



Course Name: Communication - Introduction Part 3

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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 how we can improve our ability to communicate more effectively.
- B. Discussed four levels of communication.
- C. Prepared the foundation for improving communication with the 5 Ps.

Outline of the class:

- A. Begin the class by looking at the list of ways presented from the previous week about how we can improve our ability to communicate more effectively.
- B. Make sure the class remains in groups of three or four. Ask each group to prioritize a list of 3 areas that are essential to 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. Listening with our ears, eyes, and our heart
 2. Thinking before speaking
 3. Choosing words carefully that will build up
- D. Discuss the four rings of communication surrounding the core of each individual as produced in Ronald Adler's book, *Talking Straight*.
 1. Clichés are the farthest from the core.
 2. Facts move inward from the clichés to the next circle on the communication model.
 3. Opinions move closer to the core of the speaker's personality.

4. Feelings are the closest to the personal core and quite different to one's opinions.
- E. Ask each group to take a few moments to describe how we can develop a level of competence in our communication.
 - F. After each group finishes, ask them to share their answers.
 1. Speak in a socially appropriate manner.
 2. We interpret the circumstances by labeling and organizing the conditions surrounding an interaction.
 3. In other words, we are able to communicate appropriately based on the situation.
 - G. Introduce the concepts of how to improve our communication with the 5 Ps. Details for each of these will be discussed at length beginning next week.
 1. Pray: Ask God to help us in this department.
 2. Prepare: We can improve communication in great ways if we learn to prepare in advance what we want to say. We are talking about planning. We need a plan. Improvisation cannot always be avoided, but when we prepare, we can make a big difference in what and how we communicate.
 3. Pay attention: According to Forbes magazine, "The number one thing great communicators have in common is they possess a heightened sense of situational and contextual awareness."
 4. Practice: Nothing happens by accident in communication. We don't accidentally communicate effectively. We have to practice.
 5. Personal: Communication is about dialogue, not monologue. If we are not personal in our approach to communication, then effective communication rarely happens.

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 begin our journey to improve communication by examining the first of the 5 Ps, prayer.