Everybody wants to hear and be heard.

“Being heard is so close to being loved, that to the average person, they are almost indistinguishable.” -Daniel Augsberger

We see things: not as ***they*** are but as ***we***are.

**React | Things to avoid**

* Plow forward: using words that compel or convince someone to come to our matter of thinking. Cut someone off, dismiss them, threaten. Dominating or manipulating.
* Pull back: avoiding the conflict all together, withholding information, using sarcasm or sugar coat.

**Five Helpful Approaches**

1. **Avoid**  Wait/See
2. **Force** Win/Lose
3. **Accommodate**  Lose/Win
4. **Compromise** Lose/Win
5. **Collaborate** Win/Win

**Pray**

* Call, I’ll answer – Jeremiah 33:3
* Clean heart, right spirit – Psalm 51
* Confess, forgive, cleanse – 1 John 1:5-10
* Searched me, know me, lead me – Psalm 139:1-10
* Understand errors, cleanse from secret faults – Psalm 19:12-14

**Empathy**

* Take other person seriously
* Consider feelings, attitudes
* Respect experience, values
* No judgement, no blame

**Roadblocks**

* Devalue: criticize, name calling, threaten, manipulate
* Dishearten: minimize their concerns, divert a conversation to ourselves
* Diminish/deny

1. **Safe Space: Heard = Loved**
   * What do I want?
     + For me
     + For them
     + For relationship
2. **Needs**
3. **Share**
   * Active – no interrupting
   * Understand - Empathy
   * Repeat for clarification
   * “I” statements
   * Apologize
   * And/but
   * I don’t/I do
4. **Next Steps**
   * Who, what, when

1. **Give and Take**

**Philippians 2**

* One accord
* Nothing selfish
* Esteem others better
* Look out for others