

## Broken How To Talk About And Solve Problems

### 1. Understand \_\_\_\_\_

a) \_\_\_\_\_

**Luke 13:14** *But the leader in charge of the synagogue was indignant that Jesus had healed her on the Sabbath day.*

b) Watch for \_\_\_\_\_

**Mark 3:4** *Then he turned to his critics and asked, "Does the law permit good deeds on the Sabbath, or is it a day for doing evil? Is this a day to save life or to destroy it?" But they wouldn't answer him.*

c) Watch for your \_\_\_\_\_

**Colossians 3:8-9** *...get rid of anger, rage, malicious behavior, slander, and dirty language. Don't lie to each other...*

### 2. \_\_\_\_\_

Key: Watch \_\_\_\_\_

a) Try to \_\_\_\_\_

**Proverbs 18:2** *Fools have no interest in understanding; they only want to air their own opinions.*

b) \_\_\_\_\_ appropriate

**Proverbs 15:1** *A kind answer soothes angry feelings, but harsh words stir them up.*

c) \_\_\_\_\_ to fix misunderstanding

### 3. Keep yourself \_\_\_\_\_

**Proverbs 15:18** *A hot-tempered person stirs up conflict, but the one who is patient calms a quarrel.*

a) \_\_\_\_\_ did I just tell myself

Key: \_\_\_\_\_ my Feelings

b) Get back \_\_\_\_\_

c) \_\_\_\_\_

**Proverbs 19:11** *Sensible people control their temper; they earn respect by overlooking wrongs.*

**Silence:** Purposefully withhold information. It's almost always done as a means of avoiding potential problems, and it always restricts the flow of meaning. Methods range from playing verbal games to avoiding a person entirely. The 3 most common forms:

Masking: Understating or selectively showing our true opinions. Sarcasm and sugarcoating are some of the popular forms.

Avoiding: Steering completely away from sensitive subjects. We talk, but without addressing the real issues.

Withdrawing: Pull out of a conversation altogether.

**Violence:** Any verbal strategy that attempts to convince, control or compel others to your point of view. It violates safety by trying to force meaning into the pool. Methods range from name calling and monologuing to threats.

Controlling: Coercing others to your way of thinking. It's done thru either forcing your views on others or dominating the conversation. Cut others off, overstate your facts, speak in absolutes, changing subjects, etc.

Labeling: We can dismiss them under a general stereotype or category.

Attacking: Make the person suffer. Belittle or threaten.

Stories are our interpretations of facts  
They explain what we see and hear  
They help us evaluate the situation  
They tell us what we should do in the situation  
They control our behavior

### Retelling The Story

\*Do I have enough facts to be certain my story is true?

\*Am I pretending not to notice my role in the problem?

\*Why would a reasonable and decent person do what this?

\*Is there another more positive story that fits these facts?

\*What do I really want? For me? For them? For the relationship?

\*What would I do right now if I really wanted these results?

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