

## COMMUNICATION GUIDELINES

(These communication guidelines were provided by Timothy Keller.)

Proverbs 18:21; 25:11; Job 19:2; James 3:8-10; I Peter 3:10; Ephesians 4:25-32

Think about the guidelines and study the supporting Scripture verses. Rate yourself on each of these items: Excellent (3), Good (2), Fair (1), Poor (0).

1. *Be a ready listener* and do not answer until the other person has finished talking (Prov. 18:13; James 1:19). \_\_\_\_
2. *Be slow to speak*. Think first. Don't be hasty in your words. Speak in such a way that the other person can understand and accept what you say (Prov. 15:23,28; 29:20; James 1:19). \_\_\_\_
3. *Don't go to bed angry!* Each day clear the offenses of that day. Speak the truth always, but do it in love. Do not exaggerate (Eph. 4:15, 25; Col. 3:8; Matt. 6:34). \_\_\_\_
4. *Do not use silence to frustrate the other person*. Explain why you are hesitant to talk at this time (Prov. 15:28; 16:21,23; 10:1-9; 18:2; Col. 4:6; Prov. 20:15). \_\_\_\_
5. *Do not become involved in quarrels*. It is possible to disagree without quarreling (Prov. 17:14; 20:3; Rom. 13:13; Eph. 4:31). \_\_\_\_
6. *Do not respond in uncontrolled anger*. Use a soft and kind response and tone of voice (Prov. 14:29; 15:1; 25:15; 29:11; Eph. 4:26, 31). \_\_\_\_
7. *When you are in the wrong, admit it and ask for forgiveness* and ask how you can change (James 5:16; Prov. 12:15; 16:2; 21:2, 29; 20:6; Matt. 5:23-25; Luke 17:3). \_\_\_\_
8. *When someone confesses to you, tell him/her you forgive him/her*. Be sure it is forgiven and not brought up to the person, to others, or to *yourself!* (Prov. 17:9; Eph. 4:32; Col. 3:13; I Pet. 4:8).  
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9. Avoid nagging (Prov. 10:19; 17:9; 16:21, 23; 18:6, 7; 27:15; 21:19). \_\_\_\_
10. Do not blame or criticize the other person. *Instead, restore . . . encourage . . . edify* (Rom. 14:13; Gal. 6:1; I Thess. 5:11).
11. If someone verbally attacks, criticizes, or blames you, do not respond in the same manner (Rom. 12:17, 21; I Pet. 2:23; 3:9). \_\_\_\_\_
12. Try to understand the other person's opinion. *Make allowances for differences* (Prov. 18:2, 13, 15; Phil. 3:15, 16). \_\_\_\_
13. Be concerned about the interests of others (Phil. 2:3; Eph. 4:2; Rom. 12:15). \_\_\_\_

*Reflect on the 13 guidelines for communication above and:*

- *List the items that you most need to work on changing.*
- *Write down two specific actions you can take to improve these items.*
- *Share these with your mate and ask for help in changing. Get other suggestions concerning how you can improve these items. If you do not have a mate, share with a close Christian friend.*