

Communication 401:

Learning to Communicate Effectively
and Resolve Conflicts

4-Part Seminar Series

presented by

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SESSION 1
The Fine Art of Listening

*A fool finds no pleasure in understanding
but delights in airing his own opinions.¹*

*He who gives an answer before he hears,
but is folly and shame to him.²*

Why don't people listen?

1. Selfishness and self-centeredness
2. React versus respond
3. Need to fix and give advice or to be right

*The purposes of a man's heart are deep waters,
but a man of understanding draws them out.³*

What you need to understand

1. People don't care how much you know until they know how much you care.
People need to feel safe to share.
2. Within every "difficult conversation" there are three levels:⁴
 - a. Perception
 - b. Feelings
 - (1) Affirm feelings first, then problem solve.
 - (2) Disentangle impact from intent.
 - c. meaning

¹ Prov 18:2 NIV

² Prov 18:13 NAS

³ Prov 20:5 NIV

⁴ Book - Difficult Conversations: How to Talk About What Matters Most

How to Take Criticism

ACCEPT:

Adopt the attitude that you want to grow and be all God wants you to be and accept that you need to be corrected for that to happen. Be humble , teachable and open to change.

LISTEN:

Discipline yourself to really listen to criticism, no matter who says it or how it is delivered, rather than become defensive.

EXAMINE:

Carefully examine the criticism, looking first for the grain of truth.

Ask God what He thinks about it.

Take responsibility for the part that fits and discard the part that doesn't.

If necessary, seek godly counsel.

GROW:

Be transformed, work like it depends on you and pray like it depends on God, recognizing that the growth process is painful, but ultimately results in greater happiness and success.

Weekly Challenge

1. Rate yourself on the following scale by circling the appropriate number. What could you do to become a better listener?

Characteristics	Never	Seldom	Sometimes	Often	Always
Listen twice as much as I talk	0	1	2	3	4
Seek to understand before being understood	0	1	2	3	4
Choose my words carefully and sensitively	0	1	2	3	4
Consider their feelings more than my own	0	1	2	3	4
Make it safe for them to share	0	1	2	3	4
Affirm feelings before offering a solution	0	1	2	3	4
Verbally & nonverbally show that I care	0	1	2	3	4
Respond more than I react	0	1	2	3	4

2. How well do you receive criticism? Memorize and practice the four steps. Work on really listening and not being defensive.



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