

Winning In The Game Of Life
#1: How To Build Trust In Relationships

1. Learn how to _____

Definition: Connecting is the ability to tune into what people are experiencing, thinking and feeling in a way that makes them feel and know that they have been heard.

a) _____

James 1:19 *My dear friends, you should be quick to listen and slow to speak or to get angry.*

b) _____

Matthew 9:36 *When he saw the crowds, he had compassion on them because they were confused and helpless, like sheep without a shepherd.*

c) _____

Proverbs 16:21 *The wise are known for their understanding, and pleasant words are persuasive.*

CAUTION: Trust is destroyed through _____

2. _____

Philippians 2:4 *Don't look out only for your own interests, but take an interest in others, too.*

3. _____

James 5:16 *Confess your sins to each other and pray for each other*

True listening and understanding occurs only when the other person understands that you understand. Henry Cloud

Level 1: The listener creates a safe environment in which difficult, complex, or emotional issues can be discussed.

Level 2: The listener clears away distractions like phones and laptops, focusing attention on the other person and making appropriate eye-contact. (This behavior not only affects how you are perceived as the listener; it immediately influences the listener's *own* attitudes and inner feelings. Acting the part changes how you feel inside. This in turn makes you a better listener.)

Level 3: The listener seeks to understand the substance of what the other person is saying. They capture ideas, ask questions, and restate issues to confirm that their understanding is correct.

Level 4: The listener observes nonverbal cues, such as facial expressions, perspiration, respiration rates, gestures, posture, and numerous other subtle body language signals. It is estimated that 80% of what we communicate comes from these signals. It sounds strange to some, but you listen with your eyes as well as your ears.

Level 5: The listener increasingly understands the other person's emotions and feelings about the topic at hand, and identifies and acknowledges them. The listener empathizes with and validates those feelings in a supportive, nonjudgmental way.

Level 6: The listener asks questions that clarify assumptions the other person holds and helps the other person to see the issue in a new light. This could include the listener injecting some thoughts and ideas about the topic that could be useful to the other person. However, good listeners never hijack the conversation so that they or their issues become the subject of the discussion.

Each of the levels builds on the others; thus, if you've been criticized (for example) for offering solutions rather than listening, it may mean you need to attend to some of the other levels (such as clearing away distractions or empathizing) before your proffered suggestions can be appreciated.