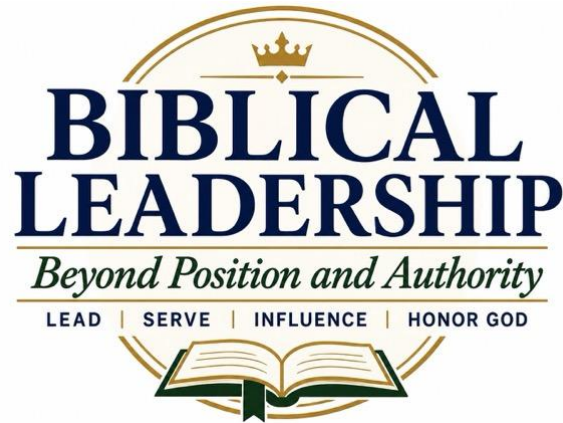




Part 1: Personal Leadership

Lesson 2: Clear Communication

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Lesson Description

Clear communication is one of the most important parts of working together in ministry and leadership. When people do not understand each other, mistakes happen, feelings get hurt, and work slows down. God's Word teaches us to speak clearly, listen carefully, and make sure our words build others up. Good communication helps a team stay united and focused on the mission.

1. Say What You Mean

Clear communication begins with honest and simple speech. We should avoid vague words or instructions that people can misunderstand.

Key Scripture

- Matthew 5:37
- Proverbs 10:19

Example

1. Unclear instruction: "Try to get those letters ready soon."
2. Clear instruction: "Please print the donor letters and have them ready for mailing by 3 PM today."
3. Unclear instruction: "Take care of the inventory."
4. Clear instruction: "Please count the jam jars, record the numbers, and send the totals to the office by the end of the day."

Principles

1. Be direct and clear.
2. Use simple words.
3. Give specific details when needed.

Discussion Questions

1. Why do you think Jesus taught us to let our words simply be “yes” or “no”?
2. What problems happen when instructions are too general?
3. Can you think of a time when clearer instructions would have saved time or work?

2. Listen Carefully

Communication is not only speaking. It is also listening well. Many problems happen because people are quick to talk but slow to hear.

Key Scripture

- James 1:19: “Let every man be swift to hear, slow to speak.”
- Proverbs 18:13: “He that answers a matter before he hears it, it is folly (reckless) and shame unto him.”

Example

1. A staff member says: “The printer keeps jamming when we print the lesson packets.”
2. Poor listening response: “Well, just keep printing. It should work.”
3. Better listening response: “Where is it jamming? Is it happening on every packet or just certain ones?”

Another example: Someone says they are overwhelmed with work.

1. Poor listening: Interrupting or immediately giving advice.
2. Better listening: “Tell me what tasks are taking the most time so we can figure out a solution.”

Principles

1. Let the other person finish speaking.

Ask questions.

1. Make sure you understand the problem.

Discussion Questions

1. Why do people often answer before they fully listen?
2. How can good listening prevent problems in the office?
3. What is one habit that could help us become better listeners?

3. Avoid Confusion and Mixed Messages

When leaders give unclear or conflicting directions, people do not know what to do. God values order and clarity.

Key Scripture

- 1 Corinthians 14:33 “For God is not the author of confusion, but of peace.”
- 1 Corinthians 14:8 “For if the trumpet give an uncertain sound, who shall prepare himself to the battle?”

Example

Confusing message:

- One leader tells the team, “Ship the lessons as soon as they are graded.”
- Another leader says, “Hold the lessons until the whole batch is finished.”
- The team does not know what to do.

Clear communication:

- “All graded lessons will be mailed every Thursday afternoon.”
- Another example: Telling someone something in passing but never writing it down or confirming it.
- Better practice: “Just to confirm, we will send the newsletter to print on Tuesday morning.”

Principles

1. Make sure directions are consistent.
2. Confirm important information.
3. Write down major instructions when possible.

Discussion Questions

1. What problems come from mixed messages?
2. Why is clarity especially important for leaders?
3. What systems could help us keep communication clear?

4. Speak Words That Build People Up

1. Communication should strengthen people, not tear them down. Words have great power.

Key Scripture

- Ephesians 4:29 says: “Let no corrupt communication proceed out of your mouth, but that which is good to the use of edifying.”
- Proverbs 16:24 says: “Pleasant words are as an honeycomb, sweet to the soul.”

Example

1. Discouraging response: “You always mess this up.”
2. Better response: “I see what happened here. Let’s look at how we can fix it next time.”

Another example:

1. Discouraging: "This was done wrong."
2. Encouraging but clear: "You did a good job getting this started. Let's adjust this one part so it works better."

Principles

1. Correct problems kindly.
2. Encourage people when they do well.
3. Speak respectfully even when fixing mistakes.

Discussion Questions

1. Why are encouraging words important in leadership?
2. How can we correct mistakes without discouraging people?
3. How do words affect the culture of a workplace?

Practical Application for Our Team

1. To keep communication clear in our offices:
2. Give clear instructions.
3. Ask questions when something is unclear.
4. Confirm important information.
5. Listen carefully before responding.
6. Use words that build others up.

Final Discussion Question

What is one communication habit that each of us could improve that would help our team work better together?