

Communication

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Communication is the transfer of information

Words=7%, Tone of voice=38%, Body language=55%

We experience communication with-

Self (II Corinthians 10:5)

Others (Galatians 4:16, Ephesians 4:15)

God—prayer

Hints to effective communication

Listen

Take the other person seriously

Be sensitive

Seek to hear before you seek to be heard

Provide an unthreatening environment

Do not be possessive

Do not be judgmental

Do not be prejudicial

Reflect

Repeat the other's statements in your own words

This proves that you heard what they said

This also allows the other person to reprocess what they said

Empathize

Understand the cognitive message

Understand the emotional message

Send "I" messages when you are angry or negative

"I" feel hurt when you misbehave

"I" was disappointed when you threw your trash on my lawn

DO NOT SAY, "YOU MAKE ME SO MAD"

"YOU ALWAYS DO THAT"

Send "You" messages when you are happy or positive

"You" did a great job on your speech.

"You" are the greatest neighbors in the world.

Types of communication

Negative- Manipulation Flattery

Positive- Exhortation Encouragement

Little girls – intelligible speech, Little boys – "noises"

"Cakes like that don't last long around our house"

"Is Menno Simons in there?"

“Row faster, you will surely overtake them”

Linear model

PAC model