

## Power Lunch 2005

### #5 REALITY RELATIONSHIPS

#### Language

Tuesday, February 22, 2005 • Dr. David McKinley

[Dr. McKinley, message #5 REALITY RELATIONSHIPS / Language ]

I'm sure glad you're here and that you've been able to come and be a part of this day. I know it's always a challenge when we have a Monday holiday and though not everyone was off yesterday I know many of you had that opportunity and a..., getting back into the week on Tuesday you always start a day behind and a..., I'm always grateful when we have such a great response, people coming together and being here at Power Lunch.

Several days ago I read a...a, well just sort of a cute little story, thought I'd take time to share it with you today. It says:

Sitting in the window of her convent Sister Barbara opened a letter from home one evening and inside the letter was a \$100 bill that her parents had sent. She smiled at the gesture; she read the letter sitting by the window, but then she noticed a rather shabbily dressed man who was standing below leaning up against a lamppost. Everything about this man communicated he was a man in great need. She quickly scribbled a little note on a piece of paper and this is what she said, "Don't despair. Sister Barbara" She wrapped that little note and the \$100 bill together. She got the man's attention and she tossed it to him out the window. The stranger picked it up opened the note with a little bit of a puzzled expression on his face, tipped his hat and walked on down the street. Well, the next day Sister Barbara was busy going about some of the duties that she had there in the convent when she was made aware of the fact that she had a visitor. She went downstairs to meet the visitor at the doorway and standing there in the door was that same man, that stranger she'd seen the evening before and he was standing there with a wad of \$100 bills...bills in his hand. She wasn't exactly sure how to respond or what to do. She simply said, "What is this?" And with that he handed her \$8,000; 81 hundred dollar bills and as she received those bills he simply said to her, "Don't Despair paid 80 to 1, it was a great tip." [audience laughter] Heh, heh, heh, heh, heh!

Well, I share that with you today because it makes an incredible point and the point of the story is this. It doesn't matter how good your intentions are in life, communication can be a challenge for all of us. Heh, it doesn't matter who you are or what you try to do in communication positively or negatively, communication is one of the biggest and greatest challenges that we all face in life. And in the fact that I'm involved in a series that we're calling *Reality Relationships*, it's ~~impossibly~~ ~~for~~...impossible for me to talk about the subject of relationship and not talk about the subject of communication, because so much of what happens,

good and bad in our relationships and interactions with others happens in the arena of our communication with them.

Not long after I started this series and I'm only about 4 weeks in I got up one morning and was going through the habitual routine that we have around our home, that is that my wife and I always take time to get up very early, share up some cups of coffee together. Typically we get up and make up the bed together and then go out for a walk and usually try to get about 30 or 40 minutes worth of exercise in before we engage getting up the kids and getting into the day. While we were a..., in that normal routine a..., and in the process of kinda getting things started, but we were running behind schedule just a little bit and so we'd downed the coffee and we were getting out of the bed and she was on her side of the bed and I was on mine and we were making up the bed but she was involved in telling me a story and I'm listening to the story and a..., and I'm thinking we're running behind and so I finally looked at her and said a..., how bout you finish making the bed and you tell me the story while we're out on the walk. Well, so much for a good walk. [audience laughter] She looked at me across the bed, she stopped, she said, you don't have to be rude. Well, I knew that a..., I knew that I was in trouble, I knew that the walk was gonna be challenging [more laughter] I took time to get dressed and before we went out the front door I paused and said sweetheart I'm sorry I was just trying to hurry us along and it didn't take for a minute...but a moment for us to get everything patched up and in good shape, but I thought about those words you didn't have...you don't have to be rude. You know one of the primary things that happens in the breakdown and communication that we all experience, whether it's in a marriage or as a parent in talking with our children, a..., dealing with associates at work, employer, employee relationships, even friendships all gets down to this matter of what we say and how we say it to one another in the course of each and every day. It all comes down to the matter of how we communicate with one another and interestingly enough in 1<sup>st</sup> Corinthians chapter 13, verse 5, which has been the, 1<sup>st</sup> Corinthians 13, the love chapter of the Bible, it's kinda been the...the formulative chapter, the...the foundation of this series of talks on the subject of relationships, it simply says this, it says:

*Love does not behave rudely,...*

*Love does not behave rudely,...*

And if you were to take and to study that little word rude or rudely that you are reading there, you would find that it simply means something that is out of shape, something that has to do with outward appearance and when you think of outward appearance and something being out of shape you cannot help but associate the idea that something, the way in which it is presented, the way in which it is said, the way in which it is done has so much to do with how you are received and how you impact people in your world every single day. You know we have a lot of conflict in our communication skills in this world and it's interesting that we have conflict in this area because there's never been a more communication

savvy society than ours. How many of you today have a cell phone? All right, that's almost every one of us. Now please turn them off. But how many, no I'm just teasing, but how many of you have a cell phone? How many of you have at least one e-mail account? Okay, that's most of us here today. We're involved in cell phone, we're involved in e-mail, we have all sorts of types of connectedness in our lives, but you know and I know that some of the greatest challenges in life, even with all the tools and all the technology is staying in the right kind of communication with the people that really matter in your world. You may be able to be reached but the question is are you really in touch? Are you in touch with what's happening in your relationships and are you connected in a way that makes a positive difference in communication? I am absolutely convinced that communication failures are at the heart of so many of our relational failures in life. Communication failures are at the heart of much of our relational failure in life. So as we talk about reality relationships and as we talk about the essentials, the essentials to help us get real and get right in our relationship I wanna give you essential #4 in building reality relationships today and this is it.

**LOVE IS A LANGUAGE YOU SPEAK EVERY DAY IN THE EXPRESSIONS YOU CHOOSE AND IN THE THINGS YOU SAY.**

Would you say that out loud with me? It almost sounds poetic doesn't it, huh? But you see I'm trying to communicate something to you. I want you to remember this truth and so there's a little ring to it, there's a little bit of a tone for you to pick up and for you to carry. So let's say this together today.

**LOVE IS A LANGUAGE YOU SPEAK EVERY DAY IN THE EXPRESSIONS YOU CHOOSE AND IN THE THINGS YOU SAY.**

Ultimately the reality check for effectiveness and building relationships comes down to this issue of communication. Now what I want us to do today is I want us to think about the language, the language that we use, the communication skills that we employ, the efforts that we invest in building relationships with others based on some foundational ideas and concepts relative to the subject of communication and the way that I wanna do that is I just wanna take these few minutes that we have and explore several different facets of the subject of interpersonal communication and building effective communication skills and to help us do that the first thing that I want us to do is to...

**CONSIDER THE DIFFERENT LEVELS OF COMMUNICATION.** The reality of life is that we communicate but we communicate on different levels at different times. Sometimes we communicate on multiple levels all at one time. If I could just give you a quick list of ways in which you communicate, and communication is a vehicle by which you express your thoughts, your feelings, your ideas, your...your...a...your decisions in life and so if communication is the vehicle by which you do that you need to understand that there are different levels of communication that you are involved in, that you engage and that you need to employ in your life. So let me give

you that list.

A..., we communicate **SPIRITUALLY**. Spiritually is an unseen communication, it's the communication that we have with God. A..., many times we think of that vehicle being the vehicle of prayer, to simply bow your head at any place, at any moment with the awareness or with the non-awareness of others is to have a moment where spiritually you can communicate with God. And there is a spiritual communication that is at the deepest part of every human being and every human soul. But not only is there spiritual communication.

There's **EMOTIONAL** communication and you know as well as I do that a lot of what we pick up on, we pick up on emotionally. Now, some of us are a little more emotionally sensitive than others are. But if you are careful you can pick up a lot of communication in the emotional arena. Certainly there's the emotion of sadness and when you see tears and when you see brokenness and distress in someone's face that may connect and communicate with your heart something of emotion. Certainly when we see a smile, when we see laughter, when we hear and experience that there's something that's communicated emotionally.

You can communicate intellectually. **INTELLECTUAL** communication can be what takes place between you and a book that you read or some sort of interaction that goes on. In fact if you know someone very well, it's almost a..., at times as though you know what the other is thinking. Now don't go to seed on that cause you don't always know what other people are thinking. But a..., right now I'm thinking you're listening to me and I don't know if that's true or not but...but I'm gonna make a positive intellectual assumption that you are engaging with me and thinking with me as we're working through this.

Then of course there's **VERBAL** communication. That's the common, the most common, that's the one that we go to seed on, what I'm going to say and here's what I want you to hear and here's what I want you to know and it's the words that we choose and it's the things that we say.

And then there's the **PHYSICAL**, the non-verbal communication. If you've been near a television set this morning you know that one of the prime news items today is all about a meeting that took place a..., overnight between a..., Prime Minister of France Jacques Chirac and our President Bush and there's a lot of investigation going on about their body language and what they're saying to one another. You know, yes they're saying they're talking and they're friends but there was a whole report this morning on the news about how a...a..., Prime Minister Chirac touched the president's elbow but the president didn't touch his elbow in return. [audience laughter] Well, anyway, it's non...non-verbal physical communication. You know, so much of what I'm communicating to you right now is not only intellectual, emotional and verbal but what I'm communicating to you right now is physical. Did you know that? I could have walked in here today when Stacey finished singing that incredible song and I could have walked right here opened my book, my Bible, my notes and simply sat here and said:

There are many different trhemlsof communication that go beyond our words. Words are vehicles of four thoughts, feelings, and ideas; they can be spiritual, they can be emotional, they can be intellectual, they can be verbal, they can be physical...

Did you have that professor in college? [audience laughter] I want you to know I did. Heh, heh, heh! I mean you would have been out of here. In fact by the time I got through reading the first page many of you would have grabbed your things and been slipping out the door. You know, and one of the reasons I move around is I want you to know I can even hit a moving target. You start movin around on me I'm gonna come chase you out the room on this side when you're talkin, because I'm physically tryin to communicate with you and so we use and we communicate a lot to people by our physical expressions, our physical gestures. In fact one of the main things that you communicate to someone is whether or not you make eye contact when they speak with you, whether you a..., are communicating with openness, you know, this really communicates something. This communicates all right I'm waitin on you to finish cause I'm gonna say what it really is, you know. [audience laughter] You know there...there are things that we need to understand about communication and so much of our communication takes place at different levels.

So consider the fact that there are **different levels** of communication and you have to understand those and you have to take that into account as you begin to communicate with someone else.

The second thing that I want you to see today about communication is that we need to contemplate some of the **common causes for communication breakdown**. Not only that we communicate at different levels and sometimes on a..., various levels all at the same time, we need to contemplate, what is it that causes some of the breakdown that we experience in communication? We struggle to connect. We struggle to be on the same page and there are a number of different reasons that we struggle in the arena of communication.

Sort of like the guy who said, I know you believe you understand what you think I said, but I'm not sure you realize that what you heard is not what I meant. Well, sometimes we have a **HARD TIME COMMUNICATING** with one another and why is that?

Well, one of the reasons that we struggle to communicate is because of **CULTURE**. We come from different cultures and you can have culture not only by being from a...person from a different nation, nationality or ethnicity, you can have a different culture even within the same a..., general vicinity. Obviously we live in the state of Texas and there are a lot of different types of cultures, even within the state of Texas.

Just a few days ago I got a little piece in the mail that talked about how to tell if you're a member of a Texas Red Neck Church. [audience laughter] Would you like to know that there are different church cultures? We have a culture here at Prestonwood, but listen to this:

*You might be a member of a Texas Red Neck Church if:*

1. Upon learning that Jesus fed 5000 people stop in the Bible Study and ask whether they are bass or catfish and what kind of bait was used to catch em. [audience laughter]

*You might be a member of a Red Neck Church if:*

The pastor says I'd like to ask bubba to help me take up the offering and 5 guys and 2 women stand up. [audience laughter]

*You might be a member of a Red Neck Church if:*

Opening day of deer season is an official church holiday. [audience laughter]

If a member of the church requests to be buried in his four-wheel-drive truck because, it ain't never been in any hole it couldn't get out of. [audience laughter]

*You might be a member of a Red Neck Church if:*

Your choir is known as the OK coral. [audience laughter]

If in a congregation of 500 members there are only 7 last names in the church directory. [audience laughter] Heh, heh, heh, heh, heh, heh!

*You might be a member of a Red Neck Church if:*

Baptism is referred to as branding. [audience laughter]

If there's a special church fundraiser for a new church septic tank. Boy that's a vision. [audience laughter]

*You might be a member of a Red Neck Church if:*

The choir robes were donated and embroidered with the logo, "From Billie Bob's Bar-B-Q. [audience laughter]

If the restroom is still outside and..

*You might be a member of a Red Neck Church if:*

The only time people lock their cars in the parking lot is during the summer so their neighbors can't leave squash on the back seat of the car.

Well, that...that's a culture and a..., we all have different forms of culture that have been a part of shaping who we are and what we're like in life and so never assume that your culture automatically communicates and connects with others. It important to understand that we breakdown in

communication because sometimes we struggle in culture and culture is more than just the inability to speak the same language

There's another reason we break and it's because of our NATURE. A..., some of us are just different in nature. There are at least 2 natures of people in this room today. How many of you would define yourself as being expressive by nature? You're expressive, now I asked you to raise your hands cause I know the other group won't, so go ahead and just raise your hand. [audience laughter] Okay, some of you are expressive. Some of you are non-expressive or less-expressive and one of the primary differences that we find in nature is that some how the way that God made us is that we either fall into one of two categories of communication and that is that some of us are turtles and others of us are skunks. [audience laughter]

Now, you know what the turtle is, the turtle gets threatened, the turtle is intimidated and the turtle just closes up, clams up and goes away. You...he just shuts down.

The skunk on the other hand, everybody knows that the skunks around. Everybody knows what's goin on with the skunk. Everybody can smell and experience the skunk to the fullest and so at least to the minimum there's a difference in our nature. Some of us are skunks and some of us are turtles and that makes a difference in communication. So there's a difference in our culture. There is a difference many times in our nature ah...there I go here...

There's a difference in our GENDER. Boy, it got quiet fast. [audience laughter] Men and women communicate differently. [more laughter] I was hopein somebody'd give me an "Amen" thank you now. [more laughter] Woo..., I was begin to sweat up here, I was just bein sure, you know the Bible says in Genesis 1:24: **[should be 27]**

*...male and female made He them.*

And I can just say it is the truth. You show me a man that says he understands woman I'll show you a man that will lie about anything. [audience laughter] The fact of the matter is that men and women do not communicate in the same way. Now there may be some commonalities, but there are some very specific differences. Stop and think about it just a minute. Most men communicate like an AM radio station, it's kind of a low grade monotone. Huh? What? Yeah! No! [more laughter] I mean it's AM radio. [more laughter] It's kinda...it's kinda basic and men, by in large, when they communicate they say what they mean, they mean what they say. Women on the other hand and I'm gonna only take just a real brief moment to [more laughter] express my very limited knowledge on this subject. Well, they're much more like an FM radio. There...there's a...there's a higher frequency, there's a greater refinement to what they communicate and a..., when women communicate they don't simply just say what they mean and mean what they say, they often mean more than they say. [more laughter] And guys if...if you need a point of reference just think about the last time

she said, "Fine!" [more laughter] Let me tell you, fine, does not mean, fine. [more laughter] When you hear fine you need to stop and say, how fine is it? [more laughter] Is it a good fine or a bad fine, cause I'm here to tell you fine is not fine. [more laughter] And here you got a man who's speakin in an AM tone and he hears a woman say fine and he thinks he got it on the AM level, but she's speakin on an FM frequency and I'm here to tell you they got problems in that relationship because there is a difference in how we communicate by our gender.

And then there's a difference in how we communicate based on our **BEHAVIOR AND OUR DEMEANOR**, a..., the words that we choose to say. I can say to you, "Yes" I can say to you "Yeah" I can say to you "Yesss" I can say to you "yes" you know there's...I can communicate the same word in different demeanor, different tone and different behavior and so we need to understand that another reason that we breakdown is not only because of our culture and because of our nature and because of our gender, but many times because of this matter of demeanor, this matter of behavior, what we say and how we say it. And if you express things in hostile tones I can promise you, you're gonna have problems in your relationships. That's why the Bible tells us in Ephesians 4:29:

*Let no corrupt communication proceed out of your mouth, but what is good and necessary for edification, that it may impart grace to the hearers.*

Look for a way to say what you say in a way that is positive and builds others up, rather than to be communication that is destructive and that injures and isolates the people in your sphere of influence. And certainly I'm speaking at all levels of relationships here. I'm talking about everything from the way that you treat someone at a checkout counter at a gas station, to the way that you speak to your...your employer or your employee in the course of a day. It all fits into this arena of understanding that we breakdown in communication because there are many differences to the backgrounds in our lives when we communicate.

So what I wanna do now with the remaining time that I have is I wanna concentrate on developing good communication skills. How can you, how can I today put some specific action steps into life that will help us to begin to strengthen the communication patterns of our lives and what can we do to help us to really speak a language that is consistent with the value and the honor that we place on people in our sphere of influence from day to day. **HOW CAN WE SPEAK THE LANGUAGE OF LOVE IN THE THINGS THAT WE EXPRESS AND THE WORDS THAT WE SAY?** Well let's work on it in a very simply fashion. Let's just do the ABC's, okay? Since our words are typically a collection of letters put together to give expressions to thought let's just use the ABC's and see what we can do. #1 If you wanna be effective in communication skills...

**A** **CKNOWLEDGE YOUR NEED FOR ASSISTANCE.** It's very important that you understand that none of us are naturally effective in communication. That is that all relationships require the taking of responsibility as we've already talked about and the investment of effort to be able to



be effective in what we say and how we connect with others and therefore if you're sitting here right now thinking when is this guy ever gonna shut-up, I can already tell you what your problem is, you don't feel like you need any assistance. And every person in this room needs to acknowledge the need for assistance. It's springtime in Florida. In fact I was thinking driving up today a..., this is like a Florida February, it really is. A..., what we've experienced the last 3 days is just...I've spent 16 February's in Florida, I can just tell you this is exactly what it's like. It's wonderfully cool in the evenings and warm...just warm enough to be enjoyable in the days. It's like that and last week pitchers and catchers reported to spring training and next week all of the rest of the players come and Florida's gonna fill up with spring training for baseball. Now, all those guys that are gonna go down to those spring training camps are gonna go down there and interestingly enough do you know what they're gonna do? Do you know what they're gonna do at spring training? They're gonna hit the ball. They're gonna catch the ball. They're gonna throw the ball and they're gonna run the bases. And you know what's interesting about that? Is that those same guys did that same thing when they started in Little League Baseball, that's exactly what they did. They would hit the ball, they'd catch the ball, they'd throw the ball and they'd run the bases because that's a part of the fundamentals of baseball. The difference today is that these same men are getting paid millions of dollars to hit the ball and catch the ball and run the bases, throw the ball. But what's the difference? They have been refining their ability to master the fundamentals of baseball. And what I'm saying to you is today is you have to keep focusing on the fundamentals of good communication in life. It's easy to get out of shape in your communication. It's easy to become a person who has a sharp tongue and a rude expression to others and so the first thing that you have to do to be effective in communication is acknowledge your need for a second...assistance. Secondly you have to...

**B E A GOOD LISTENER.** Most of us cannot hear well because we're thinking and talking ahead of the voice of others when we are speaking with them and hearing is the first fundamental of good communication with others. In reality when communication occurs there are two active people in every communication sequence. There is a listener and there is a talker and if it's the same talker all the time I can promise you that there's a problem in the communication. So what we have to do is to focus on being good listeners. Have you ever been using your cell phone and talking only to realize after you've gone through a whole explanation of something that the call dropped off? [audience laughter] Is that just one of the frustrating things in all the world, you know. I wanna tell you how it's happened to me, you know, I'm a pastor and I'm always in the process of trying to make...I...I...never have a day where I have enough time to contact and communicate with all the people in my world that need a contact of communication and encouragement and so I'm constantly on the phone with people who lost a loved one, with people who have...are in a hospital room and so many times I've been on the phone, we're have a conversation and I say let me pray for you and I begin to pray and I'm just prayin away and when I say "Amen" they're in the hospital and I'm thinking are they gone?

Yea know? [audience laughter] And then I'm only thinking about them on the other side, let me pray for you, click. You know, well that's a great pastor, a guy that calls you just hangs up on you, you know? But there is nothing more frustrating than a cell phone call that drops off. Why? Because we want to feel like someone is listening. Well, let me tell you every contact that you have with people of importance in your life, whether it is an employee who looks to you for leadership or a child who looks to you for love or a mate who's looking to you for continuity and for companionship in life it is very important that you master the skill of listening.

Listen to what Oliver Wendell Homes said, he said:

*"Talking, that is communicating, is like playing the harp. There is as much in laying the hands on the strings to stop the vibration as in plucking them to bring out the music."*

Listen to the wisdom of Solomon in Proverbs 15 in verse 28, he says:

*The heart of the righteous studies how to answer, But the mouth of the wicked pours forth evil.*

Again in Proverbs 18:13 he said this:

*He who answers a matter before he hears it, It is a folly and a shame to him.*

You wanna know why we get in so much trouble in communication is that we are already running ahead and we're already getting an answer before we ever understand the question. That's why ~~Frank~~...Saint Francis of Assisi prayed this:

~~"Lord, let my quest to be understood...excuse me..."~~

~~"Lord, let my quest to understand..."~~ [audience laughter]

*"Lord, let my quest be to understand rather than to be understood."*

We had a communication breakdown between my eyes, my mind and my fingers on that piece of paper, but thankfully I have someone who understands that deposit in my life, she's my Ministry Assistant, her name is Tracey Drake and when she read it I'm sure she thought he's not communicating well today. But she helped me.

*"Let my quest be to understand rather than to be understood."*

#3

**C**HOOOSE YOUR WORDS WISELY. Acknowledge your need for assistance, a..., **B**e a good listener, **C**hoose your words wisely. The greatest way to become a better communicator is to speak to others on the basis of what you

know about them rather than just on the<sup>11</sup> basis of what you know about yourself. Several weeks ago we had Gary Smalley, a brilliant a...a..., teacher a..., and author and psychologist who was here and spoke to us about the subject of the DNA of relationships and a..., in looking at that book the other day I read this quote he said:

*"Effective communication comes down to listening and speaking with your heart. When people feel understood emotionally they feel cared for. This is very different from listening to someone from the head. That is looking merely for the content of the person's words without paying attention to the emotion. The goal of effective communication is to understand the emotional message of the speaker. You have to ask yourself, what is this person feeling?"*

That's exactly what I'm talking about. If you're going to choose your words wisely you're not going to just take words, you're gonna use words that connect and words that respond to the needs of the person that you've listened to and to make that a part of the effectiveness of your communication. Words make all the difference in communication, they heal or they kill. Never underestimate the power of words. One of the greatest lies that we ever learned growing up was a little rhyme that said:

*"Sticks and stones may break my bones, but..."*

What's the rest of it?

*"...words will never hurt me."*

Boy that's a lie. Some of the most painful things that have ever happened in my life have come as a result of words. Words are painful so choose your words wisely.

**D**ISCERN THE DIFFERENCE between honesty and brutality. You know, some people just say look I'm just a plain spoken person, I just say it like it is, I tell it like it is, I just put it out there. Well, that's fine everybody wants you to be honest, but nobody wants you to be brutal and there's a difference between honesty and brutality in what you say. Brutality takes no account for the needs and the feelings of another. Yes, you need to be honest. Yes, I need to be honest, but there's a difference in the delivery. Ephesians 4:15 says:

*Speak the truth in love,...*

Speak the truth but do it in love, love being a language that is spoken by the expressions of the words that you choose. Proverbs 12:18, I love this verse says:

*There's one who speaks like the piercings of a sword, But the tongue of the wise promotes health.*

Now you may tell the truth, but you may be just like somebody who's just jabbin people everywhere you go. It may be true but it may be a truth that's only bringing pain. The truth that helps is the truth that heals. And so be a person who shares the truth in a way that will be wise words spoken to bring healing and strength to others.

**E** **ESTABLISH POSITIVE PATTERNS OF EXPRESSION.** Seek to find ways to communicate positively with others. None of us wants to communicate with somebody who's negative, we wanna communicate with people that are positive. Now that doesn't mean that you can always give everybody the answer that they want, especially your children. I tell you being a parent is a very negative experience. [audience laughter] It's true, that is the truth. But I wanna be a positive parent even if it's a negative thing. I wanna find a way as a parent to find ways to connect with and impact positively the lives of my...my children. And what happens to so many of us, especially in our close relationships with our children, with our mate and with our closest work associates is that we end up in verbal ruts. We get to the place where we just always respond in the same rut and pattern and we do it time and time again and it's negative.

Not long ago *USA Today* had an article in it entitled, *Sweet Nothings Help Marriages Stick*. It says:

*"How newlyweds talk to each other more than what they actually say can predict which couples will divorce in aid with 87% accuracy say a new government sponsored research. The results of a 10-year study from the University of Washington, Seattle, added to the growing body of research sponsored by the National Institute of Mental Health that seeks to identify what saves marriages. Interviewed within 6 months of marriage, couples who will already see each other 'through rose colored glasses,' study author says, their behavior in the words that they use when they are positive develop patterns of positive communication. On the other hand, of those couples who fell into ruts of negative communication, it was as though it were a predictor of the destruction of the relationship."*

I'm talking a study that says 87% accuracy, simply based on what we say to others and what we say about others. You see this thing about our communication and the patterns that we establish are very important. So develop positive patterns of communication.

**F** **FOCUS ON WHAT YOU KNOW ABOUT OTHERS RATHER THAN WHAT YOU KNOW ABOUT YOURSELF.** Focus on what you know about others rather than what you know about yourself. I don't have time to talk about this today, but Gary a..., Dr. Gary Chapman has written a book called, *The Five Love Languages* and in that book he identifies 5 ways that different people express love, some people do it through words of affirmation, these are the kind of people who are always writtin you notes and cards and leavin you messages. Some people express love that way. Other people do it with time, quality time, some through gifts, others through acts of service, some through physical touch. The question is, in your life do you know what the love language is of the people around you? Are you focusing your

attention on being able to connect with them and to be able to communicate with them.<sup>13</sup>

**G** **GUARD YOUR TEMPER.** Guard your temper. I'm gonna take time to deal with this next week in depth, but I just wanna say quickly, publically, you can say something in 10 seconds you can't take back in 10 years and you need to guard your temper.

**H** **HELP OTHERS GET TO KNOW YOU BETTER.** Be a person who if you're gonna communicate, you communicate things that other people need to know about you so they understand you. Now I know I said earlier there can be an intellectual communication where you can almost read each others minds, but let me be real honest nobody really can read your mind and a lot of us ~~go up with pent up frus...~~ go around with pent up frustration and anger because people aren't meeting needs and we never told them that we have those needs. We've never connected with them who we are and what we're about. There was a study done a..., sometime ago where researchers found that those who were more direct in seeking support from their partner were 61% more likely to feel that they received support when they communicated it to them. Don't just expect people to meet your needs by saying nothing and just living hurt, be honest, communicate in a way that people can help.

**I** **IDENTIFY THE DIFFERENCE BETWEEN AGREEMENT AND ACCEPTANCE.** You don't have to agree with everybody on everything. In fact let's just be honest, we're not going to, but there's a major difference between communicating a disagreement and communicating rejection. There's a difference between agreement and acceptance. When people express their thoughts, their ideas, their feelings, they need to be accepted even if you don't agree with their premise, their solution or their answer. And so identify the difference between agreement and acceptance and it will increase your ability to effectively communicate with other.

**J** I'm **JUST ABOUT OUT OF TIME**, so you're gonna have to put the rest together yourself. I hope you'll be back next week.