



## Communication Skills | Handout

*Women's Ministries - Leadership Certification Program*

### **Major components of communication**

- Sender (the one who transmits the thought)
- Message (thought intended to be transmitted)
- Channel (phone, mail, face to face)
- Receiver (the person to whom the message/thought is sent)
- Feedback (action taken, the response of the receiver, anger, acceptance, the resulting state of the relationship, growth/decline of the relationship)

### **Factors affecting effective communication**

- Environment
- Distractions
- Frequent interruptions
- Lack of clarity or articulation
- Angry outbursts and refusal to be objective
- Listening to respond, not to understand

### **Keys to effective Listening**

- Maintain good eye contact.
- Give focused, undivided attention.
- Be aware of your body language.
- Listen to understand.
- Don't interrupt.
- Ask clarifying questions.
- Invite them to tell you more.
- Summarize what you've heard.

### **Keys for effective speaking**

- Choose the right time, place, or opportunity.
- Think before you speak.
- Don't resurrect dead issues.
- Give others a chance to talk.
- Let others say what they think.
- Be real.
- Avoid interrupting.
- Use a pleasant tone of voice.
- Affirm.
- Avoid using generalizations ("You never/you always").
- Use "I" messages instead of "You" messages.

### **Communicating in Conflict**

- Take a deep breath and pray.
- Listen to the other person in an attempt to understand what's really happening – repeat back what you're hearing.
- Stay calm.



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- Admit mistakes and ask forgiveness.
- Don't accuse – verbally or in your thinking.
- Let them know you want a resolution that both of you can agree on.
- Admit there is conflict.
- Brainstorm to find as many solutions as possible.
- Discuss the possible solutions and pick the best one.
- Follow through with the solution you and the other person(s) have chosen.
- Reassess to see if the solution is working.

### Communicating in Confrontation

- Pray for wisdom and clarity.
- State the issue clearly.
- Use a calm voice.
- Do not make accusations or blame.
- Choose your words carefully.
- Be respectful and exercise self-control.
- Walk away from a situation that becomes too heated.

### Communicating in Crisis

- Let them grieve.
- Talk about the loved one who has died.
- Just be there.
- Allow them to process their feelings without judgement.
- Be careful with offering comfort or quick fixes.
- Its okay to say, "I don't know what to say."

### Communicating with Men

- Men use the word *think*, not *feel*.
- Men get to the point.
- Men may quietly solve problems.
- Men don't take things personally.

### Communicating with God

- Spend quality time.
- Pray.
- Study the Bible.
- Get out into nature.
- Pray without ceasing.

### Communicating the Love of Jesus

- Our conversations
- Our actions