

1

***Interpersonal Communication (IC)***  
IC is person-to-person communication, either in person or “mediated” (wherever two or more are “gathered”) (Matt. 18:20).

2

***Communication***  
Communication is the process of forming and deforming relationships (communities) through shared understanding (communion)—not just exchanging information.

3

***Miscommunication***  
Miscommunication is the resulting lack of shared understanding (communication is not mere “transmission” or “effect/influence”).

4

***The “Source” of Human Communication***  
“For the mouth speaks what the heart is full of.”  
—Jesus, Luke 6:45  
(motive, desire, attitude)

5

***Gratitude (Gratefulness)***  
This is the most essential “attitude” for our interpersonal communication. It is *the* Gospel response, motivating us to use the gift of comm to love G/N/S.

6

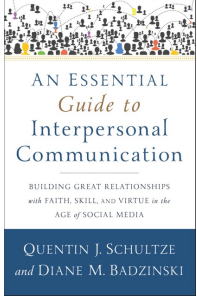
## SIX TYPES OF COMMUNICATORS FOR WHICH TO GIVE THANKS

1. Encouragers—who build us up
2. Advocates—who speak up on our behalf
3. Listeners—who care about our thoughts and feelings
4. Storytellers—who give us joy and delight
5. Forgivers—who make things right when we're wrong
6. Challengers—who ask appropriate questions about our communication

7

**“How do you cultivate  
gratitude in your life?”**

8



**Ch. 2**  
**“Listen Attentively”**

Quentin Schultzze, PhD  
www.quentinschultze.com

1

***Listening***  
Listening is “attending to reality” (or, becoming intimate with the way things really are)—not the way we think they are or would like them to be. It requires “standing under” others.

2

***Listening is Multimedia and Multi-sensory***  
We “attend to reality” with our whole beings, such as observing, hearing, touching, and smelling; and via all media available.

3

***Fools vs. Wise Persons***  
Wise people know what they are “talking” about; fools are self-deceptively clueless about reality. Listening sets us up to serve/love others.

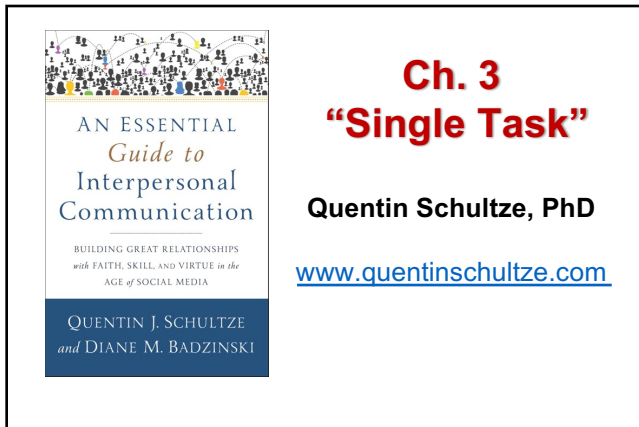
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- SEVEN WAYS TO LISTEN WELL**
1. Dedicate yourself—intentionally choose to listen
  2. Take time—generously carve out a sufficient period of time
  3. Select a location—carefully choose a distraction-free place
  4. Focus attention—patiently stay in the moment
  5. Be sympathetic—openly accept others’ feelings
  6. Remain empathetic—nonjudgmentally put yourself in others’ shoes
  7. Visualize support—genuinely smile and nod

5

**To whom do you really listen in your life—and why?**  
**Do others truly listen to you? Why or why not?**

6



1

***The Myth of Multitasking***  
The more things we can “accomplish” simultaneously, the more “successful” we will be in life. Is such busyness truly a relational benefit?

2

***Intimate vs. “Promiscuous” Communication***  
Do we flutter about, consuming and “transmitting” messages indiscriminately, without deeper purpose?

3

***Early Days of Email***  
“I am going to see if anyone loves me today.” A very telling way to think about the importance of a “new” medium (attention=love). What about social media today?

4

***Connected Loneliness***  
We all have more connections to more people today. Yet loneliness is at an all-time high. The UK and Japan established a “Minister of Loneliness.”

5

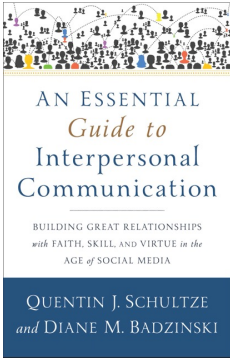
***How Much “Technology” is Fitting for Rich Interpersonal Relationships?***  
Our multitasking is increasing rapidly with new media, centering on phones and social media.

6

## The Serenity Prayer

God grant me the serenity  
To accept the things I cannot change;  
Courage to change the things I can;  
And wisdom to know the difference.

Living one day at a time;  
Enjoying one moment at a time;  
Accepting hardships as the pathway to peace;  
Taking, as He did, this sinful world  
As it is, not as I would have it;  
Trusting that He will make all things right  
If I surrender to His Will;  
So that I may be reasonably happy in this life  
And supremely happy with Him  
Forever and ever in the next.



**Ch. 4**  
**“Know Yourself”**

Quentin Schultze, PhD

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1

***Our 3 Interpersonal Relationships***

- **With God**
- **With our neighbor(s)**
- **With ourselves**

**Each one affects the other; Broken-ness & grace spill over.**

2

***Intra-personal Communication***

**Isn't it amazing that we can communicate with ourselves? Is it really “communication”? Should we “meditate” or journal to get to know ourselves?**

3

***Our Fall into Destructive Communication***

- **Cocooning**
- **Criticizing**

**Imagine Adam and Eve as the “first” (prototypical) passive-aggressive communicators.**

4

***The Lord's Supper Preparation***

**Preparing our hearts for participating in Communion is the prototypical act of self-reflection for self-knowing (1Cor. 11:27–29).**

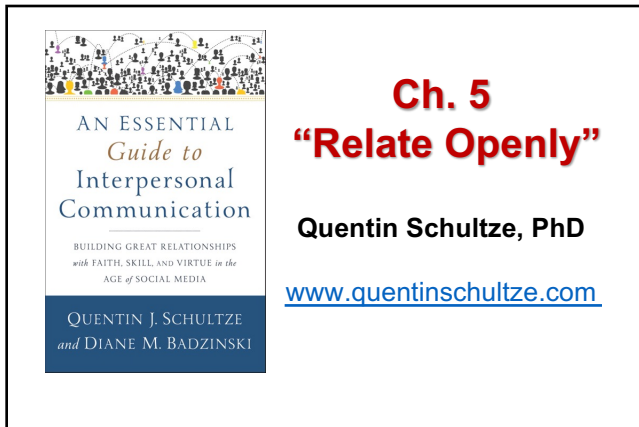
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**THE FOUR MOST MARRIAGE-DESTROYING HABITS**

1. Criticism—stating one's complaints as a defect in one's partner's personality (i.e., giving the partner negative trait attributions). Example: “You always talk about yourself. You're so selfish.”
2. Contempt—statements that come from a relative position of superiority. Contempt is the greatest predictor of divorce and must be eliminated. Example: “You're an idiot.”
3. Defensiveness—self-protection in the form of righteous indignation or innocent victimhood. Defensiveness wards off a perceived attack. Example: “It's not my fault that we're always late; it's your fault.”
4. Stonewalling—emotional withdrawal from interaction. Example: The listener does not give the speaker the usual nonverbal signals that the listener is “tracking” the speaker.

Psychologist John Gottman calls these destructive communicative practices “The Four Horsemen of the Apocalypse.”

6



1

***The “Joy” of Masks***  
Why not protect ourselves and elevate our external “image” by hiding from others our true thoughts and feelings? We all are actors on the stage of life.

2

***Transparent Relationships Create Intimacy***  
How many people know your inner thoughts and feelings well? What will you not share even with your closest friends?

3

***Lying to Others***  
A lie is “a statement intended to deceive.” It requires both words and intentional deception. Is it a lie to say that we are “fine” when we aren’t?

4

TEN REASONS WE LIE

1. To protect our pride
2. To hide our destructive actions
3. To save face
4. To circumvent punishment
5. To retain control
6. To exploit others
7. To avoid admitting failure
8. To maintain relational harmony
9. To spare others from expressing their feelings
10. To prevent harm/embarrassment to others and self

5

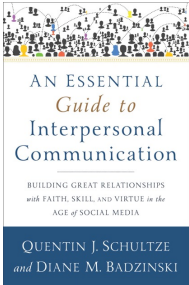
***Lying Destroys Trust***  
The greater the distrust in our relationships, the weaker the love of God, others, and self. Whom do you really trust—and is it mutual?

6

***Can We Trust Others  
Enough to be Transparent?***

**Not everyone is  
trustworthy. Are we?  
Should we grow trust  
gradually, being more  
transparent and picking  
friends carefully?**





**Ch. 6**  
**“Encourage Others”**

**Quentin Schultze, PhD**  
[www.quentinschultze.com](http://www.quentinschultze.com)

1

**“Encouraging words are hugs of hope” (p. 71).**

“Therefore encourage one another and build each other up, just as in fact you are doing” (1Thes. 5:11).

2

***Encouragement***  
**Do we “speak” courage to others in a world of discouragement? Is it easier to discourage others by being critical or dismissive—even by ignoring others?**

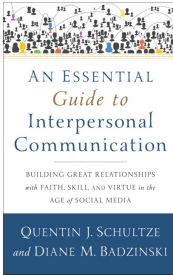
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***Encouraging Our Youth***  
**How can we encourage future generations of youth “in the faith”? What do we need to model for them to believe us—doubts and all?**

4

- SIX WAYS TO AFFIRM OTHERS**
1. Speak honest, heartfelt words of praise. (“You know, you’re really good at that.”)
  2. Express appreciation. (“You’re so thoughtful.”)
  3. Listen attentively. (“I hear you.”)
  4. Acknowledge them. (“It’s great to see you.”)
  5. Credit their contributions. (“You raise a wonderful point!”)
  6. Speak well of them in front of their peers. (“Luke was great in that role.”)

5



**Ch. 7**  
**“Promote Peace”**

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1

***Relational “Peace”***  
Peace in relationships is not the absence of conflict as much as the flourishing of mutual love.

2

***Conflict is Essential for Relational Growth***  
“Positive” approaches to conflict harness the relational power of growth. Do you hide from conflict or embrace it as an opportunity to grow?

3

***Conflict-Promoting People***  
Some people like negative (debilitating) conflict; they promote it to make themselves feel good and to gain relational power. Should we avoid such people?

4

***I-It vs. I-Thou Relationships***  
Promoting peace requires us to “look up” to others as God’s special children, holy and beloved—not “down” to others as mere “things” to be used. (Martin Buber)

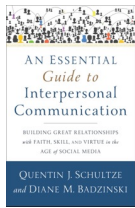
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**NINE WAYS NOT TO CONFRONT PEOPLE**

1. Out of personal irritation and anger
2. Without knowing all of the relevant facts
3. With a judgmental attitude
4. With condemnatory language
5. With an adversarial tone
6. With Scripture as a “club” to clobber others
7. With purely human expectations
8. In the midst of a broken relationship
9. With the expectation of instantaneous progress

Adapted from Paul David Tripp, *War of Words: Getting to the Heart of Your Communication Struggles* (Phillipsburg, NJ: P&R, 2000), 137–38.

6



## Ch. 8 “Restore Relationships”

Quentin Schultze, PhD

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1

***Relational Seasons***  
Our relationships are continuously growing or dying. Seemingly stagnant ones might be awaiting conditions for growth. Some will die regardless of what we do.

2

### ***Relational “Honeymoons” Never Last***

Each new relationship begins with anticipation—perhaps even excitement—as well as trepidation. Then the “work” of flourishing begins.

3

### ***We Invariably Hurt Others—and We Are Hurt***

Emotional hurts deliver us to our original tendencies as cocooners and criticizers (Ch. 4). Do you see this in your life?

4

### ***Forgiveness***

Mutual forgiveness is the route to restored relationships. None of us is perfect. We have to express our hurts in love; and forgive as God forgives us.

5

#### REACH: STEPS TO FORGIVENESS

- Recall the hurt
- Empathize with the wrongdoer
- Altruistically offer forgiveness
- Commit publicly to forgive
- Hold on to forgiveness

Adapted from Everett L. Worthington, *Forgiving and Reconciling: Bridges to Wholeness and Hope* (Downers Grove, IL: InterVarsity, 2003), 73–74.

6

***Indirect Forgiveness***

**Sometimes people reconcile by slowly acting differently rather than by using words directly to seek or grant forgiveness (deeds can act as words).**

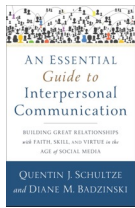
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**“To be a Christian means to forgive the inexcusable because God has forgiven the inexcusable in you.”**

**—C.S. Lewis, p. 109**

**Can we practice this in today’s uncivil world?**

8



## **Concluding Chapter “Celebrate Friendship”**

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1

**“Friendship is the greatest of worldly goods. Certainly to me it is the chief happiness of life.”**

—C.S. Lewis, p. 119

2

“My command is this: Love each other as I have loved you. Greater love has no one than this: to lay down one’s life for one’s friends. You are my friends if you do what I command. I no longer call you servants, because a servant does not know his master’s business. Instead, I have called you friends, for everything that I learned from my Father I have made known to you.” (John 15:12–15)

3

### ***Friendship Grows with “Natural” Conversation***

- **Games** (time-free types)
- **Walks** (Ch. 6 video)
- **Vacations/Travel**
- **Eating**
- **Cooking and cleanup**
- **Fishing/knitting**

4

***Friendship with God and Others Is a Calling***  
Callings are not just occupations/professions. Friendship is a calling we all inherit by virtue of God’s claim on our lives (His friendship with us).

5

**“Sacrifice almost everything to live where you can be near your friends.”**

—C.S. Lewis, p. 119

6