Of One Heart and one Mind: Effective Communication - Kevin R. Miller

Tues: Communication Styles

Man’s supreme achievement in the world is communication from personality to personality. -- Karl Jasper, German Philosopher

- That they do good, that they be rich in good works, ready to distribute, willing to communicate. – 1 Timothy 6:18
- But to do good and to communicate forget not: for with such sacrifices God is well pleased. – Hebrews 13:16
- He that speaketh, whose spirit is contrite, whose language is meek and edifieth, the same is of God if he obey mine ordinances. – D&C 52:16

Communication is simply any connection between human beings.

A Communication Model

1. Only by the Spirit can we communicate perfectly.

Therefore, why is it that ye cannot understand and know, that he that receiveth the word by the Spirit of truth receiveth it as it is preached by the Spirit of truth? Wherefore, he that preacheth and he that receiveth, understand one another, and both are edified and rejoice together. And that which doth not edify is not of God, and is darkness. – D&C 50:21-23

2. Five basic needs of every person (adapted from Gary and Joy Lundberg)

- I am of worth (intrinsic and unconditional.)
- My thoughts, feelings, ideas and perfections matter, and have been considered.
- Someone really cares about me.
- What I am doing is making a difference in the world.
- My agency is being honored.

3. Four Basic Types of Communication

- Aggressive Communication: aims to take advantage of or control another.
- Passive Communication: Allows others to invade, take advantage, and control with the speaker’s consent.
- Passive-Aggressive Communication: aims to manipulate others by indirect dishonest messages.
- Assertive Communication: aims to express thoughts, feelings and beliefs openly, honestly, directly and appropriately and allows others to do the same.

4. You messages/I-Messages

- You messages accuse, control and attack others and invoke instant defensiveness and unnecessary emotion: such as, "Why are you always so late? You live like a pig...look at your room!" “You make me so mad when you leave messes on the counter!"
- I messages reflect your feelings about the situation and its effect on you, with emphasis on the behavior, not the person. One way is to use the Five Steps of the I Message: 1. “I feel ____________ 2. When ___________ 3. Because ___________ 4. How do YOU feel about it? And 5. What can we do to solve it? Example: “I feel sad and used when the counter is left so messy after snack-time because it makes more work for me when I am already so busy and tired. How do you feel about this and what can we do to solve it?” Always respect the agency, opinions, thoughts and choice of both.

5. Communication Aids

These five things clearly distinguish those who communicate well:

- Self Concept: A positive self-concept is necessary for healthy and satisfying communications.
- Clarity of Expression: Have a clear expectation of what you want to communicate.
- Dealing with Feelings: Emotions should not be repressed and they should be identified, observed, reported, and integrated.
- Self-Disclosure: the ability to talk truthfully about yourself is essential for clarity.
- Appeal to other’s self-interest: “Helping on this project will also satisfy one of your merit badge assignments...a win-win!”
- Set Limits: I am happy to help on your science project and will promise only two hours on Tuesday. Decide how best I can help.
- State Clear Consequences: “If we can’t get your grades up by Christmas, which I think we can, you will have to quit your after school job, which means you won’t be able to afford your part of the car insurance and will lose your driving privileges for a while.
- Use AND, not BUT: You’ve been doing a great job in the filing system AND now I want to help you do the same in the area of telephone skills. (Instead of “You are doing great in filing BUT you are still having problems in answering the telephone right.”)
- Learn to say –no: “I’ll choose no this time, but I value scouting very much so could I drive to the campout next month?”

A Gem for Teens: “If you really need an answer now, its no. Would you like me to take more time to think about it?”
Wed/Thurs: **Between Brothers and Sisters: Understanding Gender**

See **Unleashing the Power of the Female Brain** by Dr. Daniel Amen, and any of the books by Dr. Deborah Tannen.

**Summary of Differences Discussed in Class**

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<tr>
<th>AS WE:</th>
<th>MEN</th>
<th>WOMEN</th>
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<tr>
<td>View Power</td>
<td>POWER LENS: <strong>Power differentiated:</strong> High Status, Low Status and work and life played by rules of status.</td>
<td>CONNECTION LENS: Keep power dead-even: Work and life is played by rules of relationships.</td>
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<td>Growing Up</td>
<td>Play in large groups, learn how to give orders, talk about how much better and different they are, like to be unique and different. Learn early how to operate in a hierarchy: play with boys they don’t like because they have skills. Don’t question the goal lines. Take risks. When the game is over, it’s over!</td>
<td>Play in small groups with best friends, relate through talking, looking through connection lens, want to look and be same as other girls. Play with girls they like. Don’t learn to take risks, learn to express and validate emotions, things and “goal lines” are up for discussion. The game is never over!</td>
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<td>Giving Orders</td>
<td>Gives them status and makes them seem manly. Give orders directly with little relationship work. Learn how to give orders and make them stick! Give orders to get things done quickly. “You should…” may appear wimpy if they give orders indirectly. Mid-west men give orders more indirectly.</td>
<td>Giving orders makes them look “bossy.” Give orders indirectly as “suggestions.” Use passive-aggressive techniques to get things across. Women take direct orders as overbearing. Use a wide range of strategies to not appear overbearing: “I would…” “Could we…” Appears non-managerial to men. If they talk like men: not feminine. If they talk like women: not managerial or authoritative.</td>
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<td>Conflict</td>
<td>Look for win-lose outcomes to preserve power and status, geared to winner takes all. Keep the power differentiated. Use sports metaphors! Use oppositional stance to challenge ideas and play “devil’s advocate,” and it can be a sign of respect because they want to “bond” with you.</td>
<td>Learn process for negotiating differences, and seek win-win outcomes, geared for doing what is good for all and fair in the relationships. Take challenging questions literally and feel personally attacked (connection lens.)</td>
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<td>Questions:</td>
<td>Men think questions are challenging them. Might view women asking questions as incompetent.</td>
<td>Women use questions to connect and bond and get information. Ask questions to be sure they are doing a good job as a team player.</td>
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<td>At Work</td>
<td>Set things up to maintain the status and hierarchy. Get to the point by giving orders. Task oriented. Low concern about relationship work.</td>
<td>View things in a flat structure and set things up accordingly. Care little about power or status. Women expect relationship work to be done first from other women, then get to tasks at hand.</td>
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<td>Eye Contact</td>
<td>Men avoid it or find it challenging due to growing up in that world. Little face-to-face gazing: from men considered challenging, from women may be interpreted as flirting. Eye contact not needed to be listening!</td>
<td>Lots of eye contact or you are not listening to them. Direct face-to-face gazing, seat looking at each other. Think men are not listening when no eye contact.</td>
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<td>Focus</td>
<td>Men are goal focused: earn a living, solve a problem. Interpret tasks buried in process as “optional.”</td>
<td>Women are process focused: the process is as important as the outcome. May not get promoted if they seem scattered.</td>
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<td>Rituals</td>
<td>Men do “ritual insulting” to bond with other men. Men tease to reinforce status or play around. Men do “report talking” about things, activities, sports. Bond with other men with reporting. Don’t make health inquiries or share problems with other men.</td>
<td>Women do “ritual apologies” as conversation smoothers. Can make them appear disorganized. Women rarely tease unless it is bonding somehow. Women do “rapport talking” and problem sharing to bond (don’t expect solutions).</td>
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<td>Problem Solving</td>
<td>See questions or problems as challenges to be “hunted and killed.” Feel interrogated by women’s questions. Men bosses admire and promote others who are focused and single-tracked. Give you the bottom line and back-fill details only if asked.</td>
<td>Don’t necessarily want solutions or answers to problems or questions: they expect “matching” problems. Can multi-task to solve problems. Give you all the details first, building up to the buried “task,” and lose men’s attention.</td>
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### Conflict Resolution Model

**Keys To Resolving Conflict:**

1. Accept conflict as a natural part of life, and an opportunity, not as something to be feared or avoided.
2. Envision Yourself Handling Conflict well: Decide at the outset to act on conflict in a positive, proactive way, not react to it adversely.
3. Use your agency and the Spirit to choose the right style for the situation.
4. Use empathic listening: Seek first to understand, then to be understood.

#### Principles of Effective Listening and Validation:

1. **Seek and ask for the gift of discernment:** DC 46:23; 2. **Listen actively:** with your eyes, ears and heart.
3. **Listen with empathy:** suspend your autobiography. Don't throw A PIE in someone's face by Advising, Probing, Interpreting, or Evaluating 4. **Listen for the deeper unmet need:** “Jesus saw sin as wrong but also was able to see sin asspringing from deep and unmet needs on the part of the sinner. This permitted Him to condemn the sin without condemning the individual. We can show forth our love for others even when we are called upon to correct them. We need to be able to look deeply enough into the lives of others to see the basic causes for their failures and shortcomings.” -- Pres. Spencer W. Kimball from article Jesus The Perfect Leader, August 1979

5. **Validate feelings:** "Validation is the act, process or instance of confirming or corroborating the meaningfulness and relevance of what another person (or self) is feeling. Validation is the ability to empathically listen to and understand another's point of view without having to change it." (From the classic book: You Don't Have to Make Everything all Better. By Gary and Joy Lundberg) And finally, **Create win-win agreements:** that outline the desired results, guidelines, resources, accountability and consequences.

**For Further Study:** Mark 4:24, James 1:19, Luke 8:8, Crucial Conversations and Crucial Confrontations and Influencer, all by Patterson, Grenny, Switzler.; You Don’t Have to Make Everything All Better by Gary and Joy Lundberg; How to Raise Emotionally Healthy Children by Newmark, Gerald; Say What you See: by Blackard (for parents of younger children); The 7 Habits of Highly Effective People by Stephen R. Covey; Emotional Intelligence and Working with Emotional Intelligence by Daniel Goleman; Unleashing the Power of the Female Brain by Dr. Daniel Amen; any books by Deborah Tannen on gender communication.