



Communication and Conflict Resolution

MFCO 502

Module 1



Module One

TALKING SENSE

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Talking Sense: Good Communication in Marriage

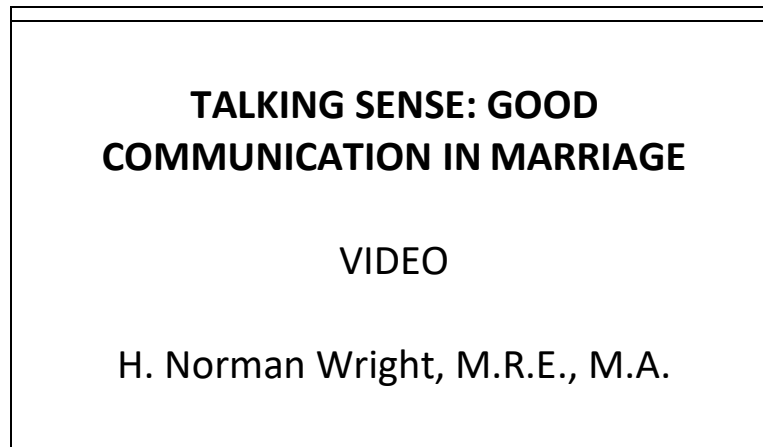
H. Norman Wright, M.R.E., M.A 3

The Ways We Love

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LUV Talk: A Communication Method for the Rest of Us

Michael Smalley, M.A20



Description

“We can’t communicate,” is a constant litany heard by marriage counselors. H. Norman Wright, perhaps the “ambassador” of marital communications in the church, shows people how to talk together, how to listen and know they are being heard, how to understand and express their feelings, and from this, how to get unstuck and start growing again.

Learning Objectives:

- 1.** Be able to recognize the importance of communication in building a strong marriage.
- 2.** Identify various elements that make up the process of communication.
- 3.** Understand the various marriage and family counseling techniques and when to use them.

Introduction

This lesson is designed to assist couples in discovering some of the basic elements involved in healthy communication. Information is given in a way so that the student can evaluate his or her own communication process. A biblical basis for some of the concepts will hopefully encourage the student to look to the Scriptures for guidelines especially as they are presented in this lesson. The concept of learning to speak one another's language is introduced so the students can discover the value of this principle. This lesson is presented so that those in the helping professions will be able to use the content in teaching and counseling and so that married couples will benefit and grow.

I. What the Bible Says about Communication

- **James 3:8-18**

- **Proverbs 12:18**

- **Proverbs 18:21**

- **Proverbs 14:29**

- **Proverbs 21:23**

- **Proverbs 29:30**

II. Happily Married Couples Differ from Unhappily Married Couples

- A. They talk more to each other.**
- B. They convey the feelings that they understood what is being said to them.**
- C. They have a wider range of subjects available to them.**
- D. They preserve the communication channels and keep them open.**
- E. They show more sensitivity to each other's feelings.**

III. The Six Messages of Communication

- A. What One Meant to Say**
- B. What One Actually Said**
- C. What One's Spouse Actually Hears**
- D. What One's Spouse Thinks He/She Hears**
- E. What One's Spouse Says about What One Says**

F. What One Thinks His/Her Spouse Said about What He/She Said

IV. Listening

A. Listening means that when another person is speaking, one is not thinking about what he/she is going to say when the other person stops talking. (James 1:19, Proverbs 18:18)

B. Listening is complete acceptance without judgment of what is said and how it is stated.

C. Listening is the ability to restate accurately both the content and the feeling of the message.

D. It takes work and effort.

- Physiologically people can listen five times as fast as they can speak. If someone speaks at 120 words per minute and you can listen at 600 words per minute what are you doing with the extra time?

V. Barriers to Listening

A. Defensiveness

B. Personal Biases

C. Different Listening Styles

D. Inner Struggles

E. The Habit of Interrupting

F. Mental Overload

G. Bad Timing

H. Physical Exhaustion

I. Selective Attention

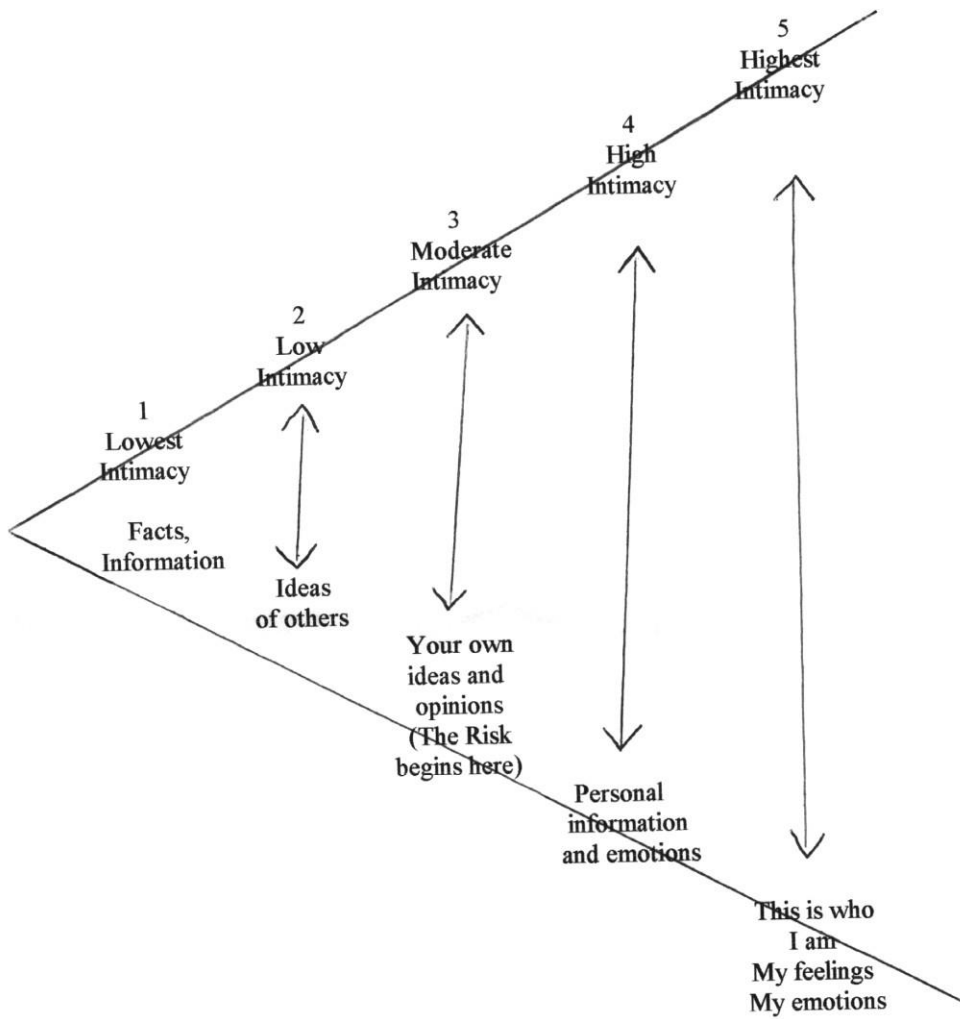
VI. Messages are Made Up of Three Components

A. Content

B. Tone

C. Non-Verbal

VII. Five Levels of Communication



Four Prime Times to Communicate During the Day

- A. First Four Minutes of the Day**

- B. Last Four Minutes before One Departs for the Day**

- C. First Four Minutes when One Sees Each Other Again**

- D. Last Four Minutes at the End of the Day**

VIII. The Main Principle

A. How to Speak Another Person's Language

- Some people are more visual in their learning style

- Some people are more auditory in their learning style

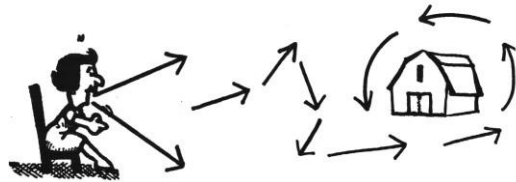
- Some people are more kinesthetic or feeling in their learning style

- Extroverts
 1. Have to talk to think

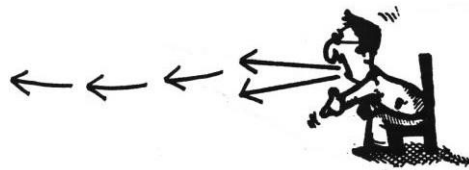
 2. Needs affirmation from others

- Introverts
 1. The best way to approach an introvert is to give them time to think
 2. Introverts have to think to talk
 3. Introverts are drained by being with people

- The rambler



- The straight arrow



B. Gender Differences

- The brain
 - Women use 40% more brain connectors than men

 - Women use more of the left and right side of their brains at the same time

- Gender statements

- The expander

- The condenser

X. Conclusion

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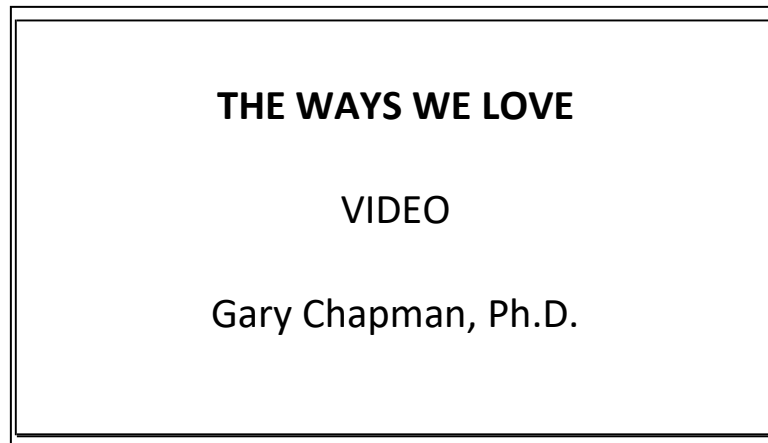
Wright, H. Norman. (2000). Communication Key to Your Marriage. Ventura, CA: Regal Books.

Study Questions

1. How do happily married couples differ from unhappily married couples?
2. Discuss the six messages of communication and the barriers to listening.
3. What three components make up the messages people send, and what are the percentages of each component?
4. What are the five levels of communication?
5. What are the prime times for communication during the day?
6. What does it mean to speak another person's language?
7. What are the differences in communicating with extroverts and introverts?
8. What are gender statements?

Soul Care Notes

James 1:19
Proverbs 12:18
Proverbs 14:29
Proverbs 29:30
James 3:8-18
Proverbs 18:21
Proverbs 21:23



Description

“All you need is love,” sang the Beatles, but they definitely were not the first to do so. Love may not pay the bills, but it does keep the bill payers together. Marriage and relationship expert Dr. Gary Chapman weaves together the differing threads of love that make up and hold together the tapestry of life-long marriages.

Learning Objectives:

1. Understand love as an attitude with appropriate behavior.
2. Explain and understand love as an emotional need.
3. Know and be able to share the five love languages.

Introduction

Love is a most confusing word. This lesson's focus will be on three ways in which people use the word love. The experience of 'falling in love' is often a predictable process. It begins as a tingle, becomes an emotional obsession, and often ends with great pain. What is troublesome is that today's society has viewed this experience as the foundation of a happy marriage. The Bible does record this phenomenon (Judges 14:1-3 Sampson, Song of Solomon 5:10-16 describes a woman in love and 4:1-7 a man in love), but the Bible does not emphasize this kind of love.

I. Love as an Attitude, with Appropriate Behavior (Ephesians 5:25)

A. Love is a way of thinking.

B. Love is a way of behaving (Mark 10:45).

C. Most Christian teaching and preaching on love has emphasized this aspect of love. Therefore people say, 'Love is a choice'. People can choose their attitudes and actions. But in Dr. Chapman's opinion, this is not practical enough for most couples. It does not deal with the third aspect of love.

II. Love as an Emotional Need (Titus 2:4)

A. The Five Love Languages

- Words of affirmation (I Cor. 8:1)

- Quality time (Mark 3:14)

- Gifts (John 3:16)

- Acts of service (I John 3:18)

- Physical touch (Mark 10: 13-16)
 1. Each person has a primary love language

 2. A husband and wife seldom have the same love language

 3. Typically, people speak their own love language

 4. The key is learning to speak the other person's love language

B. Common Questions about the Love Languages

- Can a person have more than one love language?
- Does one's love language change over time?
- Is the love language hereditary or learned?

C. How does a person discover the primary love language of his/her spouse?

- Observe their behavior
- What do they complain about?
- What do they request most often?

III. Conclusion

Bibliography/Reading List

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Study Questions

1. Explain the experience of “falling in love”.
2. Be able to explain why love is an attitude with appropriate behavior.
3. What does love as an emotional need mean?
4. What are the five love languages?

Soul Care Notes

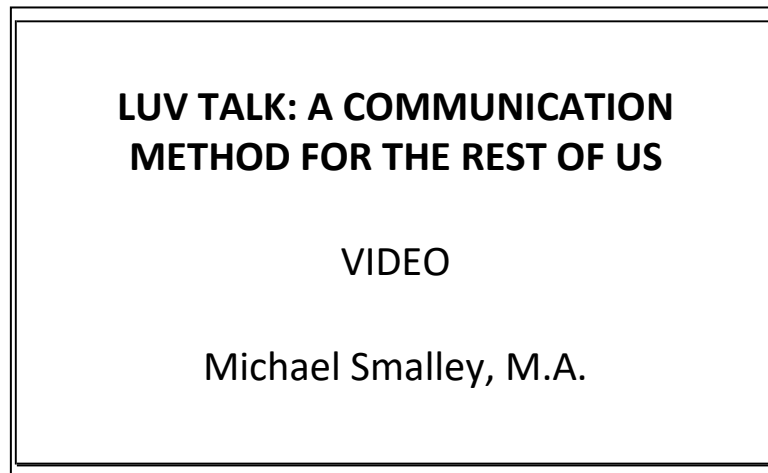
I Corinthians 8:1

Mark 3:14

Mark 10:13-16

John 3:16

I John 3:18



Description

The battle between the sexes began in the garden as a consequence of the fall. Michael Smalley discusses one of the most powerful methods to eliminating divorce - learning how to communicate during conflict. LUV Talk gives the participant knowledge, skills, and structure on how to argue effectively where the couple can reach a win/win agreement. If a person knows how to make an order at a McDonald's drive-thru window, then he/she already knows how to LUV Talk.

Learning Objectives:

1. Understand the need for proper communication in marriage.
2. Be able to explain the LUV Talk communication method.
3. Identify and explain the employee/customer concept in communication between spouses.

Introduction

Researchers can predict up to 93% accuracy who will divorce based upon the couple's communication skills and methods. According to Michael Smalley, almost all divorce occurs because of a lack of communication and resolution skills. The essence of LUV Talk is it gives guidelines to conflict in communication and help to lead to a resolution.

I. The LUV Talk Communication Method

A. Listen

- Whole body
- Non verbal
- Eyes

B. Understand

- Ask questions
- Repeat what one has heard

C. Validation

- Set aside one's own feelings and needs.
- Try to truly understand and appreciate one's spouse's position.

II. Employees and Customers

A. Employee's Job is to LUV

- Listen
- Understand
- Validate

B. Customer's Responsibility

- Talk for oneself using "I" statements only describing feelings and needs.
- Be clear and concise

C. Conflict is Doorway to Intimacy

- Surface events
- Must lead to resolution

D. Must Switch between Employer and Customer Role

- Object of Designation

III. The Counselor as Coach

A. Keep the “Rules” Handy

- No arguing during designated fun time
- Call time out when things escalate

B. Helps Couples Stay on Track

C. Stress Importance of LUV Talk

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Smalley, Gary & Smalley, Greg (2000). Bound by Honor. Wheaton, IL: Tyndale House Publishers.

Stanley, Scott (1998). A Lasting Promise. San Francisco, CA: Jossey-Bass

Study Questions

1. Why is a person's communication skill so important to his/her marriage?
2. What is LUV Talk and how can using it improve a couple's marriage?
3. What is the relationship between employee and customer and how does it relate to marital conflict?
4. What does the counselor do in the coach role with a couple in crisis?
5. How does the LUV Talk method allow for win/win solutions?

Soul Care Notes

James 1:19
Colossians 3:12-14
Ephesians 4:16-16