

Communication

101:

*Growing in Favor
with God and Man!*

Objective

- ▣ Build a **better** relationship with God!
- ▣ Build **better** relationships with others!
- ▣ **Be Intentional!**
- ▣ To help you leave with one thing you can **change** in your communication.
- ▣ Or two **if** you can handle it.
- ▣ Only three if it does not **lower** your chance of leaving with two!

Hearing God

Talking with
God

Learning to
Listen!

What are
you Saying?

Hearing God



Hearing God (1)

▣ Application Analogy

- Reading the Bible is like **charging** your phone.
- If you fail to charge your phone it will be unusable when **needed**.
- You will need an answer, comfort, or strength, but because you failed to “charge your phone” you have **nothing**.
- You **wonder** why God does not speak to you during the day? Your phone is dead!



Hearing God (2)

- ▣ Application Analogy
 - The LORD gave us a great example on the retreat!
 - Last minute change
 - Had to switch things up
 - Took longer than expected
 - Could not reach
 - No way to let us know
 - Everything ended up great!

Talking with God

Talking with God (1)

- ▣ What do we mean when we say “talking with God”?
 - A conversation
 - A dialogue
 - Building a relationship versus performing a review
 - Speaking as to a friend
 - Not just “praying”

Talking with God (2)

- ▣ We tell our friends everything!
 - Fears, hopes, dreams, frustrations, cares, concerns, etc.
 - Why should God be different?
- ▣ If God **has** said everything to you that you would ever want to hear...then what have you **not** said to Him?

Learning to Listen

**This is the most
important part of
effective
communication!**

We need to
understand the
temperaments and
love languages!

Phlegmatic
Choleric
Melancholy
Sanguine

GUARDED and TASK ORIENTED

Conscientious

Systematic, Details,
Precision, Planning,
Stubborn, Formal,
Rules, Well prepared,
organised.

Dominance

Results, Control,
Challenge, Leadership,
Authority,
Fast Decisions,
To the point.

Steady

Relaxed, Accepting,
Listener, Tolerant,
Sensitive, Slower pace,
Status quo, Organised
and Patient.

Influence

Spontaneous, People
oriented, Persuading,
Big Picture,
Wants Change,
Recognition, Interactive
style.

OPEN and PEOPLE ORIENTED

INDIRECT and SLOWER-PACED

DIRECT and FASTER-PACED

Words of Affirmation
Gifts
Quality Time
Acts of Service
Physical Touch

Learning to Listen (1)

- ▣ Rules for Ineffective Listening
 - Familiarity Breeds Contempt!
 - We **break** the rules with those closest to us.
 - They should be the ones we pay the **closest** attention to.
 - We say “they should know me” but we have **not** allowed them to.
 - We pay closer attention to **everybody** else.

Learning to Listen (2)

- ▣ Reasons for ineffective listening
 - The inability to realize that **not** everybody is like you!
 - We need to understand the **differences** in Personalities, Upbringing, Experiences, Gender, Age, Temperaments, etc.
 - **We assume instead of clarify.**
 - Be careful you do not let **YOUR** perception become the reality.
 - Listen to what was said, not what you heard!

Learning to Listen (3)

Proactive Listening

- ▣ Focused
- ▣ Engaged
- ▣ Clarifying
- ▣ Intentional
- ▣ Eye contact
- ▣ Speaker leads
- ▣ Actually listens
- ▣ Wants to know more

VS

Reactive Listening

- ▣ Wandering
- ▣ Day dreaming
- ▣ Assumptive
- ▣ Disjointed
- ▣ No eye contact
- ▣ Listener tries to lead
- ▣ Looks for opportunities to speak
- ▣ Could care less

Learning to Listen (4)

- ▣ Rules for Effective Listening
 - Meet the speaker where they are.
 - **Emotion**
 - **Mirroring/Reflecting**

 - **Body Language!**
 - **Physical Focus**
 - **Eye contact**

Learning to Listen (5)

- ▣ Rules for Effective Listening

The power of the pause!

- ▣ Quick pause
2-3 Seconds
- ▣ Slow pause
3-4 Seconds
- ▣ **Pregnant** pause!
Whatever it takes to be uncomfortable!

Said another way...

Learning to Listen (6)

▣ Rules for Effective Listening

The power of the pause!

- ▣ Quick pause = Choleric Pause
2-3 Seconds
- ▣ Slow pause = Melancholy Pause
3-4 Seconds
- ▣ **Pregnant** pause = Phlegmatic Pause
Whatever it takes to be uncomfortable!
- ▣ Sanguine = ?
- ▣ NO PAUSE!...life is too awesome for pauses!

What Are
You Saying?

What Are You Saying? (1)

- ▣ Everybody falls into one of two categories!
 - They talk too much...
 - Or they talk too little!
 - Yes, you can talk too little...
 - Yes, most people talk too much.

What Are You Saying? (2)

- ▣ Everybody falls into one of two categories!
 - Death and life are in the power of the tongue...
 - You do not give life if you do not speak.
 - You are hurting others by not speaking.
 - You should not question why no one speaks to you if you cannot hold a conversation.
 - When being asked to speak...speak!

What Are You Saying? (3)

- ▣ Everybody falls into one of two categories!
 - Verses-Too Little!
 - Proverbs 10:20a *The mouth of the just bringeth forth wisdom:*

 - Proverbs 31:26 *She openeth her mouth with wisdom; and in her tongue is the law of kindness.*

 - Prov. 15:4a *A wholesome tongue is a tree of life:*

What Are You Saying? (4)

- ▣ Everybody falls into one of two categories!
 - Verses-Too Much!
 - Eccl. 5:3 *For a dream cometh through the multitude of business; and a fool's voice is known by the multitude of words.*

 - Prov. 17:28 *Even a fool, when he holdeth his peace, is counted wise: and he that shutteth his lips is esteemed a man of understanding.*

What Are You Saying? (5)

- ▣ Body Language
 - Most common mistake is to forget that 80% of what is communicated is through body language and not words.
 - ▣ **How** you say something can be more powerful than what you say.
 - ▣ **Not** saying something can be more powerful than saying anything.
 - ▣ There are messages that come from our emotions through our bodies that tell the story of what is happening.

What Are You Saying? (6)

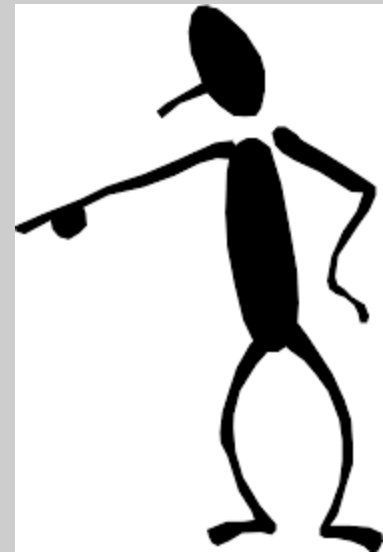
- ▣ Everything you do says something
 - Proxemics
 - Larger study of the relationship of distance between people and the effects on part of society.
 - CIA uses this information in interrogations.
 - How close should you stand to someone when you talk to them.
 - Intimate 12-24 Inches
 - Personal 2-4 Feet
 - Social 4-8 Feet
 - *Eye contact enhances whatever emotion is being exhibited the closer you get!*

What Are You Saying? (7)

▣ Rules for Effective Listening

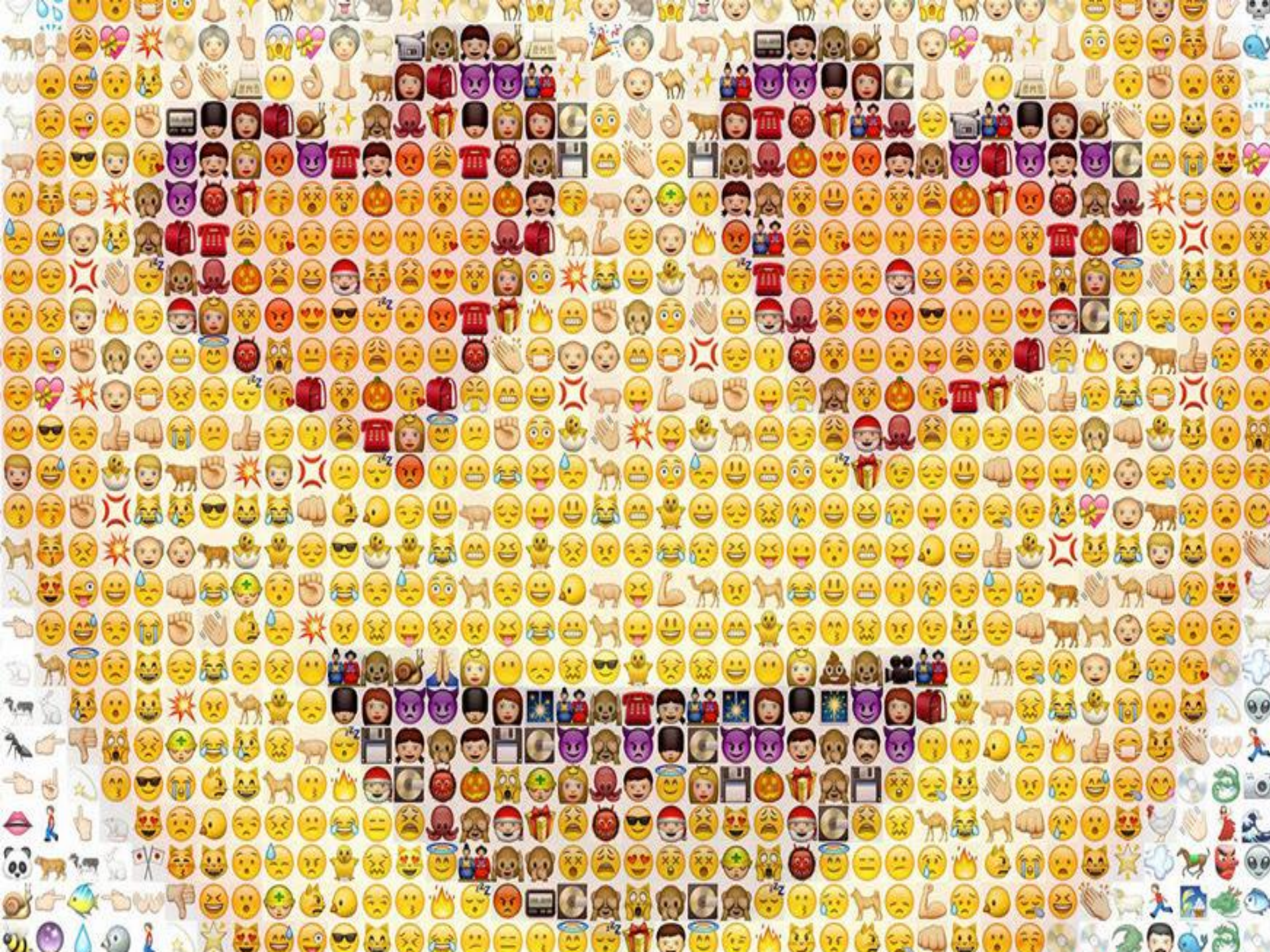
– The Power of the Palm

- More neurological signals travel to and from the palms than any other part of the body!
- You can control the audience by where you hold your hands.
- What do you do with your palms when you are
 - Happy
 - Sad
 - Excited
 - Angry
 - Encouraging
 - Commanding



What Are You Saying? (8)

- ▣ Everything you do says something
 - Social Media and Technology
 - **Nothing** you say is private.
 - A secret is not a secret if more than one person knows.
 - Answer texts or do **not** give your phone number out.
 - **Close** the loop!
 - Be **cognizant** about electronic communication when, where, why, how, whom...



What Are You Saying? (9)

Mr. Sarcastic

- ▣ Jokes
- ▣ Puts down
- ▣ Makes fun of
- ▣ Exaggerates
- ▣ Looks for faults
- ▣ Talks about self
- ▣ Ridicules
- ▣ Interrupts

VS

Mr. Charisma

- ▣ Sincere
- ▣ Lifts up
- ▣ Encourages
- ▣ Is Truthful
- ▣ Looks for positives
- ▣ Asks about others
- ▣ Compliments
- ▣ Is patient

What Are You Saying? (10)

▣ Sarcasm!

– Breathe this in...

– *Sarcasm is not funny...I only laugh because I am too scared to tell you how much it hurts.*

– *Sticks and stones may break my bones but words will never hurt me...is not only untrue but deeply so.*

**So we had a question
on the retreat...**

**How do I make
people like me?**



What Are You Saying? (11)

- ▣ The Cure For Making Friends
 - BE HAPPY and SMILE!
 - ▣ People build rapport faster with someone who smiles.
 - ▣ A smile is the universal way to make someone like you.
 - ▣ Studies prove that those that smile live longer and happier lives.
 - ▣ Smiles are contagious!
 - ▣ Smiling can break the first several barriers of a conversation.
 - ▣ The simple act of smiling is an invitation to a conversation!

What Are You Saying? (12)

- ▣ The Cure For Making Friends
 - BE HAPPY and SMILE!
 - ▣ A merry heart is like a medicine... Proverbs 17:22a
 - ▣ A merry heart maketh a cheerful countenance...Proverbs 15:13a
 - Studies prove God's word!
 - Laughter has medicinal benefits.
 - Ecclesiastes. Live joyfully!
 - He who laughs, lasts!

What Are You Saying? (13)

- ▣ What do I say?
 - A few ideas!
 - ▣ Be thankful
 - ▣ Be complimentary
 - ▣ Be careful with requests
 - ▣ Talk about them
 - ▣ Learn to tell short stories
 - ▣ Stay engaged
 - ▣ Include everybody in the conversation
 - ▣ Do not over dramatize
 - ▣ Keep it short

What Are You Saying? (14)

- ▣ The power of the apology!
 - Not all apologies are the **same...**
 - Sincere
 - Sarcastic
 - Complete
 - Got caught
 - Partial
 - Please stop talking
 - **But, but, but**
 - *The best apology is the one accepted*

Please Let Me
Introduce You To A
Few People!

Hello, My Name Is... (1)

- ▣ Mr. Selfish
 - This person is who they want to be.
 - They do not see or hear anybody else.
 - Everything revolves around them.
 - This person starts everything with “I, Me, My or Mine.”
 - Rule of thumb...
 - ▣ Do not let the conversation be more than 50% about you.
 - ▣ Try it!

Hello, My Name Is... (3)

- ▣ Mrs. Gracious
 - She is conscientious
 - She is intentional
 - She is aware
 - She is consistent
 - She is quiet until spoken to
 - She does not think she is gracious
 - She wants everybody happy
 - She is a chameleon!

Hello, My Name Is... (2)

▣ Mr. Bad Habit

- If you like to drink something that stinks...love mints!
- If you like to crack your knuckles...do it when no one can hear you.
- If you like the taste of ice...then eat it when you are alone.
- If your throat needs clearing...clear the room first.
- If you like chewing gum...then like talking to yourself.
- If you like to bite your nails...I am sorry!
- If you do not like deodorant...too bad!
- The infamous Ummmmmer!
- The weird stare
- The cackle
- The phone checker

Hello, My Name Is... (4)

- ▣ Mr. Apples of Gold in Pictures of Silver
 - Everybody wants to hear them
 - They speak kindly
 - They are engaged
 - Eye contact is consistent and intentional
 - They are polite
 - They speak with purpose
 - They do not criticize
 - They do not correct unless necessary
 - They make you feel like you are always right
 - You feel smarter after hearing them

Hello, My Name Is... (5)

▣ Mrs. Opinionated

- She has an idea!
- She has the answer!
- She has a solution!
- She has a voice!
- She has experience!
- She is the best counselor for everything!

Side Point- One of the very best ways to ostracize yourself at work is to have a strong opinion about something not related to work.

Hello, My Name Is... (6)

- ▣ Mr. “My Story Is Better Than Yours”
 - I love this guy!
 - As soon as you start to share something...
 - ▣ BOOM!!!!!!
 - When somebody is sharing an experience the **very** last thing they want hear is your experience.
 - I mean the **very, very, very** last thing....
 - People do not want a solution...they want you to listen.
 - It is very rude to say “I know because” ...
 - You do not know...you never let them finish.

Conclusion (1)

- ▣ God has written **you** a personal letter about everything that matters.
- ▣ Speak **with** God, not at Him.
- ▣ Listen with **intent**.
- ▣ Know **what** you are saying.
- ▣ **Everything** you do communicates something!

Conclusion (1)

- ▣ Think of communication as a dance
 - Many different kinds of dances
 - Two parties
 - One must lead and one must follow
 - They both must keep up
 - Every movement matters
 - The better you get the more enjoyable it is
 - Once basic steps are understood you can learn anything.

Conclusion (2)

- ▣ Communication is one of the few things that continues after death.
 - How you lived continues to speak.
 - Your legacy is what you communicated during life.
 - One of the greatest abilities we have in life is the ability to affect others.
 - ▣ What effect are you having?