

Master Your Emotions How To Build Stronger Relationships (Part 2)

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

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

Key: Let their emotion _____

2. _____ **their emotion**

Key: _____ *why they are upset?*

a) _____ - "So what I hear you saying is..."

b) Remember their _____

c) _____

The experience of understanding another person's thoughts, feelings, and condition from their point of view, rather than from your own.

You try to imagine yourself in their place in order to understand what they are feeling or experiencing.

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

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

3. _____
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.*

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

Levels of Listening (Adapted from acec-association.org)

- Create a safe environment where difficult and emotional issues can be discussed.
- Clear away distractions and make eye contact.
- Seek to understand the substance of what they are saying.
- Observe nonverbal cues.
- Ask clarifying questions.

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 or "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