

Master Your Emotions How To Build Stronger Relationships

Relationship Management is your ability to use awareness of your emotions and the others' emotions to manage interactions successfully. Author Unknown

1. Pay attention to _____

John 4:7-9 *Soon a Samaritan woman came to draw water, and Jesus said to her, "Please give me a drink." He was alone at the time because his disciples had gone into the village to buy some food. The woman was surprised, for Jews refuse to have anything to do with Samaritans. She said to Jesus, "You are a Jew, and I am a Samaritan woman. Why are you asking me for a drink?"*

2. _____

a) _____

James 1:19 *Everyone should be quick to listen, slow to speak and slow to become angry.*

b) _____

Mark 6:34 *When Jesus landed and saw a large crowd, he had compassion on them, because they were like sheep without a shepherd.*

c) _____

Ephesians 4:29 *Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen.*

3. Embrace the _____

Romans 12: 15 *Be happy with those who are happy, and weep with those who weep.*

Galatians 6:2 *Carry each other's burdens, and in this way you will fulfill the law of Christ.*

Invalidating Comments

- Don't be mad about that
- Get over it
- Don't be so sensitive
- It can't be that bad
- You shouldn't let it bother you
- That's nothing to be upset about
- You should feel lucky
- At least...
- It's really not that bad. Stop whining.
- It doesn't bother me so why should it bother you?

Psychological invalidation is one of the most lethal forms of emotional abuse. It kills confidence, creativity and individuality. Each person's feelings are real. Whether we like or understand someone's feelings, they are still real. Rejecting feelings is rejecting reality. It's like telling water to not be wet. (Author Unknown)

Validating comments

I can see you are really uncomfortable about this

I can understand why you would be upset

I'm sorry you feel that way

That must really hurt

You must feel like your hope is being taken away

The four stages of empathic listening By Terry Schmitz

Stage 1: Copy What Is Being Said: Simply repeat what you hear in order to get further understanding. Repeat it exactly as you think you heard it.

Stage 2: Say What You Hear: Repeat the words that were said without adding anything new.

Stage 3: Reflect on the Feeling: Try to understand the feeling expressed in what was said, going beyond what you think you heard.

Stage 4: Restate What Was Said and Think About the Feeling:

This combines Stages 2 and 3 in order to understand the message.