

# **Solving Communication Problems**

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**(at Work and at Home)**

**Dr. George E. Moore**

Got problems ???

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Looking for answers ???

# God made us to communicate

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- **God is the great Communicator**
- **His Words via “The Word” bring clarity, instruction, and wisdom**

# The initial problem

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- **Gen. 1:2** *The earth was without form and void, and darkness was over the face of the deep.*

# The solution

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- **Gen. 1:3** *And God said, "Let there be light,"*

# The solution

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- **Gen. 1:2** *The earth was without form and void, and darkness was over the face of the deep.*
- **Gen. 1:3** *And God said, "Let there be light,"*
- **Gen. 1: 6, 9, 11, 14, 20, 24, 26** *And God said,...*

# But without God's Word, we go back...

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- **Gen. 1:2** *The earth was without form and void, and darkness was over the face of the deep.*
- **Chaotic, without order; dark**

# God made us to communicate

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- **God is the great Communicator**
- **Man was (we are) made in His image (Gen. 1:26), so we can be great communicators**
- **but we are “fallen”/sinful image-bearers**
  - **at home ... at work**

# Principles of Communication described by Paul

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- **Part of Ephesians 4's instructions for Christian living**
- **Ephesians 4:25-32**
- **Can be remembered as...  
the 4 Rules of Communication**

# Principles of Communication described by Paul

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- **Presented after 4:22-24**
- *You were taught, with regard to your former way of life, to put off your old self, which is being corrupted by its deceitful desires; to be made new in the attitude of your minds; and to put on the new self, created to be like God in true righteousness and holiness.*

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# Principles of Communication described by Paul

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- **Paul knows your words reveal your character**
- **Luke 6:45** *The good man brings good things out of the good stored up in his heart, and the evil man brings evil things out of the evil stored up in his heart. For out of the overflow of his heart his mouth speaks.*

# 4 Rules of Communication

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- **Eph. 4:25** *Therefore each of you must put off falsehood and speak truthfully to his neighbor, for we are all members of one body.*
- **#1: Be honest**
- **Speak the truth in love (Eph. 4:15)**

# Rules of Communication

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- **Speak the truth in love (Eph. 4:15)**
- **Do you err in one (or more) of these?**
  - **Do you speak...??**
  - **..... the truth..??**
  - **..... in love ??**

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- **Speak the truth**

# 4 Rules of Communication

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- **Eph. 4:26-27** *“In your anger do not sin”: Do not let the sun go down while you are still angry, and do not give the devil a foothold.*
- **#2: Keep current**
- **Solve today’s problems today**

# 4 Rules of Communication

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- **Eph. 4:29-30** *Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen. <sup>30</sup> And do not grieve the Holy Spirit of God, with whom you were sealed for the day of redemption.*
- **#3: Attack the problem, not the person**

# 4 Rules of Communication

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- **Put off words that attack, e.g. “you ...”**
  - **Attacking their character?**
- **Put on words to attack the problem and to build up (edify) people**
- **Do your words edify, lift up, and encourage others? Your spouse? Your children? Your extended family? Your staff or co-workers?**

# 4 Rules of Communication

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- **Eph. 4:31-32** *Get rid of all bitterness, rage and anger, brawling and slander, along with every form of malice. Be kind and compassionate to one another, forgiving each other, just as in Christ God forgave you.*
- **#4: Act; don't react**

# 4 Rules of Communication

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- Eph. 4:31-32
- **#4: Act; don't react**
- Sinful reactions to put off:
  - Bitterness, rage, anger, brawling, slander, malice
- Actions to put on:
  - Kindness, compassion, forgiveness

# 4 Rules of Communication

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- **#1: Be honest**
- **#2: Keep current**
- **#3: Attack the problem, not the person**
- **#4: Act; don't react**

# 4 Rules of Communication

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- **#1: Be honest**
- **#2: Keep current**
- **#3: Attack the problem, not the person**
- **#4: Act; don't react**
  
- **Which one(s) do you struggle with?**

# What happened to v.28??

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- **Eph. 4:28** *Anyone who has been stealing must steal no longer, but must work, doing something useful with their own hands, that they may have something to share with those in need.*

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- **When is a thief not a thief?**
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# Communication

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- You can communicate God's way
- You must work to put off your old ways of communicating
- Ask forgiveness for your words (or lack of words)
- Say what you should have said! (put on)

# Take care of your responsibilities!

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- **Matt. 7:3,5** *Why do you see the speck that is in your brother's eye, but do not notice the log that is in your own eye? ... You hypocrite, first take the log out of your own eye, and then you will see clearly to take the speck out of your brother's eye.*

## Are you saying “...BUT...”?

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- “I tried to (some thing good), BUT .....
- “I know I shouldn’t have (something bad), BUT .....

# What “level” are you talking at?

## 3 levels

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- **Our “position” – most common by far !!**
  - **A specific outcome**
- **The issue**
  - **The question to be addressed**
- **Our “interest”**
  - **What motivates us, what we value**

# What “level” are you talking at?

## Example – Daniel 1

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<u>Level</u>	<u>Chief steward/eunuch</u>	<u>Daniel &amp; friends</u>
<b>Position</b>	<b>Eat the king’s food/wine !!</b>	<b>Won’t eat the king’s food/wine !!</b>
<b>Issue</b>		
<b>Interests</b>		

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<b>Interests</b>		

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<b>Interests</b>	<b>Captives “look good” Save his head !!</b>	<b>Not defiled by pagan food/wine ! Not endanger chief eunuch</b>

# What “level” are you talking at?

## Example – Daniel 1

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<b>Position</b>	<b>Eat the king’s food/wine !!</b>	<b>Won’t eat the king’s food/wine !!</b>
<b>Issue</b>	<b>What is “appropriate”</b>	<b>food/beverage ??</b>
<b>Interests</b>	<b>Captives “look good” Save his head !!</b>	<b>Not defiled by pagan food/wine !</b>
<b>Daniel developed a “position” to meet everyone’s interests !!</b>		
		<b>Not endanger chief eunuch</b>

# Communication re-cap

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- **You can communicate God's way**
- **Your words will reveal your heart**
- **Do you (your heart) need to change?**
- **Practice the 4 rules of communication**
- **Your "interest" is to please God !!**

# Questions??

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## Resources -

- *War of Words* by Paul Tripp
- *Pursuing Peace* by Robert D. Jones
- *The Peacemaker* by Ken Sande
- *Communication and Conflict Resolution* by Stuart Scott
- *Uprooting Anger* by Robert D. Jones
- *Strengthening Your Marriage* by Wayne Mack

