



A scientific test on listening gave a remarkable result.

People started to listen and understand better when:

- Trust is experienced
- People get respect
- Useful information is passed on to the person with whom you are communicating

### Note 1 | Who are you talking to?

To build good relationships within your marriage, family, friends, work and municipality, it is important to communicate well. God made us so that we can communicate. Good communication helps to strengthen relationships and to work and live better together.

God didn't want Adam to be alone, so Eve came into his life. Now Adam could speak not only with God, but also with his wife Eve.

- *To communicate well, it is important to know who you are communicating with. Is it a counselor or someone who is far removed from you? Are you telling the information to the right people?*

I was used to telling a lot to everyone, including confidential things. This often caused tension at home or in my leadership team. Justly. I often shared information with all kinds of people before my confidants knew anything about it. This gave them the feeling that everything had already been discussed and sometimes even decided without being involved.

Sometimes when there were tensions at work, I took it out on my kids, when they had nothing to do with it at all.

- *Good communication and especially with the right people is something you have to work on again and again.*

### Note 2 | Everyone is different, hears differently, understands differently

In communication it is important to know that everyone is different. A man and woman are not only different on the outside, but also on the inside. They communicate and hear differently.

In different cultures, certain words are not common to pronounce or certain facial expressions have completely different meanings.

Also differences in upbringing often determine that we do not understand each other well, even though we say the same thing.

- *For the sender of the message it is good to empathize with the person or persons to whom you want to give a message. Check whether what you want to say is understood in this way. Check whether what you receive in communication is actually intended that way.*

### Note 3 | Non-verbal communication says a lot

There is also non-verbal communication, which adds value to what words say.

For example, someone can say that it is fun, but from the face you can see that something completely different is meant. Or someone says yes to a project, but the whole posture of the body shows a clear no.

Especially under force or through manipulation, we sometimes say things that we don't mean at all. A mother who caresses a baby regularly says a lot. Or a father who is proud of his son and therefore frolics around the room with his son, says a lot.

- *Does your non-verbal communication say the same as your verbal communication?*





#### Note 4 | Talk to each other and not about each other

In relationships with each other it is very important to communicate well. Most relationship problems arise because we talk to each other about someone, but not with the right person.

- *Teach yourself not to talk about others, but talk to the person themselves, be honest*

#### Note 5 | How I feel about myself is reflected in what I say

When I think badly about myself, it resonates in what I say to others.

- *Recognize what is happening in your heart with your feelings. Don't let your fears and assumptions control you. Take responsibility for yourself and not what others think.*

#### Wrong communication has consequences:

- Problems remain unsolved
- Misplaced assumptions are not corrected
- Conflicts and misunderstandings remain
- Confusion and disorder arise
- Decisions are stopped
- Unity and intimacy do not grow and are prevented

#### Work on good communication.

- Take conscious time to get clear about what is being said or communicated and pay attention to how your experience was and translate it.
- Ask whether what you have heard or experienced is correct.
- Learn to express your own feelings to the other, without judging or manipulating them.
- Take responsibility for the feelings that arise within yourself. Do not go directly on the attack or defense.
- Try to say what you want instead of saying what you don't want.
- Openness and honesty
- Notice if it is edifying
- Note if it is painful and necessary!
- Is it the right time or should you wait?
- Self control in a conversation is important
- Let the other speak
- Don't withdraw into silence
- Control your emotions
- Don't fall back on "old cows"

#### Resolve conflicts fairly and quickly

It is important to know a number of details before solving anything.

- Who are the parties?
- What is the conflict?
- Is it a mental or emotional issue?
- Is it about norms and values?
- Is there a history of the conflict?

### To resolve the conflict you can:

#### **Forcing**

There is no concern for the counterparty, so your own conviction is important.

#### **Admit**

This is mainly about maintaining the good relationship, but it does not solve anything.

#### **Compromise**

In order to proceed, concessions are made after both parties know well from each other what it is about.

#### **Avoid**

Conflict is avoided. This is suitable in minor disturbances.

#### **Confronting**

This helps restore relationships when both parties speak and listen to each other openly and honestly. The goal is to solve and collaborate afterwards.

### Growing in communication means growing towards healthy relationships.

From negative to positive.

- Do not speak critically and negatively
- Greet each other
- Sharing information
- Giving ideas and opinions
- Dare to show and tell feelings and emotions
- Be open and honest

### **GROUP EXERCISE:**



*Discuss the different phases in communication with each other. How can this group grow towards healthier relationships and what are the conditions for being more open and honest with each other?*

