

Church Leader Training

POSITIVE COMMUNICATION



FAMILY LEADERSHIP
INITIATIVE

SESSION OBJECTIVES

- 1 Identify conflict.
- 2 Develop positive ways to handle conflict.
- 3 Utilize ABC thinking when navigating challenging or stressful situations.

DEFINING CONFLICT

From Webster's Dictionary, conflict is a ...

NOUN

- Mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands.
- The opposition of persons or forces that gives rise to the dramatic action in a drama or fiction.

VERB

- To be different, opposed, or contradictory: to fail to be in agreement or accord.



Learning to Listen and Speak

3-4 weeks gestation

- Ear development in the womb.

3-12 months after birth

- Cooing, laughing, and playing with sounds.

12-18 months old

- First words with meaning.
- Adding more words to his/her vocabulary.
- Understand more than can be said.
- Can follow simple instructions.

18 months-2 years old

- Can put two or more words together.
- Language is more clear.



70%

NON-VERBAL

How We Communicate



We assume that emotional skills will be taught as we grow up; yet other than learning basic social skills, there is no formal training in emotional competency.”

*“De-Escalate: How to Calm an Angry Person in 90 Seconds or Less”
by Douglas E. Noll*



**There is one whose rash words
are like sword thrusts, but the
tongue of the wise brings healing.**

Proverbs 12:18

ANGER
UMBRELLA



ANGER

Discouraged
FEAR Pain
Embarrassment
Irritations **Shame**
Upset DECEPTION
Frustration
SAD

Annoyed
CONCERN Worry
Rejection
DISAPPOINTMENT
Jealousy Confusion
LOSS Hurt Feelings
Abandonment



Wheel of Conflict



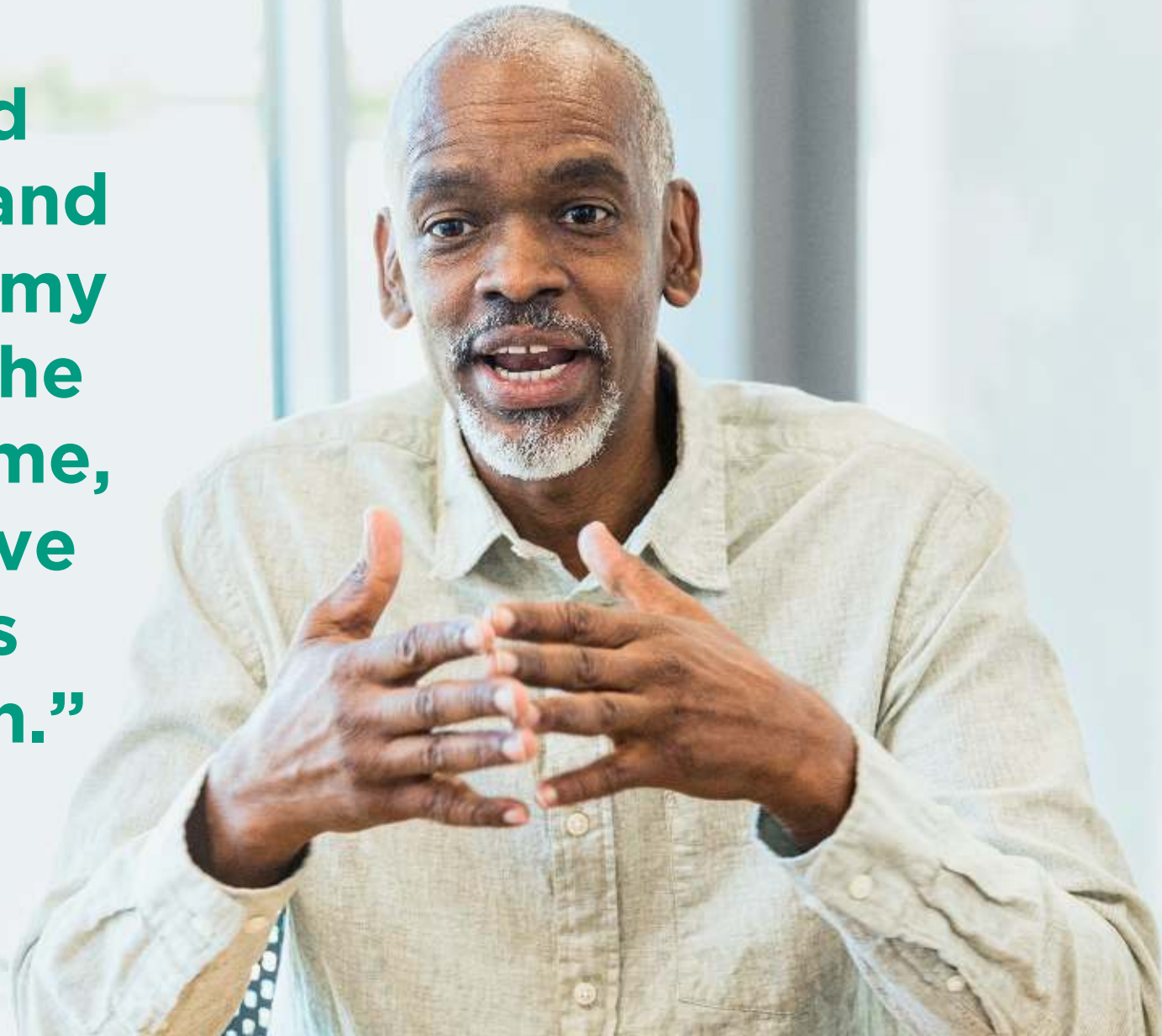
DE-ESCALATING CONFLICT



- Present calm tone.
- Empathetic listening.
- Validate and name emotion.
- Ask open-ended questions.

**Then the Lord
put out his hand
and touched my
mouth. And the
Lord said to me,
“Behold, I have
put my words
in your mouth.”**

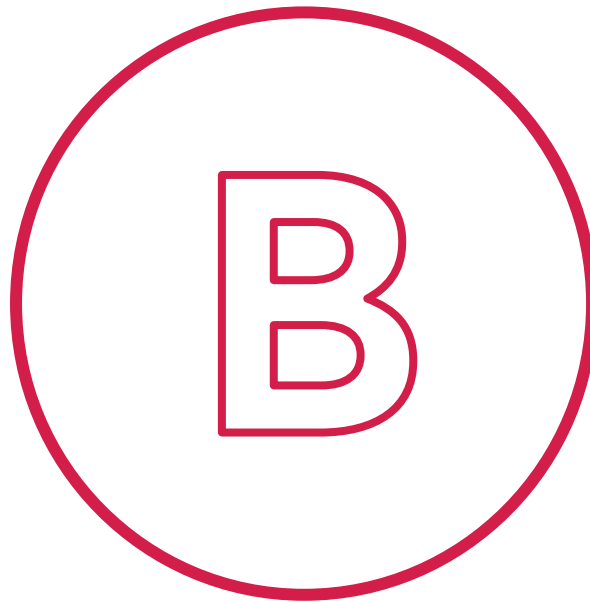
Jeremiah 1:9



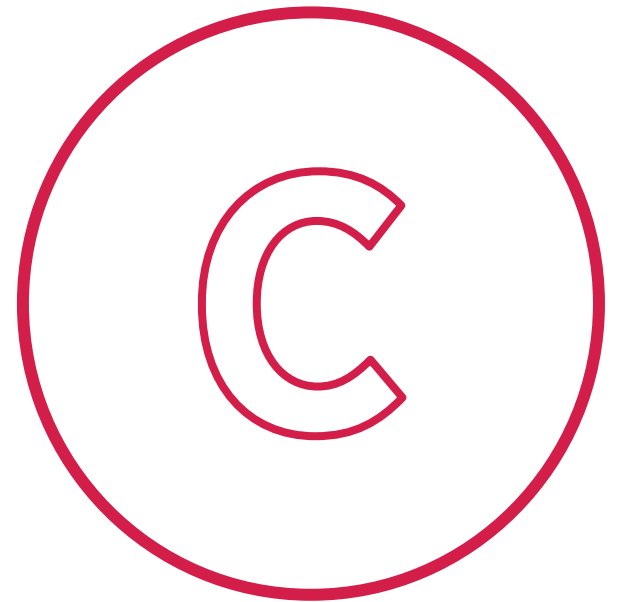
ABC THINKING



**Activating
Event**



Belief



Consequences



**People and things do not upset us.
Rather, we upset ourselves by
believing that they can upset us.”**

Dr. Albert Ellis