

GBC Saturday Seminar:
Communication is More than Information Transmission:

Basics of Communication

Communication is variously defined:

Webster: Definition of communication

1a: a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior, the function of pheromones in insect communication also : exchange of information

b : personal rapport a lack of communication between old and young persons

2a : information communicated : information transmitted or conveyed

b : a verbal or written message *The captain received an important communication.*

3 communications

a : a system (as of telephones or computers) for transmitting or exchanging information wireless electronic communications

b : a system of routes for moving troops, supplies, and vehicles

c : personnel engaged in communicating : personnel engaged in transmitting or exchanging information

4 communications plural in form but singular or plural in construction

a : a technique for expressing ideas effectively (as in speech)

b : the technology of the transmission of information (as by print or telecommunication)

5 : an act or instance of transmitting the communication of disease

6 anatomy : a connection between bodily parts Surprisingly little is known about the communication between the alveolar and terminal bronchiolar surfaces...— Richard C. Boucher

Our focus is definition 1, the exchange of thoughts between people including information, ideas & emotions.

Problem: *Much communication can take place with little or no communication occurring.*

Successful communication does not occur until the thoughts of the person sending the message are understood as the same thoughts by the recipient

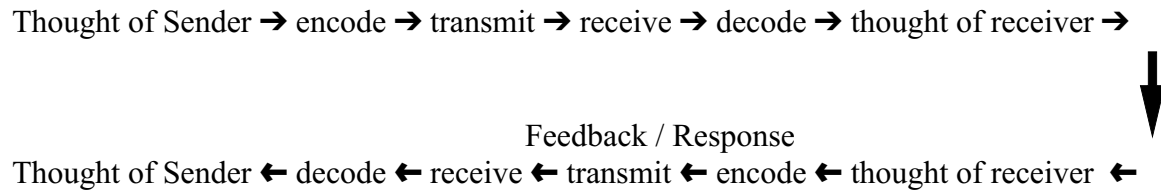
Communication takes hard work

Basic Communication Theory

Thought of Sender → encode → transmit → receive → decode → thought of receiver

Note that communication will affect both thought and the emotions related to that thought (though the emotional reaction can occur faster than the cognitive thoughts may be specifically identified).

In good communication the thought at the beginning of the process is the same at the end of it. A response / feedback mechanism allows a check to see if this is happening:



Feedback mechanisms:

Problems in communication.

Sender

Clarity of Thought of Sender:

Encode:

Thought must be encoded accurately - what is ability of sender to do this?

All senses can be used: Sight / sound / touch / smell / taste - often in combination

This involves language, vocabulary & syntax of system used

Sound:

Sight:

Touch:

Smell:

Taste:

Transmit: Involves both means of transmission and sender's ability

Vocal skills:

Physical skills:

Medium of Transmission

Recipient

Reception: involves the means of transmission and recipient's ability

Hearing:

Seeing:

Touch:

Smell:

Taste:

Decode: means of communication must be converted into thought

This is the reverse of encoding - what is ability of receiver to do this?

This involves language, vocabulary & syntax of system used

Meaning of words / tone / volume / style / harmony or discordance

Meaning of signs / symbols / font size & type

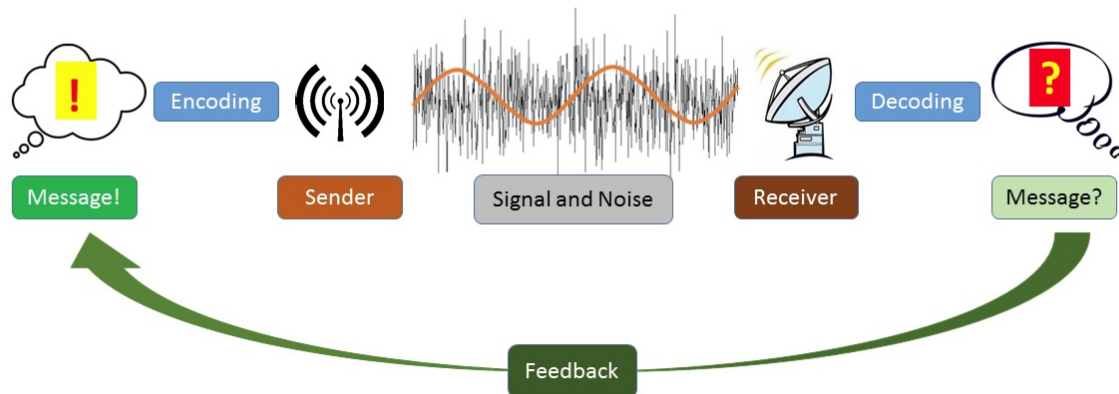
Meaning of touch

Meaning of smell

Meaning of taste / etc.

Clarity of thought of recipient - can the person comprehend the message?

Communication Theory



INTERFERENCE can occur at every step along the way from both external (physical source) and internal sources (emotional, psychological, semantics - definitions of words / meanings of actions)

Thought of sender

Encoding

Transmission.

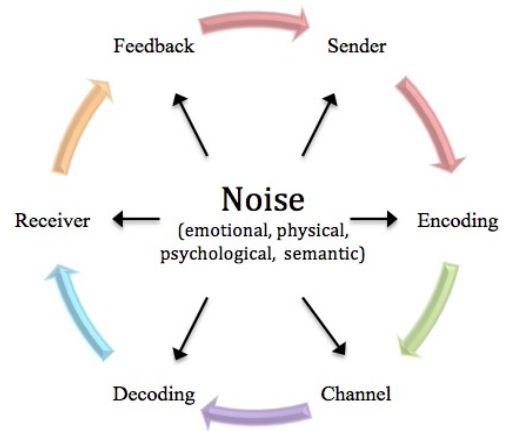
Reception.

Decoding

Thought of recipient

TERESA & GABY'S COMMUNICATION MODEL

Most interpersonal relationship problems between friends is usually due to communication problems. It is tragic that communication problems can result in the creation of enemies that might otherwise be friends. Consider how many times you have been upset with someone only to find out it was based on a misunderstanding - a communication failure. (Note: people can also be enemies because they do communicate well and clearly and understand each other and strongly disagree).



Good communication uses multiple pathways of transmission. Consider the strengths and weakness of each of these forms of communication?

Verbal, face to face _____

Verbal, over video phone _____

Verbal, over the phone _____

Letter or email _____

Instant Messenger _____

Texting _____

Verbal with visual and instant feedback is best for clear communication

As visual and feedback ability decline, so does clarity of the communication

Auditory: volume & tone

Visual - "body language" can change the meaning of verbal message

Lighting and smells can set a mood for a verbal conversation: Consider these settings and their value for particular kinds of communication:

Candlelight dinner at a quiet table
Soft lighting in a home living room
Talking around a dinner table
Benches around a campfire

Brightly lit cafeteria
Office with chairs opposite desk of individual
Brightly lit classroom with tables
Chairs in a circle in a class room

Levels of Communication

People intuitively know there are different levels of communication related to purpose of the communication and the particular relationship with the person(s) to whom you are communicating.

Five General Levels of Communication From least intimate to most intimate

- 1) Cliché - Safe communication using common, banal phrases about ordinary topics: Trite greetings, talking about the weather, sports, etc. No actual personal sharing
- 2) Factual - Exchange of factual information without expression of ideas or feelings about it.
- 3) Ideas - Goes beyond the factual to express personal thoughts and ideas about the subject.
Variable depth of ideas:
- 4) Emotions - An increase in vulnerability to express emotions about the subject matter.
Positive emotions:
Negative emotions:
Anger:
- 5) Intimate - open vulnerability to sharing inner thoughts, desires and dreams.

Thought provoking questions:

What levels of communication are normal for the following settings:

In public shopping? At a sporting event? At a community social gathering? At church?

At a small Bible study? With close friends? With your spouse?

At what level do you usually communicate in the above situations?

When do you most often communicate at an idea level? An emotional level? An intimate level?

What conditions would be needed for you to communicate at an intimate level?

At what level do you communicate with God? When does that level reach intimacy?

With whom do you communicate most intimately? What enables that level of communication?

Is there more than one person with whom you communicate intimately? If not, what hinders that?

Deepening Levels of Communication

Why would someone only communicate at levels 1, 2 or 3?

What enables some people to quickly move to a level 4 communication?

What is necessary for level 5 communication? In general? In you?

Sermon Notes - 11/18/2012
Proverbs on the Tongue

Introduction

James 3:1-12

The “tongue” is the object, but the reference applies to all forms of _____

Communication - 1 Corinthians 14:7-11

To communicate a message must be encoded, transmitted, received and _____.

Miscommunication can occur at _____ step - lack clarity, noise, interference, misunderstand

The Power of the Tongue

Build up or _____ - Proverbs 11:9, 11; 10:14

_____ others or self - Proverbs 18:7; 12:16; 25:23; 30:33; 18:6

Speaking _____ vs remaining silent - Proverbs 13:3; 10:19; 10:19; 17:27-28

_____ or intensify - Proverbs 15:1

Break _____ - Proverbs 25:15

_____ & death - Proverbs 18:21 - cf. Acts 5, 7

_____ or injustice - Proverbs 16:10; 14:25; 16:13

Bring _____ - Proverbs 12:18; 16:24

_____ from harm - Proverbs 12:6 cf. Acts 23

Make a _____ - Proverbs 18:20

The Proper use of the Tongue

Giving _____ to God - James 3, Romans 14:11

Communicate _____ - Proverbs 10:31; 15:2

Appropriate _____ and circumstances - Proverbs 15:23; 25:11

Listen and thoughtfully consider _____ answering - Proverbs 15:28; 16:23 cf 15:28; 18:13

Speak _____ and with kindness - Proverbs 31:26; 8:6-8

Speak _____ & judge righteously - Proverbs 12:17; Ephesians 4:15; Proverbs 31:9; 12:19

Speak what is wholesome and _____ - Proverbs 10:31-32, Ephesians 4:29

Proper communication brings _____ and is valuable - Proverbs 14:3; 13:2; 15:4; 10:20

Trouble from the Tongue

An unrighteous heart perverts even what is good into something _____ or harmful - Proverbs 26:7, 9

Gossip - the spreading of rumor about private matters of others _____ their backs

A “_____” is secretive and causes destruction even if unintentional - Proverbs 18:8; 26:20-22, 16:28

A “_____” trades in personal information and rumor - Proverbs 11:3; 20:19

A “gossip” is _____ and will entice or deceive (Proverbs 20:19)

A fool can easily escalate gossip into defaming _____ - Proverbs 10:18

In general, if you would not say it to someone’s face, _____ say it at all.

If you seek advice to deal with a problem with someone, then _____ the problem

If you give advice about dealing with a problem with someone, hold them _____ to work it out

Seduction - Proverbs 2:16; 6:24; 7:5, 21 & 22:14 all warn to _____ the seductress

Flattery - is to praise excessively especially from motives of _____

Flattery has _____ motives and seeks to entrap its prey and destroy - Proverbs 29:5; 26:8

_____ protects against flattery - The godly prefer truth and rebuke to flattery - Proverbs 28:23; 27:6

Deception disguises the real _____ with courtesy and kindness - Proverbs 26:24-25; 12:20; 12:5

Deception is common in marketing, but it is _____ which God rejects - Proverbs 14:8; 3:32; 14:2

Offers of pleasure, gifts or an advantage are used to _____ or destroy - Prov. 16:29; 1:10-24; 2:12-15

Speak _____ & avoid all forms of deception - even cruel humor - Proverbs 4:14; 12:17; 14:28; 26:19

Lying is _____ and is at the root of gossip, seduction, flattery and deception

Lying is an _____ to God - Proverbs 6:17-19; 12:22

Lying may yield short term gains, but in the end it brings _____ - Proverbs 21:6; 19:9; 12:19

Lying reveals a person's _____ - Proverbs 14:5; 17:4

Lying in the legal system _____ justice - Proverbs 19:28; 19:5; 29:26

Perversion of truth is what underlies all _____ - Genesis 3, Romans 1, 2, 3

Perversion arises from the _____ and flows out the mouth - Matthew 15:18-19; Proverbs 11:20

The _____ of the Lord Jesus Christ is the only thing that can bring about a cleansed heart - & mouth

A _____ heart leads to proper communication - Guard your mouth & tongue

_____ can guard your mouth and soul and deliver you from those who are evil - Proverbs 21:23; 2:12

KIDS CORNER

Young Children - draw a picture about something you hear during the sermon. Explain your picture(s) to your parents at lunch. **Older Children** - Do one or more of the following: 1) Count how many times the word "tongue" is said. 2) Discuss with your parents how to guard your mouth from improper speech

THINK ABOUT IT!

Questions to consider in discussing the sermon with others. What are the necessary steps to successful communication with others? What are some of the reasons communication can be so difficult and unsuccessful? How powerful is the tongue? Explain, give examples. What are proper uses of the tongue? Give examples. Why is it wrong to answer before you have fully heard and understood? What are some of the clues that can help you know the appropriate time and circumstances to speak? How are these related to motivations? What is gossip and what are its various elements? How can you keep from being a gossip? How can you end gossip? What is flattery and why is it wrong? How do you defend yourself against flattery? What is at the heart of deception? How is deception used in marketing? How can you protect yourself against it? How is deception used by the violent? What is lying and what does the Lord think of it? Can lying lead to success - short term? - Long term? Explain. What happens when lying is allowed in the legal system? What is the origin of the perversion of truth? How is the gospel of the Lord Jesus Christ a solution to this problem? How much of your communication could fall into categories of gossip, flattery, deceit, lying or perversion of the truth? What needs to change? How will you make those changes? Who will encourage you & hold you accountable to make those changes?

Communication & Conflict

Conflict is part of life for sinners living in sin cursed world.

Underline sources of conflicts in this passage

James 4:1–10 *1 What is the source of quarrels and conflicts among you? Is not the source your pleasures that wage war in your members? 2 You lust and do not have; so you commit murder. You are envious and cannot obtain; so you fight and quarrel. You do not have because you do not ask. 3 You ask and do not receive, because you ask with wrong motives, so that you may spend it on your pleasures. 4 You adulteresses, do you not know that friendship with the world is hostility toward God? Therefore whoever wishes to be a friend of the world makes himself an enemy of God. 5 Or do you think that the Scripture speaks to no purpose: “He jealously desires the Spirit which He has made to dwell in us”? 6 But He gives a greater grace. Therefore it says, “GOD IS OPPOSED TO THE PROUD, BUT GIVES GRACE TO THE HUMBLE.” 7 Submit therefore to God. Resist the devil and he will flee from you. 8 Draw near to God and He will draw near to you. Cleanse your hands, you sinners; and purify your hearts, you double-minded. 9 Be miserable and mourn and weep; let your laughter be turned into mourning and your joy to gloom. 10 Humble yourselves in the presence of the Lord, and He will exalt you.*

All sources conflict between people can be reduced down to seeking or doing (even if unintentional) what is contrary to God’s commands (godliness) instead of seeking to love God with all your heart, soul, mind and strength, and love your neighbor as yourself (Matthew 22:37-40; Mark 12:30-31)

Communication problems add to conflict arising from sinfulness, and they can also be the source of conflict even between those striving to be godly. Note the evil & non-evil causes in this list:

12 Major Causes of Communication Breakdown (not in any particular order)

- 1) _____ of skills (physical, mental, competency, vocabulary, etc.)
- 2) _____ barriers (foreign, dialect, accents, male / female differences)
- 3) Inability to _____ noise / interference
- 4) Fear
- 5) Lack of Desire
- 6) Selfishness
- 7) Ignorance
- 8) _____, slander, gossip
- 9) Wrong _____
- 10) Foolishness
- 11) _____ messages - actions / body language does not match words
- 12) _____ of Speech

We will focus on conflicts caused by communication problems with the assumption that you want to do what is godly.

The following list reveals how failed or ungodly communication contributes to conflict and how godly communication contributes to resolution and peaceful harmony.

Some Dangers of Failed or Ungodly Communication

- 1) Lack of needed information
- 2) Wrong assumptions
- 3) Confusion
- 4) Discontentment, Frustration
- 5) Lack of harmony
- 6) Suspicion, jealousy
- 7) Unwise decision making
- 8) Attitude problems
- 9) Strife
- 10) Lack of intimacy

Some Blessings of Godly Communication

- 1) Needed information provided
- 2) Correction of assumptions
- 3) Clarity of understanding
- 4) Contentment
- 5) Harmony
- 6) Trust
- 7) Wise decision making
- 8) Good Attitudes
- 9) Unity
- 10) Intimacy

Conflict as Opportunity

James 1:2-4 _____

Romans 5:3-11 _____

Conflict is the opportunity _____

The hard part is _____

Directing your Emotions & Response

1) Manage your

Proverbs 29:11, *A fool always loses his temper, But a wise man holds it back.*

Proverbs 25:28, *Like a city that is broken into and without walls Is a man who has no control over his spirit.*

Proverbs 14:29, *He who is slow to anger has great understanding, But he who is quick-tempered exalts folly.*

2) Leave it in the

Proverbs 24:28-29, ²⁸ *Do not be a witness against your neighbor without cause, And do not deceive with your lips. ²⁹ Do not say, "Thus I shall do to him as he has done to me; I will render to the man according to his work."*

Psalms 37 - People may do evil against you, but put your trust in the Lord instead of seeking revenge. Summarized in vs. 7-8, ⁷ *Rest in the LORD and wait patiently for Him; Do not fret because of him who prospers in his way, Because of the man who carries out wicked schemes. ⁸ Cease from anger and forsake wrath; Do not fret; it leads only to evildoing.*

Romans 12:19, *Never take your own revenge, beloved, but leave room for the wrath of God, for it is written, "VENGEANCE IS MINE, I WILL REPAY," says the Lord.*

Romans 8:28-29, ²⁸ *And we know that God causes all things to work together for good to those who love God, to those who are called according to His purpose. ²⁹ For those whom He*

foreknew, He also predestined to become conformed to the image of His Son, so that He would be the firstborn among many brethren;

3) in a Godly Manner

Proverbs 15:28, *The heart of the righteous ponders how to answer, But the mouth of the wicked pours out evil things.*

Proverbs 15:1 *A gentle answer turns away wrath, But a harsh word stirs up anger*

Proverbs 19:11, *A man's discretion makes him slow to anger, And it is his glory to overlook a transgression.*

Ephesians 4:26–27, ²⁶ *BE ANGRY, AND yet DO NOT SIN; do not let the sun go down on your anger, ²⁷ and do not give the devil an opportunity.*

Romans 12:21, *Do not be overcome by evil, but overcome evil with good.*

Ephesians 4:29, *Let no unwholesome word proceed from your mouth, but only such a word as is good for edification according to the need of the moment, so that it will give grace to those who hear.*

4) Be Humble &

1 Peter 5:5-6, “... *for GOD IS OPPOSED TO THE PROUD, BUT GIVES GRACE TO THE HUMBLE.* ⁶ *Therefore humble yourselves under the mighty hand of God, that He may exalt you at the proper time,*

Matthew 6:12, *‘And forgive us our debts, as we also have forgiven our debtors.*

Luke 17:4 *“And if he sins against you seven times a day, and returns to you seven times, saying, ‘I repent,’ forgive him.”*

Ephesians 4:32, *Be kind to one another, tender-hearted, forgiving each other, just as God in Christ also has forgiven you.*

5) Seek for Even Your Enemies

Leviticus 19:18, *‘You shall not take vengeance, nor bear any grudge against the sons of your people, but you shall love your neighbor as yourself; I am the LORD.*

1 Peter 3:8-9, ⁸ *To sum up, all of you be harmonious, sympathetic, brotherly, kindhearted, and humble in spirit; ⁹ not returning evil for evil or insult for insult, but giving a blessing instead; for you were called for the very purpose that you might inherit a blessing.*

Matthew 5:44, *“But I say to you, love your enemies and pray for those who persecute you,*

Responses to Conflict - Possible responses to a conflict -

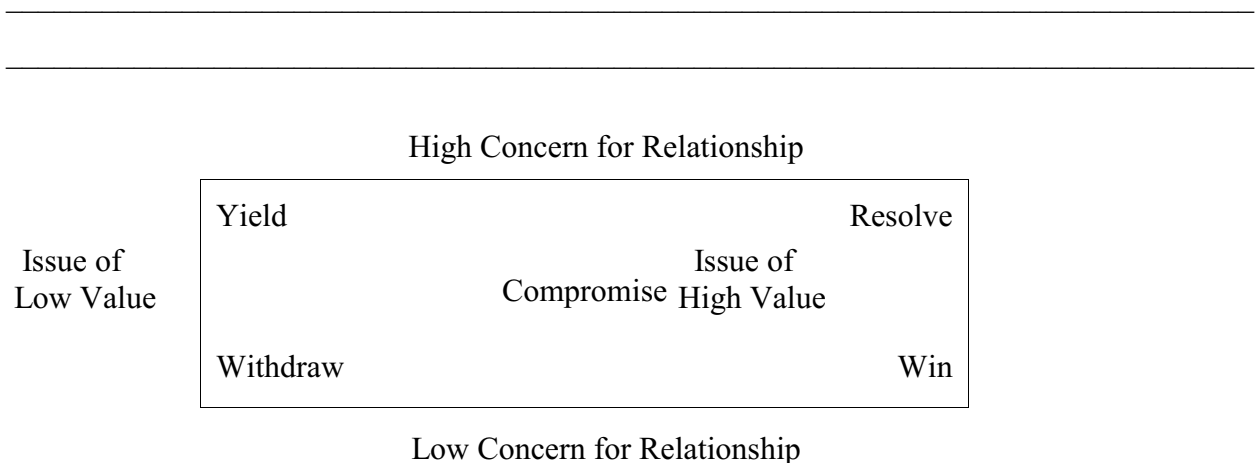
Withdraw - physically leave or psychologically check out. _____

Yield - Abandon the conflict by conceding to the other person's desire. _____

Win - No matter what the cost, the conflict must yield to your position / desire. _____

Resolve - Both parties in the conflict come to a mutual agreement on what is true and right. _____

Compromise - those in conflict agree to a workable solution, but it is not totally satisfying to any.



Working Toward Resolutions

- 1) Be quick to _____ & slow to _____. Until you understand the other person's position / point of view, you do not understand the problem and cannot resolve it.
Proverbs 18:13, *He who gives an answer before he hears, It is folly and shame to him.*
James 1:19–20, ¹⁹ *This you know, my beloved brethren. But everyone must be quick to hear, slow to speak and slow to anger;* ²⁰ *for the anger of man does not achieve the righteousness of God.*
- 2) Find the Right _____ & _____ for Resolution - both parties in a conflict need to have a proper context for working out the problem. There needs to be ample time - not rushed. It needs to be when both can put their best effort into it - neither over tired or not yet awake. It needs to be an a place where there is appropriate privacy, without unnecessary interruptions, and equal footing.
Proverbs 15:23, *A man has joy in an apt answer, And how delightful is a timely word!*
- 3) Define the _____. - both parties need to work to define the actual conflict. It often turns out to be a misunderstanding instead of an actual conflict.
- 4) _____ areas of both agreement and disagreement in the conflict. This narrows the issues.
- 5) Listen and reflect to identify _____ contribution to the conflict. This requires humility, but accepting responsibility honors truth, demonstrates godliness, and opens the door for cooperation from the other person - especially when forgiveness is requested.
- 6) State _____ what you can do to help resolve the issue, even asking their opinion (i.e. what can I do to help resolve this?)

BE AWARE & AVOID BEING EITHER DEFENSIVE OR AGGRESSIVE - remain patient & humble

Practical Help in Communication

Listening Skills:

Try to be in an environment conducive to listening - quiet enough to hear, private enough to avoid unnecessary distractions / interruptions.

- 1) Listen _____ & carefully - Do not multitask, allow your mind to wander, prepare a rebuttal
- 2) Actively strive to _____ the message, not just the words

- 3) Take _____ as needed
- 4) Quickly and politely ask for _____ of what you do not understand
- 5) Don't jump to _____.
- 6) Be _____ while listening (don't finish their sentences for them)
- 7) Refrain from _____ even if attacked / falsely accused (understand their point of view first)
Includes: returning accusations; retaliation; obscuring the issue; changing the subject, etc.
- 8) _____ consider rebuke / criticism
- 9) _____ to them your understanding of what they have communicated
- 10) If you need to apologize, don't cut them off to do so. _____ until they are done talking

Speech Skills:

Try to be in an environment conducive to being heard - quiet enough to hear, private enough to avoid unnecessary distractions / interruptions.

- 1) Speak _____ with appropriate volume (articulation, loud enough to be heard, but not yelling)
- 2) Prepare _____ and use notes as needed. This not only keeps you on track, but shows respect for the other person in that you have thought through things beforehand.
- 3) Avoid _____ / distractions while you speak (silence / turn off your phone)
- 4) Seek _____ to make sure your message is being understood
- 5) Ask questions to _____ mutual understanding
- 6) _____ willingness to come back at another time if the other person is not able to pay attention for whatever reason (legitimate or not)
- 7) Avoid direct _____ of motive - express your observations and ask questions
- 8) Do not use blanket statements / _____ - "all," "always," "never," "a million times," etc.
- 9) Do not _____ the other person or their concerns
- 10) Do not bring up _____ that were already resolved (if forgiveness was granted, bringing it up demonstrates unforgiveness and perhaps bitterness)
- 11) Do not seek _____
- 12) Do not _____ your emotions (appropriate only when seeking comfort - and warn them first)
- 13) Do not _____, or withhold information to make your argument stronger
- 14) Do not _____ others for your own response / actions (you are always responsible for yourself)
- 15) _____ use vulgarities, profanities, curse

KEY VERSE TO MEMORIZE: Covers manner and motivations for speech:

Ephesians 4:29 - *Let no unwholesome word proceed from your mouth, but only such a word as is good for edification according to the need of the moment, so that it will give grace to those who hear.*