



Course Name: Communication - Introduction Part 2

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Course description:

One of the great challenges any leader or leadership faces involves communication. What do we mean when we say communication? How well do we communicate? We often think that because we all speak English, that communication is simple. Basically, from a leadership perspective, communication consists of a leader speaking and followers listening. Of course, this is followed by doing what has been said. If not, then followers did not listen. As we will consider in this series of lessons, communication is a broad subject that needs much attention.

Course Objectives: By the end of this class students will have:

- A. Reviewed the ways, means of communication, and definition of effective communication from last week's lesson.
- B. Listed a minimum of 8 hindrances to effective communication.
- C. Learned the six messages that take place each time someone speaks.

Outline of the class:

- A. Briefly review material from last week's lesson about effective communication. Talk about the ways we communicate, means we use to communicate, and how we defined effective communication.
- B. Divide the class into group of three or four. Ask each group to make a list of barriers that hinder effective communication. Give about 10 minutes to complete the task.
- C. Afterwards, ask the groups to share their lists and write the responses on the whiteboard. If the following responses are not given, add them to the discussion.
 - 1. Distractions: (phone call, email, children, etc.)
 - 2. Lack of interest
 - 3. Inability to speak clearly
 - 4. No knowledge of subject being discussed
 - 5. Anger
 - 6. Fear
 - 7. Lack of trust
 - 8. Cultural differences

- D. While the list goes on, we begin to understand why we have such difficulty when it comes to communicating effectively. It has been said that there are six messages that take place every time we speak.
1. What we think we say
 2. What we actually say
 3. What the other person hears us say
 4. What they think they heard us say
 5. What they say they think they heard us say
 6. What we hear them say about what they think they heard us say in the first place
- E. When coupled with tone of voice and body language, we quickly dig a pretty deep hole when it comes to communicating effectively.
1. Far too often, we tend to assume others know what we are thinking.
 2. We train our minds to listen less and think more about what we want to say in response.
 - a. This may exist because we feel or think a certain way about the other person. It may be the result of our own arrogance, thinking we know more than the other person. And there is the possibility we just don't care about what the other person thinks or says.
 - b. We have become masterful at waiting for the other person to draw breath and we jump in with our own thoughts.
 3. We also lack skills in the area of listening, which we will talk about further in a future lesson.
- F. Ask each group to spend about 10 minutes to make a list that describes how we can improve our ability to communicate more effectively. After they finish, ask each group to share what they put together. Use this material to build on for next week's lesson

Conclusion:

- A. In our lesson today, we have discussed several areas related to communication, what hinders effective communication, six messages that take place every time we speak, and introduced the concepts of how we can improve communication.
- B. When we gain a better understanding of communication, we can eliminate numerous areas of conflict in the home, world, and church. The time we dedicate to improving our communication skills is worth the effort.
- C. In the next lesson, we will discuss the essential nature of communication to successful relationships, along with the four levels of communication.