

DIFFICULT CONVERSATIONS

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| NOTES

INTRODUCTION

Difficult conversations—everyone faces them, but most of us do anything to avoid them. Whether they are with family, coworkers, volunteers, friends, or church attendees, these conversations are unavoidable. In this session, we will examine the anatomy of these conversations and discover the variables that are key to handling them effectively. In addition, we'll share practical tools and approaches you can use.

I. AN “UNAVOIDABLE” REALITY

- A. Genuine love is _____ without difficult conversations.
1. Biblical love involves grace *and* truth.
 2. Niceness leads to _____ and ultimately to _____.
- B. Difficult conversations are a vital part of our personal growth process.
1. They are a kind of *trial*, and God uses trials to grow us.
 2. We will never get better at it without doing it.
- C. They are the responsibility and expectation of leadership.
1. Church leaders must “_____” what has been entrusted to them.
 2. A willingness to have difficult conversations creates _____ and _____ in those who follow.

II. THREE THINGS TO DO

NOTES |

A. Work hard to uncover the _____
_____.

1. At the heart of every difficult conversation is a reality that needs to be addressed.
2. Most issues are rooted in one of the 4 Cs (character, chemistry, culture, competence).

B. Calculate the influence of _____
_____.

1. All of us are a combination of _____, personality, _____, values, and more.
2. Our “designs” inform our perspectives, and all perspectives are _____ and _____.

C. Reduce “_____” to a minimum before the first conversation.

1. Noise is the result of our flesh energizing our differences.
2. Noise interferes with our ability to see clearly and respond productively.

III. FOUR KEYS TO EFFECTIVENESS

A. _____ is a good indicator of readiness.

B. Begin the conversation with _____
_____ by asking
_____ questions.

C. Find _____ common ground to help the other person see what you see.

D. Have realistic expectations for the first conversation.

IV. FOLLOW-UP

A. _____ communication as quickly as possible.

B. Affirm that you are for them.

C. Ask what they heard.

D. Schedule a follow-up conversation right away.