

**Learning  
How To Communicate  
By  
Dr. Norman Wise**



## Learning How to Communicate

### Our words matter

Scripture

**“You have taught many people and given strength to feeble hands. When someone stumbled, weak and tired, your words encouraged him to stand.”**

**(Job 4:3-4)**

Scripture

**“Now listen to my words of explanation.”**

**(Job 13:17)**

Scripture

**“I have heard words like that before; the comfort you give is only torment.”**

**(Job 16:1)**

Scripture

**“Why do you keep tormenting me with words?”**

**(Job 19:1)**

Scripture

**“I can hardly wait to speak. I can't hold back the words. If I don't get a chance to speak, I will burst like a wineskin full of new wine. I can't stand it; I have to speak.”**

**(Job 32:18-20)**

Scripture

**“What my enemies say can never be trusted; they only want to destroy. Their words are flattering and smooth, but full of deadly deceit.”**

**(Psalm 5:9)**

Scripture

**“They say to themselves, “We will never fail; we will never be in trouble.” Their speech is filled with curses, lies, and threats; they are quick to speak hateful, evil words.”**

**(Psalm 10:6-7)**

Scripture

**“With our words we get what we want. We will say what we wish, and no one can stop us.”**

**(Psalm 12:4)**

*Notes*

## Communication is not easy

### What is the purpose?

- ❖ To have power & control over the other person?
- ❖ To solve a problem?
- ❖ To learn what the other person thinks or feels?
- ❖ To express what I think or feel?
- ❖ What is the purpose?
- ❖ To have “friendship” talk
  - Good
  - Bad
  - Ugly
  - Dreams
- ❖ To “muse” together – think out loud
- ❖ Emotional vomit
- ❖ Ask – Do you want me to tell you how I would fix this?
- ❖ Tell – I just want to share what I am feeling and I don’t expect you to fix it.

### What is the context?

Relationship  
Marriage  
Work  
Friendship  
Family

### Disneyland and Afghanistan

Disneyland talk can be very unstructured.

Afghanistan talk needs to be very carefully planned.

### Who am I communicating with?

Enemy / Ally  
Co-Worker  
Partner  
Friend  
Boss  
Lover / Spouse  
Safe / Unsafe

*Notes*

**The greater the trust ....**

**Love builds Trust**

**Feeling Valued & Loved = Trust**

**Words of Affirmation**

**Acts of Service**

**Receiving Gifts**

**Quality Time**

**Physical Touch**

**Argument is not communication**

**Argument does not work!**

**“Remember this, my dear friends! Everyone must be quick to listen, but slow to speak and slow to become angry. Human anger does not achieve God's righteous purpose.”**

**(James 1:19-20)**

**The only way to win – Don't play**

**The Beginning**

**I must be in control of myself if I want to communicate well.**

**Pray To God before you Talk to people**

**“May my words and my thoughts be acceptable to you,  
O LORD, my refuge and my redeemer!”**

**(Psalm 19:14)**

### Tools of Communication

- ❖ **Stop and Listen**
- ❖ **Echo Back What You Hear**
- ❖ **Determine Degree of Openness**
- ❖ **Determine Degree of Openness**
- ❖ **Pay attention to nonverbal signals**
- ❖ **Stay focused on the purpose**
- ❖ **Don't "machine gun" the other person to "win"**
- ❖ **Don't open cans of worms to keep from talking about the current issue**
- ❖ **One purpose one conversation**

### Pause to think and pray

1. **Sense the danger**
2. **Take a step back**
3. **Observe what is happening**
4. **Pause the conversation to think and pray**

### Right Emotional Level

Decision making needs to be done in a calm environment

Sharing hurts needs to be done in an honest but respectful way

### Uncontrolled Words Hurt

**"Get rid of all bitterness, passion, and anger. No more shouting or insults, no more hateful feelings of any sort. Instead, be kind and tender-hearted to one another, and forgive one another, as God has forgiven you through Christ."  
(Ephesians 4:31-32)**

## Example

### Wrong:

"Bob, I'm very hurt right now. What you said was very mean."

"I'm mean?! What about you!? You're just being a big baby now."

### Better:

"Bob, I'm very hurt right now. Your words were very painful for me to hear."

"I understand that you're hurt... and I'm very angry as well, which is why I may have said what I did. I'm sorry."

### Goal: Win/Win or No Deal

Win/Lose

Lose/Win

Lose/Lose

### No deal = Counseling

Living Water offers Christian Counseling to help find answers and improve understanding.

Call 954-726-2302 to set up an appointment.

There are four basic communication styles.  
Our communication style affects how others' react to and perceive us.

**Expressives** tend to be high energy, speak quickly, and focus on the big picture. They generally find conflict or differences in opinion invigorating.

**Systematics** focus on the facts and details and not on the big picture. They're generally not comfortable with conflict.

**Directs** are generally brief in conversation and often involved in many things at once. They tend to see the big picture and are more focused on the outcome than on the smaller tasks.

**Sympathetics** like to focus on people and relationships, are good listeners and generally concerned with everyone's needs.  
Sympathetics typically don't like conflict.

*Notes*

**Adapt**

**Expressives**

**Slow down  
Ask them to clarify**

**Systematics**

**Ask about the big picture  
Care about the details**

**Directs**

**Focus & use more words  
Give them the bottom line**

**Sympathetics**

**Seek to focus on facts and tasks  
Connect with them as people**

**Sane Relationships by Dr. Norman Wise can help us understand  
how these different types can interact.**

**We can avoid conflict and misunderstandings by paying close  
attention to how those around us are communicating.  
If you sense an imbalance, adjust the way you're communicating  
either verbally or physically.**

**Questions?**