**Major components of communication**

* Sender (the one who transmits the thought)
* Message (thought intended to be transmitted)
* Channel (phone, mail, face to face)
* Receiver (the person to whom the message/thought is sent)
* Feedback (action taken, the response of the receiver, anger, acceptance, the resulting state of the relationship, growth/decline of the relationship)

**Factors affecting effective communication**

* Environment
* Distractions
* Frequent interruptions
* Lack of clarity or articulation
* Angry outbursts and refusal to be objective
* Listening to respond, not to understand

**Keys to effective Listening**

* Maintain good eye contact.
* Give focused, undivided attention.
* Be aware of your body language.
* Listen to understand.
* Don’t interrupt.
* Ask clarifying questions.
* Invite them to tell you more.
* Summarize what you’ve heard.

**Keys for effective speaking**

* Choose the right time, place, or opportunity.
* Think before you speak.
* Don’t resurrect dead issues.
* Give others a chance to talk.
* Let others say what they think.
* Be real.
* Avoid interrupting.
* Use a pleasant tone of voice.
* Affirm.
* Avoid using generalizations (“You never/you always”).
* Use “I” messages instead of “You” messages.

**Communicating in Conflict**

* Take a deep breath and pray.
* Listen to the other person in an attempt to understand what’s really happening – repeat back what you’re hearing.
* Stay calm.
* Admit mistakes and ask forgiveness.
* Don’t accuse – verbally or in your thinking.
* Let them know you want a resolution that both of you can agree on.
* Admit there is conflict.
* Brainstorm to find as many solutions as possible.
* Discuss the possible solutions and pick the best one.
* Follow through with the solution you and the other person(s) have chosen.
* Reassess to see if the solution is working.

**Communicating in Confrontation**

* Pray for wisdom and clarity.
* State the issue clearly.
* Use a calm voice.
* Do not make accusations or blame.
* Choose your words carefully.
* Be respectful and exercise self-control.
* Walk away from a situation that becomes too heated.

**Communicating in Crisis**

* Let them grieve.
* Talk about the loved one who has died.
* Just be there.
* Allow them to process their feelings without judgement.
* Be careful with offering comfort or quick fixes.
* Its okay to say, “I don’t know what to say.”

**Communicating with Men**

* Men use the word *think*, not *feel*.
* Men get to the point.
* Men may quietly solve problems.
* Men don’t take things personally.

**Communicating with God**

* Spend quality time.
* Pray.
* Study the Bible.
* Get out into nature.
* Pray without ceasing.

**Communicating the Love of Jesus**

* Our conversations
* Our actions