



PARTICIPANT WORKBOOK

LESSON 2-6: HEALTHY COMMUNICATION

“The single biggest problem in communication is the illusion that it has taken place.”

-George Bernard Shaw

“Seek first to understand, then to be understood.” - Steve Covey, Habit #5

“You have 2 ears and 1 mouth for a reason” - Unknown

WELCOME & PRAYER

KICK OFF QUESTION

- Describe an example of poor communication you’ve experienced (as giver or receiver) in the past week or so? What was the situation? What was the result? What was the cause? What could/should have been done differently to improve the communication?

SCRIPTURES

John 17:20-23

I [Jesus] am praying not only for these disciples but also for all who will ever believe in me through their message. I pray that they will all be one, just as you and I are one—as you are in me, Father, and I am in you. And may they be in us so that the world will believe you sent me. I have given them the glory you gave me, so they may be one as we are one. I am in them and you are in me. May they experience such perfect unity that the world will know that you sent me and that you love them as much as you love me. (NLT)

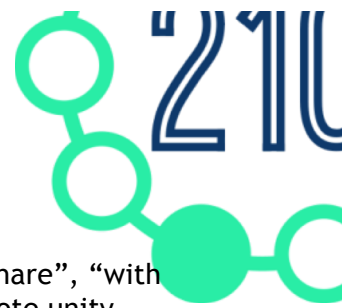
Ecclesiastes 5:1-9

As you enter the house of God, keep your ears open and your mouth shut. It is evil to make mindless offerings to God. Don’t make rash promises, and don’t be hasty in bringing matters before God. After all, God is in heaven, and you are here on earth. So let your words be few.

Too much activity gives you restless dreams; too many words make you a fool. When you make a promise to God, don’t delay in following through, for God takes no pleasure in fools. Keep all the promises you make to him. It is better to say nothing than to make a promise and not keep it. Don’t let your mouth make you sin. And don’t defend yourself by telling the Temple messenger that the promise you made was a mistake. That would make God angry, and he might wipe out everything you have achieved.

Talk is cheap, like daydreams and other useless activities. Fear God instead. (NLT)





BIG PICTURE

The etymology (study of the origin of words) of the word communication is “to share”, “with unity, with oneness” or “common purpose”. Communication is intended to promote unity (John 17): unity of purpose; unity of action; unity of people; unity in our work and business. Healthy communication creates and drives unity and growth; unhealthy communication divides people or creates disunity.

But, much of our communication, as a leader or manager, is to impart information into others for various purposes. While we may think (perhaps even deceive ourselves) that our communication to others is intended to create unity of purpose or action, often it does not. If you were to honestly evaluate your communication to others, does your communication promote unity or disunity? God heard every communication, even every thought you had last week. How do you think He evaluated your conversations?

HEALTHY COMMUNICATION - John 17 Exercise

In John 17:20-23 quoted above, underline each phrase or words that concerns unity or oneness.

- Identify a few of the phrases that highlight unity in this Scripture. What stands out to you as you review your highlights?

HEALTHY COMMUNICATION - Ecclesiastes 5 Exercise

Read Ecclesiastes 5 again with a focus on understating healthy communication in your work. Be prepared to discuss your answer to the following questions.

- What meeting/place/engagement/conversation will you be entering this week, where you can apply the principle “keep your ears open and your mouth shut” (v1)?
- For each of the following communication situations, discuss: What happened? What was painful? What could you have done differently in that situation to have better communication?
 - What workplace-equivalent “mindless offerings” or “rash promises” have you made or are currently considering (v2)?
 - When have you been hasty in communicating with your manager/boss? To an employee (v2)?
 - When have “too many words” made you look foolish (v3)?
 - Describe a time when you made a promise and delayed following through or failed to keep it (v4-5)?





- **Application:** Identify one upcoming meeting or conversation where communication will be important. How will you approach this situation differently with these principles and lessons from past communications in mind?

This is one of many examples of how we can take scripture and apply it to business. The principles identified here specifically relate to God, but many of these same principles can be applied to the leader of your company or business unit.

ADDITIONAL DISCUSSION QUESTIONS

- What inhibits communication? What are the barriers to healthy communication?
 - Pride/ego
 - Self-worth
 - Personal agendas
 - Immaturity
 - Spiritual/emotion unhealthiness
 - Societal pressure
- How do we take what we've been learning/sharing and bring it into your workplace or business?
- How can your communication better promote unity/build others up? Honor God?
- What is it about communication that is hard?
- If two people have an issue with something, i.e. anger, how do we communicate so that we can return to unity.
- Do you have the ability to forgive someone? Do you have the ability to say "I'm sorry"?

CLOSING PRAYER

ADDITIONAL RESOURCES

- *"The Quick and Easy Way to Effective Speaking"*, Dale Carnegie, revised by Dorothy Carnegie
- <https://bible.org/seriespage/lesson-6-god-s-rx-healthy-communication-1-peter-38-12>
- *"Rees Howells, Intercessor-The Story of a Life Lived for God"*, Norman Grubb
- *"Ted Talks-The Official Ted Guide to Public Speaking"*, Chris Anderson





ADDITIONAL SCRIPTURE READINGS

- 1 Peter 3:8-12
- James 1:19-20
- Proverbs 18:13
- Proverbs 18:2
- Matt 12:36-37

HEALTHY COMMUNICATION - Supplemental Exercise

Healthy communication requires the appropriate mode of communication as well as having the proper communication skills. Please evaluate your communication through the exercises below:

Communication Method	Rank 1 to 6 on your preferred communication method	Rank 1 to 6 the best communication method
Oral-Phone		
Oral-Face to Face		
Written (Letter)		
Written (Email)		
Social Media		
Text/Emoji		
Others? _____		

- What are the pros or cons, advantages or disadvantages of each method above?
- For each item identified above, what should be done to minimize the potential for miscommunication?
- As you reflect on your responses, how might you change your communication method?

