

## LESSON 4

# COMMUNICATION

### HOW WE COMMUNICATE

#### Speaking and Listening

As long as you live and breathe, you will be communicating. We have often heard communication referred to as the words which people say to one another. However, words are only a small part of communication. Facial expressions, such as smiling or frowning, are communication. The way you walk, fold your arms, slouch, look at the other person or avoid looking at the other person are all forms of communication. Even silence can be considered communication. You see, we are always communicating.

A variety of books have been written today on topics such as how to talk to your teenager, how to talk to your wife, conversations with small children, and the importance of communication within the family. People seem to have a need to be heard and understood. Oftentimes we have the idea that communication involves only talking and one's skill at speaking or sending a message. This is only a part of communication. Communication is also hearing and receiving the message. Husbands and wives who have trouble communicating in marriage often complain that their spouses do not hear them. Employees at times may feel frustrated because they say they are not heard by management. Of course, there are the usual problems in families where the children say their parents do not hear them and parents ask, "Why don't our children listen to us?"

Jesus was a master at communication. He could keep His followers sitting and learning from Him for hours. He had a way of capturing people's attention and drawing them to Him. Jesus communicated with His whole being. In the Sermon on the Mount His teaching was straightforward (Matt. 5—7). He used analogies and explanations. He said much by using parables and questions. The spoken word is a powerful tool.

Much is said in the Bible about hearing. Christians are to listen to God's voice and are encouraged to wait and listen. How can we define hearing? Webster's dictionary defines "to hear" as follows: to listen with attention; to gain information; to entertain an idea.

At the time of the transfiguration the Bible says a cloud appeared and surrounded Peter, James, John and Jesus. A voice came from the cloud and said, "This is my Son, whom I love. Listen to him!" (Mark 9:7). Luke 8:18 says, "... consider carefully how you listen." A good listener hears and thinks upon what is being said rather than on how he or she will respond. A person listens with the whole body and directs attention toward the speaker. The importance

\_\_\_\_\_ are only a small part of communication.

*(Words)*

List three ways of communicating without using words.

*(Compare your answers with the text)*

People have a need to \_\_\_\_\_  
and \_\_\_\_\_.

*(be heard, understood)*

Communication is also \_\_\_\_\_  
and \_\_\_\_\_ the message.

*(hearing, receiving)*

Jesus used \_\_\_\_\_ and \_\_\_\_\_ to  
communicate.

*(Compare your answers with the text)*

"To hear" is defined as to \_\_\_\_\_  
with \_\_\_\_\_ ; to \_\_\_\_\_  
\_\_\_\_\_ ; to \_\_\_\_\_  
an idea.

*(listen, attention, gain information, entertain)*

of listening is illustrated in the book of James (1:19): "Everyone should be quick to listen, slow to speak . . ." Listening or hearing is vital to communication.

Words said can not be taken back. Being quick to listen and slow to speak decreases the possibility that one will speak out of anger or passion of the moment. How often have we heard children playing when one child says something cruel. The other child responds, "Take it back!" as if taking it back would ease the pain. James says, "Likewise the tongue is a small part of the body, but it makes great boasts. Consider what a great forest is set on fire by a small spark. The tongue also is a fire, a world of evil among the parts of the body. It corrupts the whole person, sets the course of his life on fire . . ." (James 3:5,6). Many counselors have seen families torn apart by words that have burned deep and left scars difficult to heal. In some cases scars last a lifetime. The words of a parent can go with a child to adulthood and, in some cases, affect decisions and concepts of personal worth for the remainder of the person's life. Such statements spoken out of frustration are, "You will never amount to anything!" or "All you ever do is lie in front of the television. If you don't get up and do something you will never amount to anything!" The child may only have heard, "You will never amount to anything!" and he or she carries that legacy throughout life. Sometimes parents label a child: "She is such a mean child," or "he is always so angry." Labels repeated over and over can actually become self-fulfilling prophecies. The child may learn to live out the label the parent has given him or her.

### Silence as a Means of Communication

Silent communication, or that which comes without words, is easy to misinterpret. We should always check out what the other person means. How often we make assumptions about what someone says rather than seek out specific information.

Sometimes silence means, "It has been a long day, and I am tired." However, if a husband or wife interprets that silence as "I am boring. He/she does not want to talk to me anymore," then problems will arise. The wise person will check out what the silence means. Do not assume you know. Check out what the other person is feeling and thinking. For instance, you can say, "I am uncomfortable with the silence between us because I don't know what it means. Would you please tell me what you are feeling?"

### "Intended" Meanings

Sometimes the meaning of communication is confused because the words do not match facial expressions or the tone of voice.

When this confusion occurs check out what the other person is thinking and feeling. Ask questions. The way to clarify is by asking questions. For example :

"I am confused because you say you are upset, but you are giggling. What are you saying by your laughter?"

\_\_\_\_\_ cannot be taken back.

*(Words said)*

Being quick to \_\_\_\_\_ and slow to \_\_\_\_\_ decreases the \_\_\_\_\_ that one will speak out of \_\_\_\_\_.

*(listen, speak, possibility, anger)*

The \_\_\_\_\_ of a parent can go with a \_\_\_\_\_ to \_\_\_\_\_.

*(words, child, adulthood)*

Sometimes parents \_\_\_\_\_ a child.

*(label)*

A child may learn to \_\_\_\_\_ the label the parent has given him or her.

*(live out)*

\_\_\_\_\_ is easy to misinterpret.

*(Silent communication)*

The meaning of communication is confused when words do not match \_\_\_\_\_ or the \_\_\_\_\_ of \_\_\_\_\_.

*(facial expressions, tone, voice)*

"I don't know why you are raising your voice and sound so harsh. Have I displeased you in some way?"

Observations, feelings, interpretations, beliefs, wishes, intentions and decisions can all be expressed to a listener during the course of a conversation. For example:

"The kitchen is a mess." (Observation)

"I'm irritable when things are in such disarray."  
(Feeling)

"The children must have lazily avoided their jobs."  
(Interpretation)

"Children should help with family chores." (Belief)

"I surely would like it if the kitchen were not so messy."  
(Wish)

"It will be cleaned up before dinner." (Intention)

"Will you clean the kitchen before dinner?" (Request)

"In the future when chores are not done, we will talk about it."  
(Decision)

Sometimes messages get confused because the speaker uses implied meanings or does not give enough information when making a request. An example of this might be a mother who observes a mess in the kitchen and says to the child, "I surely wish the kitchen were cleaned up," or, "I can't believe you left me such a mess." The mother may be implying she wants the kitchen cleaned up immediately (decision) while the child may interpret the comment as a wish. Another example frequently happens within families. A parent tells a son to clean his bedroom. The parent may be implying he or she wants it done now. However the child may interpret it to mean that sometime today or even tomorrow he needs to clean his room. In the case of some teenagers this request might mean, "Sometime during your lifetime and before leaving this home for good, would you please clean your room?" A person finds it easy to interpret a statement as an observation when a request is really intended. An observation such as this holds an implied request. This leads to frustration and confusion. If you want a behavior change, whether from a spouse, friend, co-worker or child, make a specific request.

### Nonverbal Communication

All orators give two messages, the one which is heard and the one which is seen (Shakespeare). Messages about feelings are conveyed with the body. Your words say what your thoughts are, but your face and body describe in their own way what you feel. How often have you heard, "A smile is worth a thousand words"? You may have looked at a friend and knew from the expression on the face that your friend was having a bad day or feeling sad about something. Anger also is an emotion which shows in the tension of facial muscles, in the tone of voice, and in the speed with which one speaks.

The way you breathe as you speak, the way you stand, hold your arms, your body posture and facial expressions are all methods of communication.

When this nonverbal communication takes place, it is

What type of communication is expressed in the following statements?

"The kitchen is a mess." \_\_\_\_\_

"Kids should help with chores." \_\_\_\_\_

"It will be cleaned up before dinner." \_\_\_\_\_

*(Compare your answers with the text)*

---

According to Shakespeare what two messages do all orators give?

\_\_\_\_\_

\_\_\_\_\_

*(Compare your answers with the text)*

---

\_\_\_\_\_ say what your thoughts are, but thoughts are also conveyed by the \_\_\_\_\_ and \_\_\_\_\_.

*(Words, face, body)*

---

necessary to check out what the other person is communicating. For example, oftentimes marriages and working relationships will have difficulty because the receiver of the communication has misunderstood what is being said through the combination of verbal and nonverbal communication. Asking the communicator what he or she is feeling and asking for clarification are important. Because of this, communication can be considered an art form.

### BARRIERS TO COMMUNICATION

If we were to ask any group of people what makes it difficult for them to communicate, we would get as varied answers as there are differences in people. Teachers, ministers, psychologists, salespersons and other professional communicators will have varied opinions as to why people have difficulty talking to and hearing one another. Keep in mind that you speak from your own history and experience. The person to whom you are speaking is hearing from his or her history and experience. Since your backgrounds are different, the person may not interpret what you are saying in the way you intended it.

Let us look at a variety of the general barriers to communication. To this list of "don'ts" you can add other barriers you have identified in your own communication experience.

1. Don't berate, call names, criticize, or say things that lower the other person's self-esteem. These words might last a lifetime. Example: "You jerk, how can you even think such a thing?"

2. Don't make sweeping generalizations like, "You always . . . ;" "You never . . . ;" or "That's the way you are." Rarely, if ever, are these generalizations true one hundred per cent of the time.

3. Don't nag, pout or complain. This only leads to more frustration and seldom gets the need met. Example: "I get so tired of always taking out the garbage! I have asked you at least ten times this morning, and you haven't done it yet!"

4. Don't throw up the past and rehash issues that have already created conflict. History is. It cannot be undone. Words cannot be taken back, and life cannot be relived no matter how often we wish it could. Example: "Last year you got a speeding ticket! We fought about it then, and we will again! I am counting how often you get warnings for speeding!"

5. Don't use threats, violence (even loud voices, which may be verbal violence), or force of any kind. People of all ages hate to be made to do something. Not only do these threats hurt the relationship, but used often enough, they lose the intended meaning. Example: "If you don't learn to put . . . I'm leaving!"

6. Don't try to win an argument. You may lose the good feelings you have toward another person. An example is to keep an argument going until one person outtalks the other, who finally gives up.

Communication can be considered an \_\_\_\_\_ .

*(art form)*

List six "don'ts" to avoid barriers to communication.

---

---

---

---

---

---

*(Compare your answers with the text)*

7. Don't cut off a discussion or leave the scene of a discussion before both have finished. This is often called "Hit and run." However, it may be necessary to ask for a cooling-off time, especially if tempers are involved. After the cooling-off time go back and finish the conversation. Hearing without judging is important.

8. Don't derail or switch to some other discussion or argument like, "Yes, but look what you did the other day." Some people refer to this as "Tit for tat" or "Keeping score".

9. Don't mind-read or tell the other person what they are feeling or thinking. What you see and hear are the facts, and sticking to the facts helps overcome mind-reading. Example: "I know you think I don't do my share of the work." "You are angry, but you just won't admit it."

10. Don't attribute motives to the other person. You may be wrong. Example: "You are just saying that so that I won't be upset with you." "You did that because you really don't love me anymore."

## IMPROVING COMMUNICATION

Communication may be compared to an art form, like two people dancing the ballet together. The movements are synchronized and responded to mutually. One leads and one follows in a chain of movements that are smooth and graceful. In a conversation one person speaks and the other person listens and responds. The relationship is based on give and take, listening and speaking, sharing of thoughts, ideas, wishes, feelings, dreams and needs. Have you ever heard someone say, "I know my wife so well I know what she is thinking before she says it"? When you have been with someone a long time you may learn to read his or her nonverbal communication. You should, however, make sure to ask for clarification of nonverbal communication in order that confusion and frustration do not occur. No one wants to be taken for granted.

Let us look at ways to improve communication. As we stated earlier each of you may have your own thoughts on what factors improve communication. Your own thoughts and ideas can be added to our list.

1. *Check what you hear.* For example:

"If I hear you correctly, you are saying that what I did really pleases you."

"Did I understand you correctly when you said . . . ?"

"Did you mean . . . ?"

2. *Stay current.* Since you can not do anything about the past except learn from it, deal with what you wish, need, think, or feel *now*.

3. *Speak for yourself.* That is why we suggest using "I" sentences such as, "I think" and "I feel." People cannot read your mind. Therefore, if you want them to understand, you will need to tell them what you think or feel. This type of communication involves trusting people. As you share more of yourself and your own thoughts you are trusting the other person not to reject you or what you have said as being less than valuable.

Briefly list ten ways to improve communication.

---

---

---

---

---

---

---

---

---

---

(Compare your answers with the text)

4. *Be specific and positive.* Make requests that could be video taped. For example:

Do *not* say, "I need more love."

Do say, "I would like for you to spend thirty minutes a day in quiet conversation with me,"

"I would like for you to hug me at least once a day so that I can feel closer to you."

5. *Listen carefully and creatively to what is being said.* Mark Twain said, "If the Good Lord had intended you to talk as much as you listen, he would have given you two mouths as well as two ears." You have difficulty feeling heard if the listener is reading a book or watching television while you are speaking to him or her.

6. *Change the way you make requests.* For example change "I need" to "I prefer" or "I like." Needs may lay guilt on other persons or make them feel inadequate.

7. *When in relationships, share.* Talk about your mutual plans, dreams, friendships and activities. Plan, plan, plan.

8. *When you disagree, fight, or argue, stick to the topic at hand* until you have (a) decided to shelve it until some set later time, (b) agreed to disagree, or better still, (c) found a way to compromise.

9. *Schedule a time to discuss a particular subject.* Some people cannot talk sensibly when they are hungry or tired. Mealtime or bedtime are not always the best times to talk about problems. A married couple should find their best time for discussion.

10. *Be careful how you form questions.* Remember that most questions like, "Why did you say that?" have an assertion behind them, sometimes even an accusation. For instance, "Why did you come home late?" may be changed to, "When you come home late, I get alarmed and then angry."

## COMPROMISE THROUGH COMMUNICATION

Competition may be healthy in athletics, but in relationships it could be fatal. A win/lose approach to problem solving will only bring about pain and a loss of self-esteem to the people involved. Compromise involves approaching conflict with the attitude that both people need to win. Any other alternative involves both people losing. You may wonder how that is possible. In close working relationships or in marriage if there is adamant disagreement in any given area and both people take opposite stands, the one who loses may also lose esteem in the relationship or lose self-esteem. The goal of compromise is that both people win through negotiation.

Compromise requires communicating at all levels: hearing, talking and understanding. The first step in any negotiation is to *clarify the problem*. Both people need to talk about what they perceive the problem to be and then agree on a common definition of the problem. For example, suppose one partner identifies the problem as being a lack of money in the checking account. The other partner

\_\_\_\_\_ may be healthy in athletics,  
but in \_\_\_\_\_ it could be \_\_\_\_\_.

*(Competition, relationships, fatal)*

Compromise involves \_\_\_\_\_  
\_\_\_\_\_ with the \_\_\_\_\_ that  
both people need to \_\_\_\_\_.

*(approaching conflict, attitude, win)*

The goal of compromise is that \_\_\_\_\_  
\_\_\_\_\_ win through \_\_\_\_\_.

*(both people, negotiation)*

Compromise requires \_\_\_\_\_  
at \_\_\_\_\_.

*(communicating, all levels)*

identifies it as the family's inability to budget. The couple may have a hard time reaching a solution. However, suppose the problem is identified as follows: we have \$150 left in the checking account. We have two bills to be paid—one for \$100 and another for \$60. This gives a specific direction for the problem solving.

The second step in the process is for each partner to *share ideas on how to resolve the problem*. For example:

"We could possibly pay \$90 on the first bill and the full \$60 on the other."

"We could pay the major part of both bills and hold off and pay the remainder after the first of the month."

"We could call and ask for an extension on one of the bills."

"I could work overtime one night."

"I could get a parttime job to help us get a little extra money."

This is a brainstorming time in which either partner can share any idea. No idea should be put down as dumb or stupid. One comment such as, "That is really ridiculous," or "I can't believe you would even suggest such a thing," stifles the creativity which may result in solutions. Each possible solution is then looked at to see if it is possible and workable. The most workable ideas (one or two) are then identified.

The third step in this process is to *choose the best solution based on all the facts*, a solution agreeable to both people. This solution is then implemented. Sometimes the choices to be made are all bad alternatives, and decisions need to be made based on the best of the bad solutions. Open and honest communication is a key to being creative in problem solving.

## TYPES OF COMMUNICATION

Have you ever talked with someone who left you feeling you just had a conversation with a computer? Or have you talked with someone who displays logic, analysis and careful thought with little or no regard for personalities, people or feelings? You are convinced the feelings do not exist. Such people are good at communicating from the head. This type of communication focuses on thoughts, ideas, theories, descriptions and other pertinent information. Conversations such as these may leave you feeling you have just read a "how to" book. They do not allow for closeness or emotional intimacy, but instead are formal and maintain distance. This type of formal communication is appropriate in the work setting, with strangers or people you may not know very well.

The heartfelt kind of communication talks about goals, dreams and feelings. This type brings closeness and intimacy which allows people to get to know each other. When this type of communication is taking place, sentences such as "I feel," "I hope," "I have often dreamed of . . ." and "I wish" are often heard. It can be the basis for a loving

The first step in negotiation is to \_\_\_\_\_ the \_\_\_\_\_ .

(clarify, problem)

The second step in the process is for \_\_\_\_\_

\_\_\_\_\_ to \_\_\_\_\_ on how to \_\_\_\_\_ the \_\_\_\_\_ .

(each partner, share ideas, resolve, problem)

A time in which each partner can share an idea is called \_\_\_\_\_ .

(brainstorming)

The third step is to \_\_\_\_\_ the \_\_\_\_\_

\_\_\_\_\_ based on all the \_\_\_\_\_ .

(choose, best solution, facts)

Open and honest \_\_\_\_\_ is a

\_\_\_\_\_ to being creative in \_\_\_\_\_

(communication, key, problem solving)

Is the following statement true or false?

Formal communication should always be used with our most intimate friends. \_\_\_\_\_

(false)

The heartfelt kind of communication talks about

\_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ .

(goals, dreams, feelings)

and warm relationship. Husbands, wives, friends and people who want to learn more about one another would use this type of communication.

Communication also involves the sharing of feelings such as anger, sadness, joy and fear. In Lesson 6 we will talk more about emotions. However, we want to mention here the importance of being congruent as you share your feelings. Be honest when you share your feelings. If you are angry but try to hide that feeling, you may be sending mixed messages to the other person. Communicate your feelings by using the "I" sentences we talked about earlier: "I feel angry when all I ever do is go to work and there is no time just for me."

As you talk about how you feel to people around you, you offer them the opportunity to know your true self. Communicating feelings of joy and love toward family and friends promotes closeness. It helps you feel positive about yourself and your immediate world. In counseling we sometimes hear a man say, "I told her I loved her when I married her, and that still is in effect until I tell her otherwise." People need to hear often words that express that they are cared about and that they are important. Parents sometimes assume their children know they love them because they feed and cloth them. However, children need to hear words that express love on a regular basis, whether they will admit that or not.

### CONVERSATIONS THAT STIFLE COMMUNICATION

Perhaps someone has said to you, "I encourage open and honest communication." You find later that once you begin to speak the person has an answer for everything. The statements you are sharing provide a format for the person to deliver his or her own thoughts, ideas and beliefs. After all, you started the conversation. Right? Probably this has happened to you at some point in your life. Through this experience you perhaps learned to have doubts about opening up and sharing your thoughts and feelings.

Handling the above type of situation openly and honestly is a healthy way of helping you feel good about yourself as well as about the other person. Facing the speaker head on will help you escape from the victim feeling that often accompanies such situations. How can you handle this honestly? You can use statements such as:

"It sounds as though you have some strong feelings in this area."

"I hear what you are saying. I can see how you might feel that way. However, I do not necessarily agree with it. You see, I view the situation differently."

"It surely is nice that we are all able to have different opinions on topics and still maintain our friendship."

Such responses allow you to share your objections or disagreements without threatening or challenging the other person. One of the most difficult responses is to try to prove

Communication involves sharing of \_\_\_\_\_ ,  
such as \_\_\_\_\_ , \_\_\_\_\_ , \_\_\_\_\_  
and \_\_\_\_\_ .

*(feelings, anger, sadness, joy, fear)*

---

People need to hear words that express they are  
\_\_\_\_\_ and that they are  
\_\_\_\_\_ .

*(cared about, important)*

---

List two statements you can use with people when they stifle communication.

---

---

---

---

*(Compare your answers with the text)*

---

your position. This only fuels the communicator's need to be right. Professional communicators, such as teachers, counselors and ministers may find themselves caught in such situations.

## THE PROFESSIONAL COMMUNICATOR

In the book, *Improving Therapeutic Communication* (Hammond, Hepworth and Smith, 1980) four scales of therapeutic communication are identified: *empathy*, *respect*, *authenticity* and *confrontation*. *Empathy* is the ability of the listener to understand the feelings the speaker is portraying. *Respect* involves a positive concern for the speaker along with a respect for the speaker's ability to handle his or her own problems and solve them constructively. *Authenticity* is the honesty and the ability of the listener to be real and not phoney. It increases the possibility of open and honest communication. *Confrontation*, the final scale, is the manner in which inconsistencies or discrepancies in what is being said are pointed out to the speaker. Professional communicators utilize these tools to make themselves more accessible to people wishing to speak to them.

As a model, Jesus was accessible to the people around him. Little children were brought to Him to be blessed. He put His hands on them and prayed for them (Matt. 19:13-15). When Simon's mother-in-law was sick Jesus went to her to help meet her need (Mark 1:30-31). Jesus had respect and empathy for those around Him, and He communicated this to them. What a gifted communicator He was to those with whom He walked and talked during His time on earth.

## CONCLUSION

We can always find ways to improve bad communication. Keep in mind you may not be speaking but you are communicating. Talking, listening, and understanding are doors to closeness in relationships and negotiation and compromise with people and nations. Speaking the truth in love allows for growth (Eph. 4:14-15). A wise person knows when to speak the truth and when to speak with silence. The spoken word is a powerful tool.

One of the most difficult responses to a person who stifles communication is to try to \_\_\_\_\_ your \_\_\_\_\_.

(*prove, position*)

IDENTIFY four scales of therapeutic communication.

(*Compare your answers with the text*)

MATCH the following:

empathy	concern
respect	inconsistencies
authenticity	understanding
confrontation	real

(*Compare your answers with the text*)

\_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ are doors to \_\_\_\_\_ in relationships.

(*Talking, listening, understanding, closeness*)

A \_\_\_\_\_ person knows when to speak the \_\_\_\_\_.

(*wise, truth*)

The \_\_\_\_\_ is a \_\_\_\_\_ tool.

(*spoken word, powerful*)

## Home Study Exercise

**Basic activity** (*Levels 1, 2, and 3*). Read the study guide and answer the following questions:

1. Name at least four ways in which people communicate with one another?

---



---

2. How does Webster define "hearing"?

---

---

3. Describe a good listener.

---

---

---

4. Give an example of a parent labeling a child.

---

---

---

---

5. If you do not know the meaning of a communication, how can you clarify it?

---

6. List at least eight "don'ts" to avoid barriers in communicating.

---

---

---

---

---

---

---

---

---

---

7. Explain how communication can be considered an art form.

---

---

---

8. List ten ways to improve communication.

---

---

---

---

---

---

---

---

---

---

---

---

9. What does a win-lose approach to problem solving bring about?

---

10. What is the goal of compromise?

---

11. List three steps involved in negotiation.

---

---

---

12. What type of communication would you use in the workplace? with intimate friends?

---

---

13. How can you send someone a "mixed message" in communication?

---

---

---

14. Give an example of a conversation that stifles communication.

---

---

---

15. According to the book, *Improving Therapeutic Communication*, name and define four scales of therapeutic communication.

---

---

---

---

---

---

---

---

---

---

16. What characterizes the person who is a wise communicator?

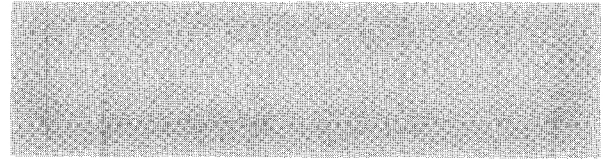
---

---

**Supplementary activity** (*Levels 2 and 3*). Read Matthew 5, the study guide, and the article entitled "Nonverbal Communication," pp. 192-193, *Baker Encyclopedia of Psychology*. Answer the following questions:

1. In the Sermon on the Mount (Matthew 5) what methods of communication did Jesus use to keep the attention of the people?

2. How is silence a means of communication?
3. What are "intended meanings"?



**Advanced activity (Level 3).** Read the study guide and the article entitled "Communication," pp. 190-191, *Baker Encyclopedia of Psychology*. Answer the following questions:

1. What kinds of statements seem to put an end to open, honest communication?
2. Why is listening such an important aspect of communicating?
3. Write a one-page essay on barriers to communication.

### **Seminar Discussion**

1. Discuss how barriers to communication can be a problem among Christians.
2. Read James 1:19. Discuss the meaning of "Everyone should be quick to listen and slow to speak..."
3. Discuss how negative and hurtful words affect the self-esteem of the person receiving the message?