

Communication 101

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The 4 Communication Styles

DIRECTOR

- Likes to be in charge
- Goal and result oriented
- Work quickly by themselves
- Stubborn
- Impatience
- Can be insensitive

SOCIALIZER

- Friendly and enthusiastic
- Likes being in the spotlight
- Excellent collaborators
- Impatience
- Short attention span
- Aversion to being alone

THINKER

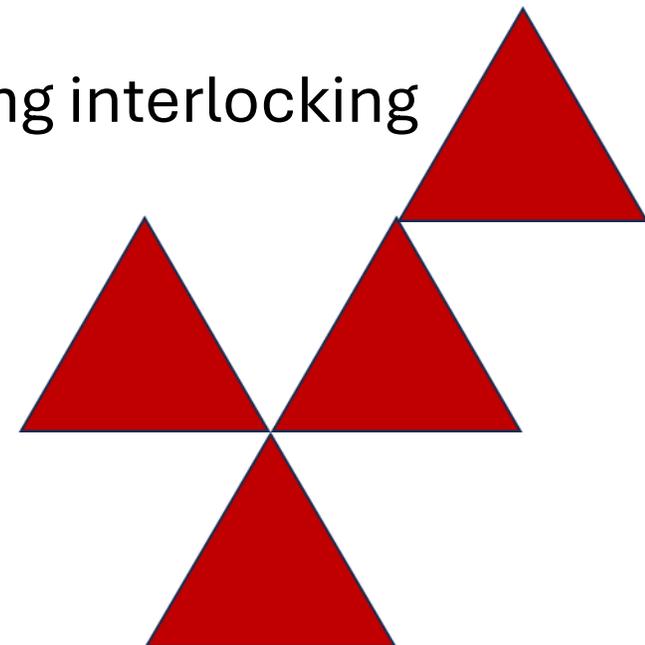
- Analytical and systematic
- Great problem solvers
- Very detail-oriented
- Work well independently
- Slow decision-makers
- A perfectionist

RELATOR

- Warm and nurturing
- Excellent team players
- Excellent listening skills
- Risk-averse
- Don't like to speak up

▲ TRIANGLES ▲

- Normal, natural, predictable automatic behavior
- A 2-person relationship is comfortable when calm.
- When anxious, one person will often involve a third.
- Functional when that resolves problem or question, tension decreases.
- Dysfunctional when it perpetuates the problem.
- If anxious enough, more people will be involved, creating interlocking triangles.
- Intensity can move around the sides of the triangle.
- What are the natural triangles you're in??



Respectful Communication Guidelines

- R** = take **RESPONSIBILITY** for what you say and feel without blaming others.
- E** = use **EMPATHETIC** listening.
- S** = be **SENSITIVE** to differences in communication styles.
- P** = **PONDER** what you hear and feel before you speak.
- E** = **EXAMINE** your own assumptions and perceptions.
- C** = keep **CONFIDENTIALITY**.
- T** = **TRUST** ambiguity because we are not here to debate who is right or wrong.

FINDING UNDERSTANDING

1. Understanding is the priority – not who's right or wrong. Listening is a priority. Speak clearly, calmly, simply. Body language reflects this.
2. Think the conversation through – what is your intent?
3. Reflect personally on your contribution to the conflict.
4. Neutral location.
5. When you meet, pray together.
6. Safety guidelines and structure. No interrupting, loud voices, break if people get uncomfortable.

FINDING UNDERSTANDING

7. Begin with positive intent. Use language that is gracious, clear, constructive.
8. Be soft on people, hard on problems.
9. Listen to the other person's feelings, in addition to their words.
10. "Treat others as you would want to treat you". Jesus's BEST rule. Don't interrupt, raise your voice. Allow others to speak first and choose to listen.
11. Be willing to agree to disagree and move on toward what things CAN be agreed on.
12. Work constantly to listen for issues of miscommunication. Clarify and/or confirm.
13. "Resolution" is another word for "peace". It can be temporary or long term ideally. Goal is not to agree about everything or even get along. What's important is that we understand and respect one another enough for ministry to get done.

GOOD CONVERSATION STARTERS

- How has conflict affected you?
- What does the relationship mean to you?
- What could you have done differently?

HELPFUL PHRASES – SUPPORTIVE SKILLS

- Paraphrase: ‘So let me make sure I have this right. You’re saying.....’
- Openness: ‘Tell me more about how you feel’
- Agreement stating: ‘I would have been upset if someone had done that to me’
- Intentional /active listening: 75% of conflict transformation; it’s a sign of respect and slows down conflict escalation.

ACTIVE LISTENING SKILLS

- Acknowledge everything the other person says, nodding your head, using filler words like 'okay' and 'really' can be helpful. Let them finish their thoughts before responding.
- When appropriate add your opinion.
- Pay attention to other person's body language, which sometimes says more than what the person is verbally saying – cultural component.
- Eye contact – cultural component.
- Do your best to avoid passing judgement, especially before they're done speaking. Let someone finish their story before trying to determine a solution.

MORE HELPFUL HINTS

- Be yourself, use I statements, don't belittle others with a different position or attitude.
- Be honest.
- Address **behaviors**, not the person.
- Conflicts are problems to be solved, not contests to be won.
- Remember no one is perfect; we're all doing the best we can with what we've been given.
- Reflect on your contribution to the conflict.
- Begin with positive intent.

WHAT NOT TO DO

- Gossiping – what it is and isn't. Strongly discouraged.
- Texting vs emailing vs phone vs in person communication