the work of hospital chaplains. At the beginning, there is a description of basic terms such as communication, priest and crisis. Furthermore, the thesis discusses the pastoral care with regard for the ill and dying ones. In particular chapters biblical and psychological view of illness, dying and death are introduced. In the Chapter Pastoral Care I describe the main goals of care, the history of charity in term of the Christian Church, the main method of pastoral care-conversation and the current situation in the area of care in hospitals in the Czech Republic. The research was conducted in hospital in Chrudim on the department of long-term care. The research`s objective was to determine how the patients perceive the pastoral care, what they expect from the pastoral care and whether they would personally use this care.

Pastoral care in hospitals in the Czech Republic is still being shaped up. People often worry that a priest will try to persuade them to believe, if they use his services. Therefore, they are rather indifferent to this care, sometimes aggressively refusing. The churches are facing a difficult task. to debunk the pastoral care real aims and acquire the favour of people patiently.

Research, that I conducted, showed that the pastoral care in a hospital Chrudim has a long way ahead. Even though people know about regular church services, they do not think of a personal interview with the priest. As I mentioned, stereotypes play a great role and the related fear of a different kinds of persuasion as well.

This work is intended mainly for the priests. It presents various perspectives on illness, dying and death from a biblical point of view, brings the issue of communication and conversation with patients, also includes brief advice on how to approach patients and what to watch out for.