

COMMUNICATION CONNECTION

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Communication Connection - English
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VERSION 01202020

*...for all
relationships!*

Mutual Understanding: "Filling the Gap"

1. **Message sent** by the author (*House of Communication* shared) to the receiver (listener).
2. **Message played back** by the receiver (listener) to the author.
3. **Message sent in clarified form** (if the author is not satisfied that the receiver heard and really understood the message).
4. **Message played back again** by the receiver (listener) to the author.
5. Dialogue continues until the author is satisfied that the receiver has **heard and understood** his/her message (*House of Communication*).
6. **When "Communication Connection" is achieved, the roles reverse** and the receiver in the first sequence now becomes the author and shares his/her *House of Communication* **in response to the original author's House of Communication**.
7. **The process of sending, "playing back" and clarifying continues, as in the first sequence, until "Communication Connection" is achieved in the second sequence.**
8. Further sequences may continue at the discretion of the individuals involved, leading to **ACTION COMMUNICATION** — a decision, plan, or commitment.

Communication Connection

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Communication Connection!

Relationship! Isn't that what life is all about?

How important, then, is communication?

We are convinced that communication is the life-blood of relationship!

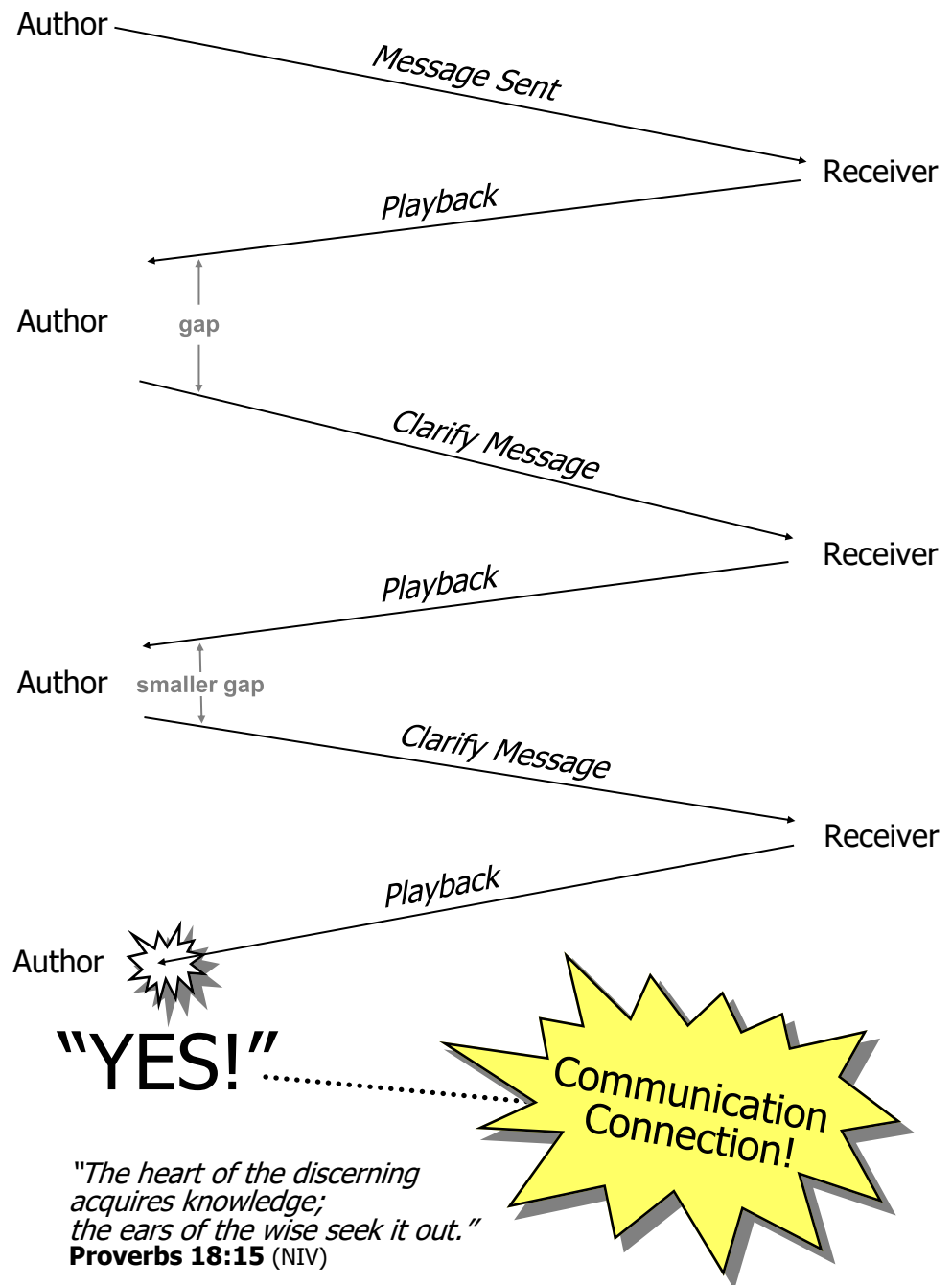
Here's a preview of COMMUNICATION CONNECTION:
When communicating with one another, it's not just what you say (verbally and non-verbally) that matters, but even more importantly - what each person hears, and understands!

COMMUNICATION CONNECTION is designed to equip you in the most essential skills of meaningful and effective communication—for all relationships!

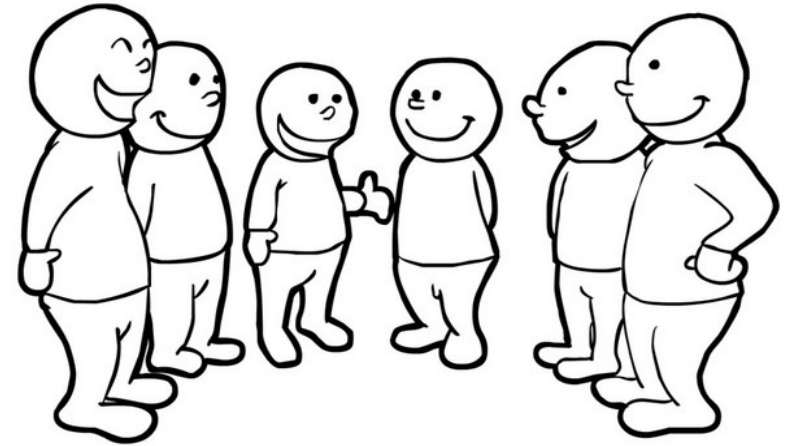
Welcome to COMMUNICATION CONNECTION!

*Pastor Steve and Mindy Peterson
 Fresh Start For All Nations*

Mutual Understanding: "Filling the Gap"



Achieving Mutual Understanding by “Filling the Gap”



Communication:
The individual
sharing of ideas and
information for
mutual understanding

Communication:

(ANSWERS AT BOTTOM OF PAGE)

1 The individual sharing of ideas and information for _____

2 The " _____ " of relationship

3 More than _____

4 Should be considered the " _____ " and not the " _____ "

5 The goal should be _____ not agreement.

James 1:19

"...be quick to listen, slow to speak."

Proverbs 18:2, 13, 15

(Seek to understand and discern, not just air your own opinions and answer before really listening)

Proverbs 19:8

"...he who cherishes understanding prospers."

ANSWER KEY: 1. mutual understanding 2. "life-blood" 3. words 4. "means", "goal" 5. understanding

Feelings List

- | | | |
|---------------|-------------|-------------|
| admiring | ecstatic | overwhelmed |
| affectionate | elated | panicked |
| afraid | embarrassed | passionate |
| alarmed | encouraged | peaceful |
| ambivalent | excited | pitiful |
| angry | exuberant | pleased |
| anxious | fearful | proud |
| apathetic | frantic | raging |
| appalled | frightened | refreshed |
| apprehensive | frustrated | rejected |
| ashamed | gloomy | relaxed |
| assured | grateful | relieved |
| astonished | grieved | repelled |
| bitter | grouchy | resentful |
| blessed | guilty | restless |
| brave | happy | sad |
| calm | hateful | satisfied |
| cautious | helpless | scared |
| compassionate | hopeless | secure |
| confident | horrified | skeptical |
| confused | humiliated | sorry |
| content | hurt | startled |
| crushed | inadequate | suspicious |
| defeated | indifferent | sympathetic |
| dejected | indignant | tense |
| depressed | insecure | threatened |
| despairing | irritated | thrilled |
| desperate | joyful | tormented |
| despondent | jumpy | tranquil |
| disappointed | lonely | uneasy |
| discouraged | lost | unhappy |
| discounted | loved | upset |
| disgusted | mad | valued |
| disheartened | motivated | worried |
| doubtful | nervous | wounded |

Communicating With Words That Describe Your Feelings

Four Styles Of Communication

1. Pleasantries
2. Power Talk
3. Probe Talk
4. Productive Talk

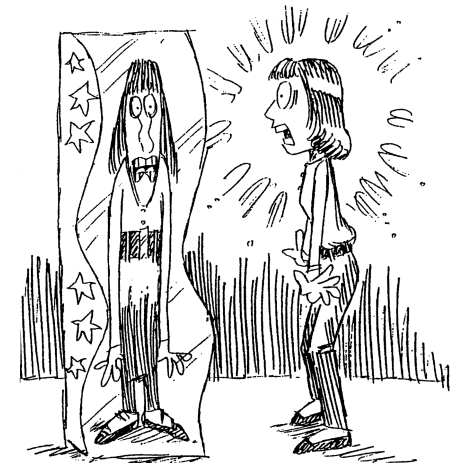
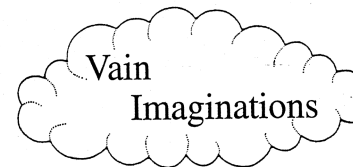
Hindrances To Meaningful And Effective Communication



Pleasantries

- **Exchanging pleasantries
chit chat, small talk**
- **Does not require relationship**

*"Pleasant words are a
honeycomb, sweet to the soul
and healing to the bones."*
Proverbs 16:24 (NIV)

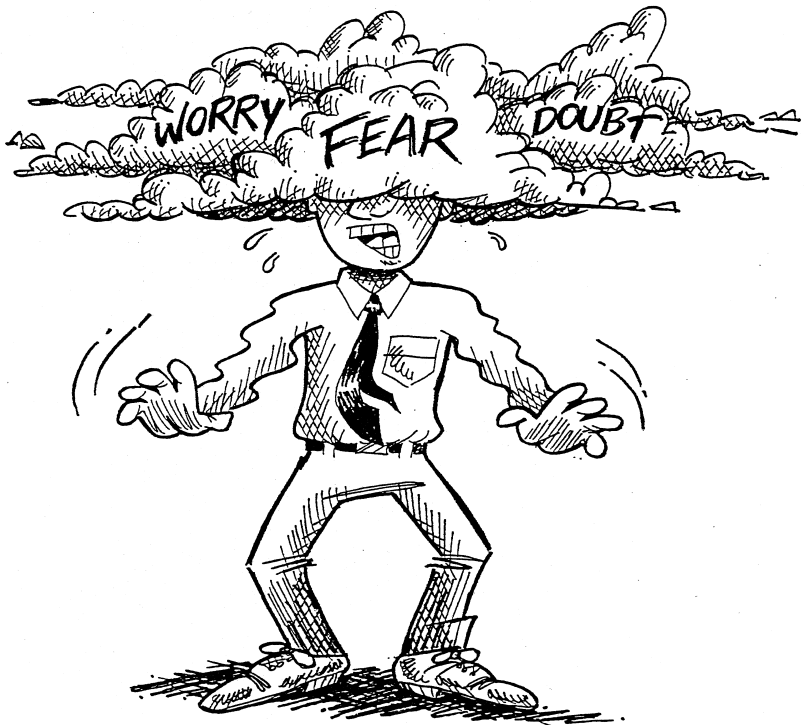


Hindrances To Meaningful And Effective Communication

5. "Living In The Clouds"

Characterized by **putting faith in your worries, doubts, and fears**, or "**giving in**" to **vain imaginations** about the other person and their actions, attitudes and motives, without taking responsibility to explore and seek to understand the other person's House Of Communication—any or all of which can lead to a **false or distorted sense of reality**.

Example: "Things are really slow at work...I'm afraid I am going to lose my job...when they start laying people off, I'll probably be among the first they let go...I don't think they really appreciate me... like me... or want me anyway..."



Power Talk

- **Positive (or Constructive)**
Teaching, instructing, training, informing

"We proclaim Him, admonishing every man and teaching every man with all wisdom, so that we may present every man complete in Christ."

Colossians 1:28 (NASB)

- **Negative (or Destructive)**
Attacking, accusing, controlling, shaming, manipulating

"Reckless words pierce like a sword..."

Proverbs 12:18 (NIV)

"The tongue has the power of life and death, and those who love it will eat its fruit."

Proverbs 18:21 (NIV)

Hindrances To Meaningful And Effective Communication



Probe Talk

- **Asking questions, inquiring, investigating**

"...Have you eaten from the tree that I commanded you not to eat from?"
Genesis 3:11b (NIV)

1. Failure to Invite Disclosure

Failure to ask questions, express interest, and/or encourage the other person to disclose his/her House Of Communication.

2. Incomplete sharing of **ALL** five parts of the *House of Communication*

3. Destructive Power Talk - (See page 6)

4. Irresponsible Statements:

a) Over-responsible statements: *Characterized by speaking for others or making statements that are over-generalizations.*

Example: *"John/Mary thinks you are so opinionated and that you never 'listen.' In fact, everyone in our Company feels the same way about you!"*

b) Under-responsible statements: *Characterized by talking in "riddles" and throwing out "hints" and making statements that are under-generalizations.*

Example: *"I sure wish 'someone' would bring me a cup of coffee."*

Example: *"It sure would be nice if 'someone' cared enough about me to bring over some meals for a few days after I get home from being in the hospital."*

Contrast the above with RESPONSIBLE STATEMENTS -

Characterized by speaking for yourself and saying what you mean and meaning what you say.

Example: *"Mark, when you express your opinions so dogmatically, and you don't ask me what I think about an issue, it leads me to wonder if you really care to listen to what I have to say..."*

Example: *"Susan, would you please make me a cup of coffee?"*

Hindrances To Meaningful And Effective Communication

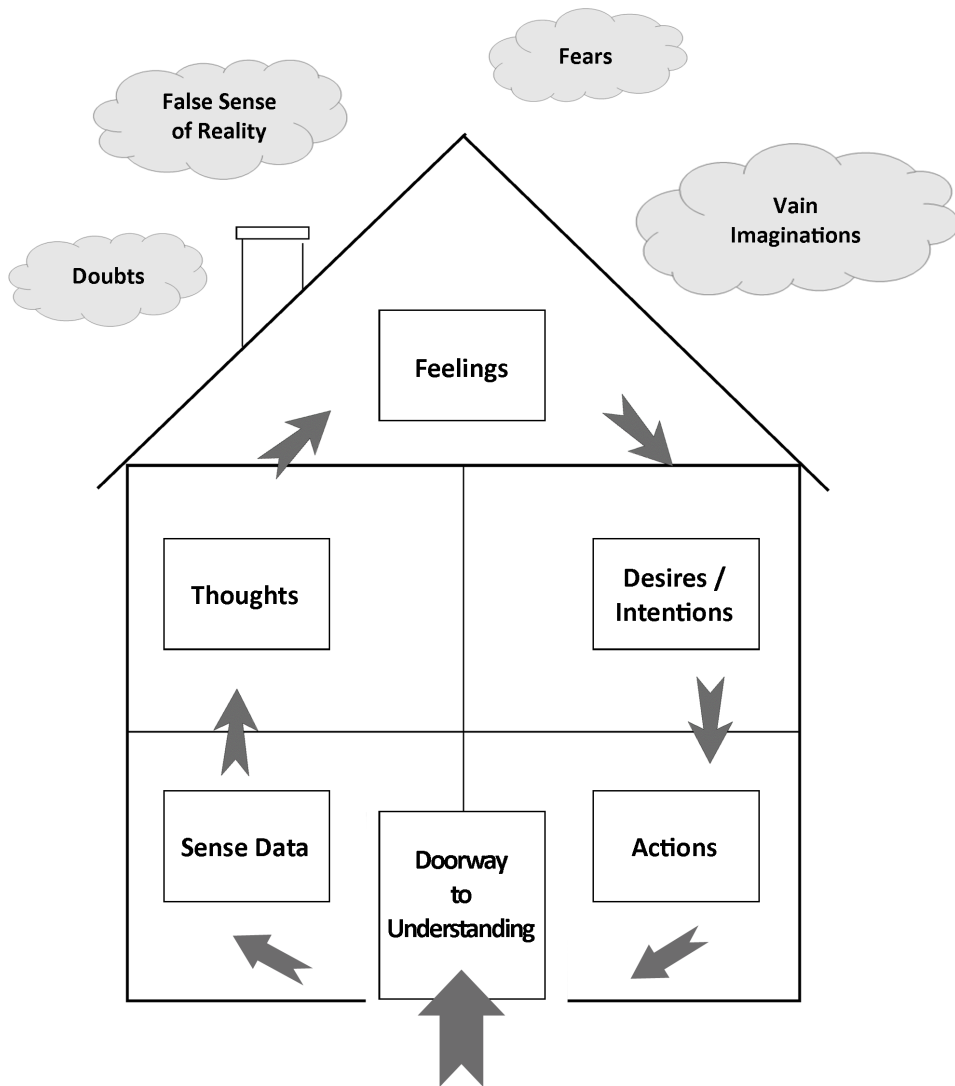


Productive Talk

- **Communication:**
The individual sharing of ideas and information for mutual understanding.

"He who gets wisdom loves his own soul; he who cherishes understanding prospers."
Proverbs 19:8 (NIV)

The House of Communication



The House of Communication

3. FEELINGS

- Feelings
- Emotions

Progressive Example:

"...I became excited about the opportunity to improve my communication skills..."

2. THOUGHTS

- Thoughts
- Beliefs
- Opinions
- Perceptions

Progressive Example:

"...I thought I could really benefit from something like that..."

4. DESIRES

- Desires
- Intentions

Progressive Example:

"...because I desire to communicate more meaningfully and effectively with others..."

1. SENSE DATA

(The Five Senses)

- See
- Hear
- Taste
- Touch
- Smell

Progressive Example:

"When I heard about Communication Connection..."

5. ACTION

- Decisions
- Plans
- Commitments

Progressive Example:

"...so with great anticipation, I signed up to come."