**ONLINE RESOURCE:** Mind Tools: Essential Skills for An Excellent Career  
(www.mindtools.com/CommSkill/CommunicationIntro.htm)

“Effective communication...involves effort from both the sender of the message and the receiver...communication is only successful when both the sender and the receiver understand the same information as a result of the communication.” —Mind Tools

**WE CAN ONLY CONTROL ONE PERSON – OURSELVES!**

**[MELINDA OHLSON]:**

**PHILIPPIANS 1:9-11 (NIV):** “And this is my prayer: that your love may abound more and more in knowledge and depth of insight, so that you may be able to discern what is best and may be pure and blameless for the day of Christ, filled with the fruit of righteousness that comes through Jesus Christ—to the glory and praise of God.”
Ten Tips for Improving Communication in Any Relationship

1. **Choose Your Words Carefully**

   **Proverbs 18:21 (The Message):** “Words kill, words give life; they’re either poison or fruit—you choose.”

   [Quote from Paul Tripp, *War of Words*]

   **Matthew 12:34 (NIV):** “... the mouth speaks what the heart is full of ...”

2. **Give the Gift of Listening**

   [From Dallas and Nancy Demmitt, *Can You Hear Me Now?*]

   **James 1:19 (NIV):** “Be quick to listen, slow to speak & slow to become angry.”

   **Philippians 2:3 (CEV)** “…consider others more important than yourselves.”

   The gift of listening will imply VALUE to the other person which will bring more EFFECTIVE COMMUNICATION which, prayerfully, will more readily bring RESOLVE.
3. Honesty is Still the Best Policy

**Proverbs 22:3; 27:12 (NIV)** “The prudent see danger and take refuge, but the simple keep going and pay the penalty.”

**Proverbs 17:9 (NIV):** “Whoever would foster love covers over an offense…”

**Psalm 51:6 (Amplified Bible):** “...You desire truth in the inner being…”

**Psalm 62:8 (NIV)** “Trust in him at all times, you people; pour out your hearts to him, for God is our refuge.”

[Quote from Leslie Vernick, How to Act Right When Your Spouse Acts Wrong]

“...You can sweep broken glass under the carpet, but eventually it will work its way through the rug and cut your foot.”

**Ephesians 4:15 (NLT)** “…speak the truth IN LOVE…”

4. Timing Really is Everything

**Proverbs 25:11 (The Message):** “The right word at the right time is like a custom-made piece of jewelry …”
5. **EXPECTATIONS are PARAMOUNT**

**JAMES 4:1,2 (NIV):** “What causes fights and quarrels among you? Don’t they come from your desires that battle within you? You desire but do not have, so you kill. You covet but you cannot get what you want, so you quarrel and fight. You do not have because you do not ask God.”

“Change begins at the level of the heart.” —Paul Tripp

No one owes me anything!

6. **WORD PICTURES HELP OTHERS FEEL what YOU are SAYING**

*emotional word picture = associating our feelings with either a real or imaginary experience.*

[Quote from Gary Smalley, *The Key To Your Child’s Heart*]

1st — Clearly identify what YOU are feeling
2nd — Make up a story/situation that illustrates those feelings
7. **Respect Differences**

**Romans 12:16-18 (Amplified Bible):** “Live in harmony with one another; do not be haughty (snobbish, high-minded, exclusive), but readily adjust yourself to [people, things] and give yourselves to humble tasks. Never overestimate yourself or be wise in your own conceits. Repay no one evil for evil, but take thought for what is honest and proper and noble [aiming to be above reproach] in the sight of everyone. If possible, as far as it depends on you, live at peace with everyone.”

> **When one begins to acknowledge another’s perspective, it takes the argument out of communication.**

On average, a woman speaks 7,000 words a day and uses 5 tones of speech. On average, a man speaks 2,000 words a day and uses 3 tones of speech.

For DISC Basic Personalities Types in regard to communication, we should keep in mind:

- A high “D” has a high need to debate.
- A high “I” has a high need to talk.
- A high “S” has a high need to avoid conflict of any kind.
- A high “C” has a high need to be right, or at least be validated for accuracy of facts.

8. **Let Go of Your Need to Be Right**

**Do You Want to be Right or Do You Want the Relationship?**

**John 14:27 (Amplified Bible):** “… Stop allowing yourselves to be agitated and disturbed; and do not permit yourselves to be fearful and intimidated and cowardly and unsettled.”
9. **Choose Grace Over Defensiveness.**

defensiveness = a person’s attempt to resolve a problem through arguing, explaining away, or being combative.

Four ways to diffuse defensiveness, within or in another person:

1) Validate the other person feelings.

2) Ask the other person questions.

3) Allow the other person to have his/her own opinions.

4) Stay away from facts and talk feelings.

10. **Keep the Goal in Mind at All Times**

**II Corinthians 5:17-19 (NIV):** “Therefore, if anyone is in Christ, the new creation has come: The old has gone, the new is here! All this is from God, who reconciled us to himself through Christ and gave us the ministry of reconciliation: that God was reconciling the world to himself in Christ, not counting people’s sins against them. And he has committed to us the message of reconciliation.”