

Facilitator Development

TRUTH
CENTERED
TRANSFORMATION

Healthy Relationships



Teacher Guide

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The main ideas in Lesson 2, 3, 4, 5 and 6 are adapted from [The 7 Habits of Highly Effective People](#), Steven R. Covey (Simon & Schuster, 2013). © Stephen R. Covey. www.franklincovey.com.

The main ideas in Lesson 7 are adapted from [The Peacemaker: A Biblical Guide to Resolving Personal Conflict](#), Ken Sande (Baker Books, 3d ed., 2003). © Peacemaker® Ministries. www.Peacemaker.net.

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Because there are so many people and groups to whom God has already given profound wisdom about this topic, we drew most of the content from other sources. World-recognized books like *The 7 Habits of Highly Effective People* by Stephen Covey and *The Peacemaker* by Ken Sande have influenced our lives. We used concepts, ideas, scripture and stories from their work. We are grateful for the wisdom that they have shared through their books and training that we had received years ago. In this training material, we only scratched the surface of the depths of insight and experience that these ministries devote themselves to communicate. We wholeheartedly encourage our facilitators and staff to pick up their books and continue the process of learning how to relate well with others from their expertise!

Many other people have inputted into these materials which has made this module so much more effective for our context.

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Heather Hicks
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Facilitator Preparation

Preparing for Teaching a Lesson

1. Read through the **Teacher Guide** carefully, several times if possible. Highlight or make notes on the sides of the pages to remind yourself of important points.
2. Look at the **objectives** for each lesson so you know what students should learn through the lesson.
3. Read all **scripture** passages ahead.
4. Check to see what **materials** are needed in each lesson and make sure you make copies of Student Guides (handouts) and create the Visual Aids that are used in the lesson.
5. Make sure you are familiar with each **activity** in the lesson (role plays, games, visual aids). You can practice them with your family or friends. Do not skip these activities. They help people to learn and remember the main ideas.
6. Take time to **pray** for God to prepare the students, for the students to hear what God wants them to hear, and for Him to help you teach the materials. Remember that it is only through God's strength that we will see people changed.

How to Use This Teacher Guide

1. **Main Ideas and Materials:** Each lesson begins with this section.
 - a. **Main Ideas** – There are many good ideas in each lesson, but participants should clearly understand these main ideas by the end of each lesson. All the discussions and activities should reinforce these main ideas, so that participants also to know how they impact their lives. It is good to ask yourself, what would the participants believe and do after this lesson? Take time to review the main ideas often to help them remember and talk about ways to apply these ideas.
 - b. **Materials** – The specific materials needed are listed for each lesson, including Visual Aids and Student Handouts. You can choose to provide copies of the entire Student Guide to each participant, or make a minimum number of copies for small groups. We also recommend having poster paper, a whiteboard or a chalkboard to use with the large group.
2. **Facilitator Instructions:** There are special instructions in the lesson to help you lead the training well. These are not meant to be shared with the students. Read these ahead so you are prepared to lead discussions and activities. Some questions will also have italicized answers to help you as a facilitator know what ideas to draw out of the students. These are not the only good answers, just some good answers.
3. **Managing Time Frames and Flow:** Time frames are not included for each lesson.
 - a. Take as much time as is needed to help people learn the ideas in the lesson. It is more valuable to be concerned about what people are learning than with completing the lesson in a set time frame.
 - b. Remember to leave time for facilitators to start off with devotions, share testimonies, discuss any problems they are having, and pray together.

Special Facilitator Note for the Healthy Relationship FD Module

This Facilitator Development training module could take three full days. The lessons are also not necessarily designed to be only 1.5 hours. At this point in the program, there are often many things to discuss during your time together. You can do all the lessons in one training or you can split it into two training sessions.

Lesson 1: Healthy Relationships

Main Ideas

1. Relationships are a main theme in the Bible, so we need to invest time to build healthy relationships with people.
2. The Bible teaches us to build healthy relationships by starting with ourselves.

Materials

1. Student Guide:
 - a. 1.1 Focus on Yourself

What is the Current State of Our Relationships?

SMALL GROUP DISCUSSION

As leaders and pastors, discuss this question for each of the relationships:

- How would you describe the following relationships as they typically are in your area?"
 - With the person you directly report to (supervisor)
 - With top leadership
 - With those below (youth pastors, Sunday school teachers, etc.)
 - With other pastors (in the same denomination/in other denominations)
 - With your fellow trainers
 - With foreigners

REPORT BACK

Facilitator Instructions: Make two columns on the whiteboard. Write the responses from the first question in the first column. Then discuss the second question as a large group and write the responses in the second column. Then help them compare the two columns of answers and think about how to change the relationships.

LARGE GROUP DISCUSSION

1. Ideally, from a biblical perspective, what should these same relationships be like?
2. What changes would we need to make for our relationships to be the way God intends for them to be? How can we move from the current state of our relationships to the way they should be in the Kingdom of God?

The main theme of the Bible is relationships. We have talked about them as the three key relationships: our relationship with God, our relationship with others, and our relationship with creation. We spend a lot of time

in our churches examining the relationship of “Man with God.” We are always trying to improve this relationship by praying and reading our Bibles more. But we don’t spend as much time in our churches talking about the relationship of “Man with Others.” We don’t make the same daily effort to ensure we have healthy relationships with others.

God describes us as being part of a body. He has not made us to operate independently. We need each other to build God’s Kingdom. We cannot do it alone.

Over the next few lessons we are going to learn and practice skills to improve some of the relationships that we just discussed. We are going to look at how we can have a positive influence on those around us to enable us to do our work and to build God’s Kingdom.

It Starts With You (Use Student Guide 1.1)

WITH A PARTNER

Share about a current or recent conflict you have with someone.

- How much blame do you place on yourself for the conflict?
- How much blame do you place on the other person?

It is very easy to blame others for problems in relationships. People have mistreated us. People are jealous, competitive, desire power, etc. It is easy to feel frustrated because we are misunderstood or mistreated by others. We feel that others need to change. However, our focus as we seek to build healthy relationships must be on ourselves.

SMALL GROUP DISCUSSION

Use Student Guide 1.1 – Focus on Yourself. Read through the verses together and answer the questions as a group.

1.1 Focus on Yourself

1. Focus on Yourself

Read Romans 12:18.

- Where is the focus of this verse—on others, or on yourself?

Read Matthew 5:23-25.

- In this verse, who has committed the initial offense—you or your brother?
- Who is supposed to make the effort at reconciliation?

Read Matthew 18:15.

- In this verse, who has committed the initial offense—you or your brother?
- Who is supposed to make the effort at reconciliation?

Lesson 1: Healthy Relationships

1.1 Focus On Yourself

1. Focus on Yourself

"If it is possible, as far as it depends on you, live at peace with everyone." Romans 12:18

- Where is the focus of this verse—on others, or on yourself?

"Therefore, if you are offering your gift at the altar and there remember that your brother or sister has something against you, leave your gift there in front of the altar. First go and be reconciled to them; then come and offer your gift. Settle matters quickly with your adversary who is taking you to court. Do it while you are still together on the way, or your adversary may hand you over to the judge, and the judge may hand you over to the officer, and you may be thrown into prison. So if you are offering your gift there, follow the altar and there remember that your brother has something against you, leave your gift there before the altar and go. First be reconciled to your brother, and then come and offer your gift. Come to terms quickly with your accuser while you are going with him to court." Matthew 5:23-25

- In this verse, who has committed the initial offense— you or your brother?
- Who is supposed to make the effort at reconciliation?

/

"If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over." Matthew 18:15

- In this verse, who has committed the initial offense— you or your brother?
- Who is supposed to make the effort at reconciliation?

It does not matter whether you are the one at fault for a conflict. In either case, you are supposed to take the first step to make peace. If you have hurt someone, go and apologize. If someone has hurt you, go and tell them gently and forgive. Do not wait for the other person to come to you.

2. Do not Judge

"Do not judge, or you too will be judged. For in the same way you judge others, you will be judged, and with the measure you use, it will be measured to you. Why do you look at the speck of sawdust in your brother's eye and pay no attention to the plank in your own eye?" Matthew 7:1-3

It does not matter whether you are the one at fault for a conflict. In either case, you are supposed to take the first step to make peace. If you have hurt someone, go and apologize. If someone has hurt you, go and tell them gently and forgive. Do not wait for the other person to come to you.

2. Do Not Judge

Read Matthew 7:1-3.

- What kinds of things or faults often make you angry at others?
- Have you ever committed the same faults?
- According to this verse, where do we need to focus—on others’ faults, or on our own?

3. Have the Right Attitude

Read James 3:16-17.

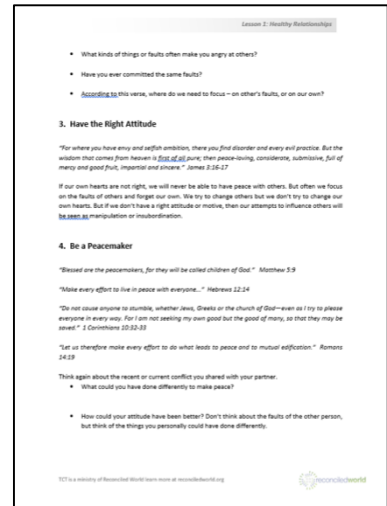
If our own hearts are not right, we will never be able to have peace with others. But often we focus on the faults of others and forget our own. We try to change others but we don’t try to change our own hearts. But if we don’t have a right attitude or motive, then our attempts to influence others will be seen as manipulation or disrespecting those in authority.

4. Be a Peacemaker

Read Matthew 5:9, Hebrews 12:14, 1 Corinthians 10:32-33 and Romans 14:19.

Think again about the recent or current conflict you shared with your partner.

- What could you have done differently to make peace?
- How could your attitude have been better? Don’t think about the faults of the other person, but think of the things you personally could have done differently.



REPORT BACK

Facilitator Instructions: Go back over the Student Guide 1.1 – Focus on Yourself. Read through the verses together and ask a group for their ideas from the questions.

The only person you can really control is yourself. As much as we want to change others or think that they are not behaving as they should, we don’t have the power to do that. You have control over your attitudes, motives, desires and actions. If you act in ways that honor others, you will more likely have a positive impact on others. If you act selfishly then others will not trust you.

Lesson 2: Four Types of Interactions

Main Ideas

1. There are four different ways of interacting with others: Win/Lose, Win/Win, Lose/Win and Lose/Lose.
2. Courage and consideration are two characteristics that help us develop good interactions.

Materials

1. Student Guide:
 - a. 2.1 Four Ways of Interacting
 - b. 2.2 Three Relationship Stories
2. Candy or another treat as incentive for the activity

Introduction

LARGE GROUP ACTIVITY

Facilitator Instructions: Draw two lines on the ground. Give the instructions below (do NOT say to push the other person) and show the candy as incentive.

We are going to do an activity. I need two volunteers. Stand in front of the lines facing one another and put your hands up pressed against each other. If in the next 1 minute you can get the other person to step backwards over the line, then you will get candy.

Facilitator Instructions Stop the first pair after one minute. Thank them for participating. Invite another pair to do the activity. This time ask them to think carefully about the instructions. Restate the instructions and say the last line slowly. Give them time to think and then do the activity again. Give candy or a treat to appropriate people.

Debrief of Activity:

- Explain what happened in this exercise.
- Who received the candy and why?
- What were the instructions that I gave to the two pairs?
- Can you think of a way that both people could have gotten the candy?

Did I say only one person could win? Did I say they had to push the other person across the line? What would be a better way so that both people could have won?

- *If both people had agreed to step backwards over the line, then both would have received candy.*

But we don't think like that. We tend to think that in order for us to get the candy, the other person can't get it. But I never said only one person could have candy.

- Why do we tend to think there can only be one winner?
- How do you think this attitude affects relationships?

- What would happen if instead of trying to win, we thought about how to create a solution where both people benefited?
- Is it possible to try and find ways in relationships for both people to “win”?
- Why don’t we do that more often?

A Different Way of Thinking About Our Interactions (Use Student Guide 2.1)

LARGE GROUP DISCUSSION:

Facilitator Instructions: Use the Student Guide 2.1 – Four Ways of Interacting to explain the four ways to relate to each other. After listing the four ways, ask someone to read the description. Then read the example from scripture and discuss the questions as a group.

When we relate to others, we tend to think like our activity—only one person can win or have things go their way. Fortunately, there are other options of ways to interact with others. In the book *Seven Habits of Highly Effective People*, the author Stephen Covey identifies four outcomes in our interactions with others.

1. Win/Win
2. Win/Lose
3. Lose/Win
4. Lose/Lose

2.1 Four Ways of Interacting

1. Win/Win

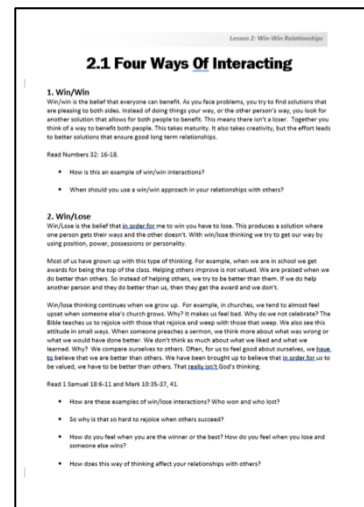
Win/Win is the belief that everyone can benefit. As you face problems, you try to find solutions that are pleasing to both sides. Instead of doing things your way, or the other person’s way, you look for another solution that allows for both people to benefit. This means there isn’t a loser. Together you think of a way to benefit both people. This takes maturity. It also takes creativity, but the effort leads to better solutions that ensure good long term relationships.

In the exercise at the start of the lesson, an example of Win/Win would be if both people decide to step over the line—both people win.

The clans of Reuben and Gad wanted to settle in the land that was already conquered, but it wasn’t fair for them to not have to fight with the rest of the Israelites for the land that still needed to be conquered.

Read Numbers 32: 16-18.

- How is this an example of Win/Win interactions?
 - *Win/Win – The two tribes were able to build their homes in their new land AND they also went to help the rest of the tribes fight the battles so they could build homes in their land.*
 - *See vs. 32:6 Win/Lose – The two tribes could have built their homes and stayed in the area while the rest of the people would have to cross the Jordan to fight for land to build their houses.*
- When should you use a Win/Win approach in your relationships with others?
 - *To find better ideas or solutions*
 - *To find a way to benefit both people and make them happy (conflict resolution)*



2. Win/Lose

Win/Lose is the belief that for me to win you have to lose. This produces a solution where we get our way and the other person doesn't. Sometimes people even use their authority, wealth or their physical strength to get their own way.

Most of us have grown up with this type of thinking. For example, when we are in school we get awards for being the top of the class. We don't get an award for helping the others in the class to do well. Helping others improve is not valued. We are praised when we do better than others. So instead of helping others, we try to be better than them. If we do help another person and they do better than us, then they get the award and we don't.

Win/Lose thinking continues when we grow up. For example, in churches, we tend to almost feel upset when someone else's church grows. Why do we not celebrate? The Bible teaches us to rejoice with those who rejoice and weep with those who weep. We also see this attitude in small ways. When someone preaches a sermon, we think more about what was wrong or what we would have done better. We don't think as much about what we liked and what we learned. Why? We compare ourselves to others. Often, for us to feel good about ourselves, we have to believe that we are better than others. We have been brought up to believe that for us to be valued, we have to be better than others. That really isn't God's thinking.

In the exercise at the beginning of the lesson, an example of Win/Lose would be when the people tried to push to get the other person to cross the line.

Read 1 Samuel 18:6-11 and Mark 10:35-37, 41.

- How are these examples of Win/Lose attitude? Who won and who lost?
 - *Saul feared that he was losing respect of the people because David was getting more praise.*
 - *James and John wanted an honored position beside Jesus. The other disciples were angry because if James and John received the place of honor they would have less honor.*
- Why is it so hard to rejoice when others succeed?
- How do you feel when you are the winner or the best? How do you feel when you lose and someone else wins?
- How does this way of thinking affect your relationships with others?

3. Lose/Win

Lose/Win is letting someone get what they want and you do not get what you want. Sometimes this shows that a person may have little courage to express their own thoughts and feelings or is easily intimidated by others. They can have an attitude that their ideas, needs or concerns don't matter. Therefore, they always let others have their way. Sometimes this way of thinking is really about trying to please others.

There are some situations when it is wise to let someone have their way to show that you value the relationship. Not every issue is critical. Sometimes it is better to avoid an argument by allowing the other person to have their way. If the issue is really important to one person and it isn't dishonoring to God, the most loving thing to do could be to let them have their way. When done with the right attitude and motivation, the person that loses, actually wins by honoring the relationship and God.

Lesson 2: Win/Lose Relationships

3. Lose/Win
 Lose/Win is letting someone get their way and you do not get your way. Sometimes this shows that a person may have little courage to express their own thoughts and feelings or is easily intimidated by others. They can have an attitude that their ideas, needs or concerns don't matter. Therefore they always let others have their way. Sometimes this way of thinking is really about trying to please or appease others.

However, there are some situations when it is wise to let someone have their way to value the relationship. Not every issue is critical. Sometimes it is better to avoid an argument by allowing the other person to have their way. If the issue is really important to one person and it isn't dishonoring to God, the most loving thing to do could be to let them have their way. When done with the right attitude and motivation, the person that loses, actually wins by honoring the relationship and God.

Unfortunately, some Christians misunderstand this and believe this is what it means to put someone before ourselves. We might assume that the only way for us to be kind to others is to let them win and for us to lose. This is a misconception.

The Bible does teach us to consider others. But it does not teach us to always be silent and let others get their way or tell us what to do - especially when it is an important issue. When we read the Bible, godly leaders regularly spoke out for what they believed. For example, Daniel was not willing to bow down and worship an idol and he went to his leader to ask not to eat the food they were serving everyone. He wasn't disrespectful, but he spoke up and didn't do what the king wanted. Nehemiah is another example. He asked the king for resources, he stood up to opposition, he dealt with the troublemaker amongst the Jews, he didn't just let others dominate him. Both Daniel and Nehemiah were common people who spoke out. However, when they spoke out, it was for the sake of honoring God and not to put further their own ambitions. Philippians 2:3 says we should do nothing out of selfish ambition or vain conceit. We cannot have healthy relationships if we always want our way or are trying to beat others for our own selfish reasons (win/lose). Oh if we always let other people dominate us (lose/lose). The Bible shows us plenty of examples of people who knew when to stand up for God's truth and when to honor the relationship and let others win.

Unfortunately, people who misunderstand lose/win this way also tend to bury a lot of feelings. Those unexpressed feelings never die but often come out later in negative ways. These unexpressed feelings can cause resentment, disappointment, and even illness. Unexpressed feelings can lead to resulting in an explosion of anger over something that really isn't that important. Eventually unexpressed feelings impact the quality of relationships that we have with others.

Read Matthew 5:4-6:23.

- How is this story an example of a bad Lose/Win interaction?
- Have you ever let someone dominate you? What makes it difficult to express your own thoughts and feelings to others?

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Philippians 2:3 says we should do nothing out of selfish ambition or vain conceit. We cannot have healthy relationships if we always want our way or are trying to beat others for our own selfish reasons (Win/Lose) OR if we always let other people dominate us (Lose/Win). The Bible shows us plenty of examples of people who knew when to stand up for God's truth and when to honor the relationship and let others win.

People who misunderstand Lose/Win believe this is what God requires of us and also tend to bury a lot of negative feelings. Those unexpressed feelings never die but often come out later in negative ways. These unexpressed feelings can cause resentment, disappointment, and even illness. Unexpressed feelings can boil over, resulting in an explosion of anger over something that really isn't that important. Eventually unexpressed feelings impact the quality of relationships that we have with others.

- What would Lose/Win look like in the exercise at the beginning of the lesson?
 - *I'll step back and let you win.*

Read Matthew 14:6-10.

- How is this story an example of a bad Lose/Win interaction?
- Have you ever let someone dominate you? What makes it difficult to express your own thoughts and feelings to others?
- How does this way of interacting feel to you?

Read I Corinthians 6:1, 7-8 and 8:13.

- How are these verses examples of good Lose/Win interactions?
 - *It is better to suffer wrong (lose) than to make Christians look bad (saving face is a win).*
 - *It is better to give up the things that you want (lose) than to cause someone to stumble.*
- What was the motivation and attitude of those who chose Lose/Win interactions? What is the benefit of this choice?

4. Lose/Lose

Lose/Lose results when both people feel like they didn't get what they desired or hoped. This can be the result when two stubborn people with Win/Lose thinking come together. Neither one wants to lose, but by not cooperating both people end up losing. Revenge is also Lose/Lose. This can also happen when someone is so upset with someone else that in order to punish the other person they will also punish themselves. For example, imagine if someone started a new church in your area by stealing many of the members from your church. Being very upset, you retaliate by telling everyone bad stories about the

other pastor. Then the other pastor starts telling stories about you. Eventually the people have so little trust in either of you that they either go to a different church or they stop attending church completely. Both you and the other pastor end up losing—lose respect, lose trust, lose church members, and lose your relationship.

- What would Lose/Lose look like in the exercise at the beginning of the lesson?
 - *No one gets candy or refuse to play*

Read 1 Kings 3:16-27.

- Which mother had a Lose/Lose attitude?
- Which of the four ways of interacting did the other mother demonstrate?
- Is a Lose/Lose attitude ever honoring to others and God? Explain your answer.

Lesson 2: Win/Win Relationships

Read 1 Corinthians 6:1, 7:8 and 9:5-13.

- How are these verses examples of good Lose/Win interactions?
- What was the motivation and attitude of those who chose Lose/Win interactions? What is the benefit of this choice?

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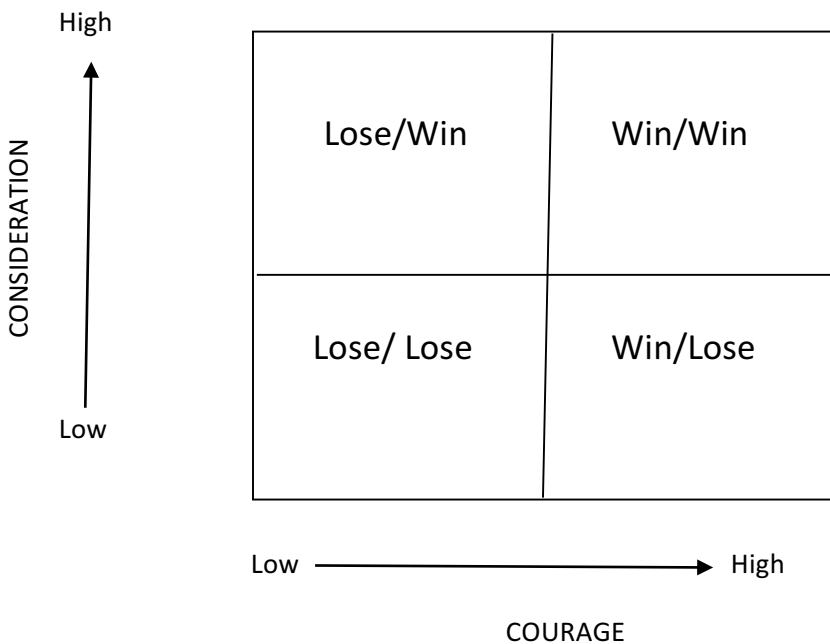
- Which mother had a Lose/Lose attitude?
- Which of the four ways of interacting did the other mother demonstrate?
- Is a Lose/Lose attitude ever honoring to others and God? Explain your answer.

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Consideration and Courage

LARGE GROUP DISCUSSION:

Facilitator Instructions: Draw the following diagram on the whiteboard or poster. Take time to discuss the key words, "Consideration" and "Courage," to be sure the ideas are clear and the right word is used in translation.



Courage and consideration are two characteristics to consider in developing good interactions. They also help us to understand the differences of four ways of interacting with others.

- **Consideration** – kindness and thoughtful care for others, which allows the other person to express their thoughts, feelings and ideas.
 - Lose/Lose and Win/Lose are low in consideration
 - Lose/Win and Win/Win are high in consideration.

- **Courage** – willingness to share our own thoughts, feelings and ideas.
 - Lose/Win and Lose/Lose are low in courage
 - Win/Win and Win/Lose are high in courage

LARGE GROUP REVIEW

- What would happen if I was high on courage and low in consideration?
 - *I would always state my own opinions and ideas and not listen to others.*
 - *When I deal with problems, I would tend to compete and try to get my own way.*
 - *This is an example of Win/Lose.*
- What would happen if I was high in consideration and low on courage?
 - *I would always listen to the other person's ideas and never share what I thought.*
 - *When I have a problem, I would tend to always let the other person have their way or try to please them.*
 - *This is an example of Lose/Win.*
- What if I am low in both consideration and courage?
 - *I would not listen to others nor would I share my thoughts.*
 - *I would act like I don't care and I would not care about the thoughts of the other person. This attitude would lead to both people being frustrated and not being satisfied.*
 - *This is an example of Lose/Lose.*
- What would happen if I am high in consideration and high in courage?
 - *I would want to hear the ideas of the other person and share my ideas.*
 - *Both people would be able to share their ideas and we could develop a solution that would be satisfying to both people. Create a better solution together.*
 - *This is an example of Win/Win.*

To achieve a Win/Win result, we need to find the balance between consideration and courage. We need to be able to express our feelings and convictions while at the same time thinking of the other person and their needs. When both people are willing to speak up and listen to each other, they can create better solutions. This requires maturity to focus on the relationship and work at finding solutions that benefit both people. For healthy relationships, we need to have both courage and consideration.

PERSONAL REFLECTION

Think of one of your important relationships (spouse, boss, pastor, close friend) and evaluate yourself in that relationship. Are you very cooperative? Do you listen to the other person's perspective? Do you have courage to share your thoughts and feelings? Between consideration and courage, which are you high in, which are you low in? If you are out of balance (higher in one or the other) think about what you could do to improve the situation.

Identify the Type of Interaction (Use Student Guide 2.2)

SMALL GROUP DISCUSSION

In your groups, read each story on *Student Guide 2.2* and decide which type of interaction it demonstrates.

- Steven and his wife have a good relationship but they typically argue over financial topics. Steven likes to be generous to other people. His wife appreciates his kind heart, but she wants to save money to help their children get a good education. At the end of the week of working as a daily laborer, Steven had some extra money. He remembered that his wife's brother had been sick and could not work for the past 3 weeks. He told his wife that he wanted to give that family some money to help them. His wife wasn't pleased. She had planned to pay the school fees and get the uniforms and books that their 3 older children needed. They started to argue again. Steven stopped to listen to his wife and he agreed with her that education for their children is important. He also reminded his wife that as Christians they also needed to care for their extended families. He suggested that they buy the most important supplies for school and only pay part of the school fee this week. They could ask to pay the rest the next week. This way they could give some money and maybe some extra food to her brother's family.
 - Does Steven have an attitude of high or low in cooperation toward his wife? How can you tell?
 - High – he is willing to listen to her and recognize the importance of what she has said.
 - Is Steven high or low in his courage of speaking up about his thoughts? How can you tell?
 - High – he reminded his wife of their responsibility to care for their families.
 - Which attitude does this represent?
 - Win/Win
- Sarah and her sister always argue over who is responsible for taking care of her parents. Sarah's sister expects her to be the one to take care of them because she doesn't work. Sarah is the younger sister and she is generally quieter than her older sister. Sarah understands that her sister works and has 3 children, but her sister doesn't understand that with 5 little children and a sick husband, she doesn't have any extra time. Usually it is expected that the older child should care for the parents, but it is easier for Sarah to try to help her parents than try to get her sister to understand. So, even if she doesn't think it is fair, Sarah cares for her parents as much as she can.
 - Does Sarah have an attitude of high or low in cooperation toward her sister? How can you tell?
 - High – she understands her sister's expectation
 - Is Sarah high or low in her courage of speaking up about her thoughts? How can you tell?
 - Low – she doesn't even try to help her sister understand, but hides her feelings.
 - Which attitude does this represent?
 - Lose/Win
- The church leaders at Christ Church have been discussing how to provide activities for the children during the adult service. The oldest elder argues that the emphasis of the church should be on the adults and not the children. He believes it is the family's responsibility to teach the children the Bible at home and they should stay with the adults during church. Although everyone else disagrees with him, he doesn't listen to them. Every time one of the leaders makes a suggestion, the elder stands up and argues against it. Even

Lesson 2: Win-Win Relationships

2.2 Three Relationship Stories

In your groups, read each story on the Student Guide 2.2 and decide which type of interaction it demonstrates.

- Steven and his wife have a good relationship but they typically argue over financial topics. Steven likes to be generous to other people. His wife appreciates his kind heart, but she wants to save money to help their children get a good education. At the end of the week of working as a daily laborer, Steven had some extra money. He remembered that his wife's brother had been sick and could not work for the past 3 weeks. He told his wife that he wanted to give that family some money to help them. His wife wasn't pleased. She had planned to pay the school fees and get the uniforms and books that their 3 older children needed. They started to argue again. Steven stopped to listen to his wife and he agreed with her that education for their children is important. He also reminded his wife that as Christians they also needed to care for their extended families. He suggested that they buy the most important supplies for school and only pay part of the school fee this week. They could ask to pay the rest the next week. This way they could give some money and maybe some extra food to her brother's family.
 - Does Steven have an attitude of high or low in cooperation toward his wife? How can you tell?
 - Is Steven high or low in his courage of speaking up about his thoughts? How can you tell?
 - Which attitude does this represent?
- Sarah and her sister always argue over who is responsible for taking care of her parents. Sarah's sister expects her to be the one to take care of them because she doesn't work. Sarah is the younger sister and she is generally quieter than her older sister. Sarah understands that her sister works and has 3 children, but her sister doesn't understand that with 5 little children and a sick husband, she doesn't have any extra time. Usually it is expected that the older child should care for the parents, but it is easier for Sarah to try to help her parents than try to get her sister to understand. So, even if she doesn't think it is fair, Sarah cares for her parents as much as she can.
 - Does Sarah have an attitude of high or low in cooperation toward her sister? How can you tell?
 - Is Sarah high or low in her courage of speaking up about her thoughts? How can you tell?
 - Which attitude does this represent?

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though one leader volunteered to work with the children, the elder said that all the leaders are needed in the adult church time. The leaders left the meeting reluctantly agreeing to not provide activities for the children during church.


- Does the elder have an attitude of high or low in cooperation toward the other leaders? How can you tell?
 - *Low – he won't even listen to them and he is unwilling to consider options.*
- Is the elder high or low in his courage of speaking up about his thoughts? How can you tell?
 - *High – he tells the group his ideas and argues with anyone that disagrees.*
- Which attitude does this represent?
 - *Win/Lose*

Lesson 2: 45in 50in Relationships

3. The church leaders at Christ Church have been discussing how to provide activities for the children during the adult service. The oldest elder argues that the emphasis of the church should be on the adults and not the children. He believes it is the family's responsibility to reach the children in the home and they should stay with the adults during church. Although everyone else disagrees with him, he doesn't listen to them. Every time one of the leaders makes a suggestion, the elder stands up and argues against it. Even though one leader volunteered to work with the children, the elder said that all the leaders are needed in the adult church time. The leaders left the meeting reluctantly agreeing to not provide activities for the children during church.

- Does the elder have an attitude of high or low in cooperation toward the other leaders? How can you tell?
- Is the elder high or low in his courage of speaking up about his thoughts? How can you tell?
- Which attitude does this represent?

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REPORT BACK

Facilitator Instruction: *Discuss each story and their answers to the questions.*

Lesson 3: The Best Way To Interact

Main Ideas

1. A Win/Win attitude is usually the best option to solve a problem, but it does depend on the situation.

Materials

1. None

Which Way is Best?

LARGE GROUP DISCUSSION

- Which way of relating with people is the best option?

The best approach to relating to people depends on the situation.

Win/Lose:

If you are playing a football game, the goal for each team is to win the game. A football game would be very boring if the teams didn't try to win. Sometimes competition can motivate us to work hard and help us grow. However, we don't want to compete against people with whom we should be working together in a spirit of unity. One way to use competition positively is to compete against last year's results or a new goal. Most of the time Win/Lose thinking fills our minds with negative feelings about others and therefore is not a good way to interact with each other.

- When is Win/Lose a good or the best way to interact?
 - *In competitions*
 - *Trying to motive people*

Lose/Win:

Many times, this attitude is not the best option. God has given each person experiences and ideas that are valuable and are helpful to share with others to solve problems and have healthy relationships.

However, if you value a relationship and an issue is not important to you then you may choose Lose/Win. For example, a husband may want to watch football on Saturday night. The wife may want to watch something else the same night. This could create a Win/Lose argument where both people want their way. The couple could try to have a discussion to find a Win/Win solution (for example he could go to the neighbors to watch the game). But, if the issue isn't that important to the wife, she could let her husband watch football and do something else (Lose/Win). Or the husband could decide he doesn't care that much about the football game, allow his wife to watch TV, and do something else. It is more important to have a good relationship with our spouse and it may not be worth the time to try and find another solution.

When the issue is more important to one person than the other, it can be an opportunity to show the other person that what we want isn't as important as the relationship with them. However, if one person is ALWAYS

the one who is putting the relationship first over their preferences it may actually show that they are lacking in courage rather than valuing the relationship. The danger is that they may grow to resent the other person, so long-term it is not a healthy way to act.

- When is Lose/Win the best way to interact with others?
 - *When the person or relationship is more important than the issue.*

Lose/Lose:

This is never a good approach. This means that there is no consideration or willingness to speak up. This is how enemies often treat each other. Be aware if you find yourself in Lose/Lose situations—you need to ask God to help you see how to make a change.

Win/Win:

Win/Win is usually the best solution. Imagine a market seller. If she always had a Win/Lose mentality, then she would try and get the best price for herself and not particularly care about the customer. We meet sellers like this all the time but eventually we stop going to them and buy from someone else, so while they may make money on a few sales they lose having long-term customers. However, if they did the opposite—sell everything really cheaply so that you get a great bargain but they lose money, then they would quickly go out of business (Lose/Win). They need to make money to care for their families. The best solution is Win/Win—they sell you good quality or good prices and then you will be loyal to them because you know that you can trust them.

SMALL GROUP DISCUSSION

Look back at the three stories we read in the last lesson:

1. Steven and his wife arguing over finances
2. Sarah and her sister arguing over caring for their parents
3. The elder and the church leaders discussing activities for children during church

Decide which attitude or way of interacting would have been best in each story.

- Think back—which attitude did they have?
- Was that the best attitude for the situation?
- Which attitude would be best to use?
- How could they turn this into a Win/Win solution?

REPORT BACK

Facilitator Instruction: *Go over each story and ask groups for their answers for each situation.*

1. Steven and his wife arguing over finances
 - *Win/Win*
 - *This was the best attitude*
2. Sarah and her sister arguing over caring for their parents
 - *Lose/Win*
 - *Not the best attitude*
 - *Win/Win*

- Sarah could have suggested a way for them to share the responsibility to allow her sister to continue working, but would provide some additional help in the evenings or on the weekend.
- 3. The elder and the church leaders discussing activities for children during church
 - Win/Lose
 - Not the best attitude
 - Win/Win
 - The church leaders may have needed to ask the pastor to help them talk with the elder and find a solution that would not have a negative effect on the adult service.

SMALL GROUP ACTIVITY

Facilitator Instruction: Write each situation listed below on a piece of paper and fold them so they can't see them. Ask one person from each group to pick a piece of paper and do their role plays with that situation.

Each group will pick one of following situations. Discuss what each situation would look like for Win/Lose, Lose/Win and Win/Win. Then make up one role plays that demonstrates the best option.

1. An area or denomination leader doesn't want you to do training in their area.
2. A wife feels neglected because her husband is always out doing ministry.
3. Your leader feels that you are spending too much time on TCT work and not on church work.
4. The pastor of a church is concerned because he feels that you have more influence at the church than he does.

REPORT BACK

Facilitator Instructions: Have each of the groups do the best option role play for their chosen situation for others. Ask them to guess which way of interacting the role play demonstrates. If groups do not choose the Win/Win, then discuss the reasons why as a large group.

How Do We Develop Win/Win Solutions?

We need to believe that Win/Win solutions are not only possible but are usually the best way. Win/Win solutions will take longer than other solutions and require more effort from us. If we don't believe that it is the best way, then we are not going to be willing to put the effort in to make them possible.

1. What do you think are the benefits of Win/Win solutions?
2. What do you think are some of the barriers to Win/Win solutions?
3. Do you think that they are worth pursuing?
4. How can we overcome the challenges?

SMALL GROUP DISCUSSION

In groups, think of a common problem that you see in the relationships in your church or community. Think about what usually happens. Think about what each group might be thinking and then list at least 4 potential Win/Win solutions for that problem.

REPORT BACK

What are examples from each group of some of the Win/Win solutions you came up with?

LARGE GROUP DISCUSSION

- How do you think it would impact our relationships if we were to work towards Win/Win solutions rather than Win/Lose or Lose/Win solutions? What are the benefits of working to create Win/Win solutions?
 - *Increased trust*
 - *Better solutions*
 - *Good feelings for everyone*
 - *Stronger friendships*
 - *Healthier relationships*

Lesson 4: Building Character

Main Idea

1. Maturity, integrity, humility and Kingdom Thinking are character qualities that help build healthy relationships.

Materials

1. Visual Aid:
 - a. Kingdom Thinking cards (one set per group—already cut apart)
2. Student Guide:
 - a. 4.1 Integrity
 - b. 4.2 Humility
 - c. 4.3 Kingdom Thinking
3. Create posters for each of the qualities of good character – Maturity, Integrity, Humility and Kingdom Thinking

4 Qualities of Good Character for Building Relationships

LARGE GROUP DISCUSSION

If we want to pursue a Win/Win attitude in our relationship problems, we need to start by building our own character.

- What does it mean to have good character?

In this lesson we will discuss four important qualities of a good character. Each of these qualities help us build healthy relationships.

1. Maturity
2. Integrity
3. Humility
4. Kingdom Thinking

Facilitator Instruction: Ask 4 volunteers to hold up the posters. Have each volunteer say each quality and have the group repeat each one together. Thank each volunteer for their help.

Maturity

In the last lesson, we talked about two qualities that are important to develop Win/Win interactions. What were they?

1. Consideration
2. Courage

Facilitator Instructions: Hold up the poster for “Maturity.”

The first quality of good character for building healthy relationships is Maturity. Maturity is the ability to respond to a situation in an appropriate way. Maturity requires finding the balance between being considerate to others and having courage to speak the truth in a loving way.

- What does it mean to have **consideration** in our relationship with others?
 - *Consideration means kindness and thoughtful care for others. It is focused on the relationship. It allows the other person to express their thoughts, feelings and ideas.*
- What does it mean to have **courage** in our relationships with others?
 - *Courage means being willing to speak up to share your thoughts, ideas, feelings and perspective even if the other person may not agree.*

We need to have both courage and consideration to be mature.

Read Ephesians 4:15.

This verse tells us to **speak the truth**—to have courage to speak up. It also tells us to speak the truth **in love**—to be kind and aware of the other person’s feelings.

- Is it hard for you to speak the truth to someone? Think of a time when it is hard for you to speak the truth to someone. Why is speaking the truth difficult?
- Is it hard to speak the truth in a loving way to someone? Can you think of a time when you spoke the truth, but didn’t do it in a loving way? Why is speaking the truth in a loving way difficult?
- What does this verse say is the result of this kind of communication?
 - *Growing in maturity*

Speaking the truth means saying things that are true, but that can also be difficult for others to hear. Speaking the truth can be hard to do especially if the other person might react badly. This is why it is important to speak the truth with love. Speaking the truth with love is similar to taking medicine with something sweet. It makes it easier to take.

Remember the story about Sarah and her sister who were arguing about who should care for their parents.

- What truth did Sarah wish her sister understood?
 - *There are many responsibilities and demands of having 5 children*
 - *As the oldest she did have a responsibility to care for their parents*
- How could she have shared the truth in a loving way with her sister?
 - *“We both have a lot of responsibilities. You have work and 3 kids. I have 5 kids and a sick husband. We need to work together equally to care for our parents.”*
 - *“You have an important responsibility to care for our parents as the oldest child and I would be willing to help you since you have many other responsibilities.”*

OPTIONAL SMALL GROUP ACTIVITY (2-3 people)

1. Think of a recent time when you had a difference of opinion or conflict with your spouse or another person and you either:
 - did not agree with the other person but you didn't speak up.
 - spoke up but you might not have been very considerate of their opinion.
2. Act out that situation again but try to show the balance of being considerate and having the courage to speak up.
3. How did that change the way you felt about the situation?
4. How could that have changed the outcome of the situation?

Integrity (Use Student Guide 4.1)

Imagine if all your secret thoughts, attitudes, and behaviors were suddenly made public one day. Are there things in your life that you would be embarrassed about if others knew them? Imagine how your friends and family would react to finding out everything you do, say and think? Would they be surprised? Why?

Facilitator Instructions: Hold up the poster for "Integrity."

Integrity means that there is consistency in what a person thinks, says and does. We act, think and talk the same way no matter the situation, who is watching or even if we are alone. For example, you are the same person in church as you are at home, at work or when you are by yourself. You are honest and truthful even when it is difficult. People can trust you to do what you say you will do and you make and keep your commitments. And you live in way that is consistent and blameless all the time.

Read 1 Samuel 12:1-5.

- What is Samuel asking the people to witness to?

Read Daniel 6:3-4

- Could the leaders find any fault with Daniel?

If people looked closely at your life, would they say you were like Samuel or Daniel? Daniel and even Jesus had people who followed their every move trying to find fault in what they said and did. Imagine someone followed you like that and watched everything you did. What kinds of faults or inconsistency might they find in your life?

If we are people of integrity, then people should be able to examine our lives in every detail and find nothing at fault. Samuel and Daniel were regular men. Even so, they were able to live blameless lives. If this kind of integrity was possible for them, then it is possible for us too.

SMALL GROUP DISCUSSION

Use *Student Guide 4.1 – Integrity* to read together and fill in the chart.

4.1 Integrity

A major theme in the Bible is God’s concern with how we live our lives. Today when we read the Bible we think about the Pharisees and scribes as the bad guys. But in Jesus’ time, that’s not how most people saw them. People at that time thought the Pharisees and scribes were the most holy and righteous people. The scribes dedicated their lives to studying the law. Everyone admired them. The word “Pharisee” means they were considered set apart for God. They interpreted and communicated the law. They adhered to every part of the law, and more. For example, they fasted twice a week, even though the law only required once a year.

Imagine how shocked everyone must have been when Jesus said this:

“For I tell you, unless your righteousness **exceeds** that of the scribes and Pharisees, you will never enter the kingdom of heaven.” Matthew 5:20

Jesus said that we had to be MORE righteous than the scribes and Pharisees! How could that be possible? Fortunately, Jesus then gave six examples to help us to understand what He meant.

Read Matthew 5:21-48.

Fill in the chart below. The first one is done as an example.

Lesson 4: Building Character

4.1 Integrity

A major theme in the Bible is God’s concern with how we live our lives. Today when we read the Bible we think about the Pharisees and scribes as the bad guys. But in Jesus’ time, that’s not how most people saw them. People at that time thought the Pharisees and scribes were the most holy and righteous people. The scribes dedicated their lives to studying the law. Everyone admired them. The word “Pharisee” means they were considered set apart for God. They interpreted and communicated the law. They adhered to every part of the law, and sometimes did even more. They fasted twice a week, even though the law only required once a year.

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Read Matthew 5:21-48. Fill in the chart below. The first one is done as an example.

	OLD TEACHING	JESUS’ TEACHING
5:21-26	You should not kill.	Don’t even be angry with your brother. Be quick to forgive. Take steps immediately to heal a broken relationship. Resolve matters amongst yourselves; don’t take others to court.
5:27-30		
5:31-32		
5:33-37		

	OLD TEACHING	JESUS’ TEACHING
5:21-26	You should not kill.	Don’t even be angry with your brother. Be quick to forgive. Take steps immediately to heal a broken relationship. Resolve matters amongst yourselves; don’t take others to court.
5:27-30	<i>You should not commit adultery.</i>	<i>Don’t even look at a woman lustfully. Be careful what you look at or what you touch.</i>
5:31-32	<i>Anyone who divorces his wife must give her a certificate of divorce.</i>	<i>A man should not divorce his wife unless there is sexual immorality.</i>
5:33-37	<i>Do not break your oath. Fulfill your vows to the Lord.</i>	<i>Do not swear an oath at all. Do not make oaths by heaven or earth. Just say yes or no and do what you say.</i>
5:38-42	<i>An eye for an eye, and a tooth for a tooth.</i>	<i>Do not repay evil for evil. Don’t be like others, but repay evil with goodness.</i>
5:43-48	<i>Love your neighbor and hate your enemy.</i>	<i>Love your enemies and pray for people who persecute you. That is what children of God do.</i>

How would you summarize the difference between the old teaching and Jesus’ teaching?

Reflection:

1. How is Jesus' teaching different from the old teaching?
2. How is Jesus' teaching better?
3. How does Jesus' teaching show more righteousness than the old teaching?

REPORT BACK:

Facilitator Instructions: Ask groups to share what they wrote for the Old Teaching and the New Teaching for each set of verses. Make sure the italicized answers above are included in the discussion. Ask for each group's summary of the difference between the old teaching and Jesus' teaching.

LARGE GROUP DISCUSSION

Integrity is also when who we are on the outside matches who we are on the inside.

We need 2 volunteers to read the following verses aloud:

- Matthew 23:1-5
- Matthew 23:25-28

The reason Jesus challenged us that our righteousness should exceed Pharisees and the Scribes is that their focus was only on outside actions and not on the heart. The Pharisees and Scribes were only focused on outward actions. They wanted to show their righteous acts to others, but they lacked righteousness in their hearts. Jesus hated this. His harshest words were not for prostitutes and tax collectors. Jesus condemned the Pharisees and the Scribes who just pretended to be righteous and to be something they weren't.

We often act like the Pharisees. We do certain things like going to church and don't do some things like smoke or drink. We avoid obvious public sins, even as we keep doing other types of less obvious sins. We focus less on what is going on in our hearts.

Facilitator Instructions: If smoking is not considered by Christians in your area to be a sin, then choose something else for the next questions, like drinking or playing cards, etc.

- How shocked would you be if I went outside and smoked a cigarette right now?
- How shocked would you be if I complained about something a friend of mine did?
- Which situation would be more shocking to you to see me do?

The Bible actually never talks about smoking as a sin. But it does talk about complaining as a sin. Read 1 Corinthians 10:10 or Philippians 2:14.

- So why would we be more shocked by smoking than complaining?

LARGE GROUP DISCUSSION

If we want to be people of integrity, then we need to be people who ask God to help us deal with the hidden sins of our heart and not just focus on things that others can see.

Facilitator Instructions: Make two columns on the whiteboard or create cards for each of these words from the examples below and ask people which group they belong in. Tape them up so that people can look at them while they are reflecting later.

Visible Actions (Outside)	Sinful Heart Attitudes (Inside)
Smoking Drinking Gambling Not going to church	Complaining Anxiety and frustration Discontentment Lack of thankfulness Pride Selfishness Lack of self-control Impatience and irritability Judging others Envy and jealousy Competitiveness Gossip Anger

Can you think of other examples for either column or group?

PERSONAL REFLECTION

Read Psalm 139:23-24.

Look at the list of Sinful Heart Attitudes.

- Which of these have you been allowing in your life?
- Take a moment to be silent and ask God to reveal if there is anything displeasing in your heart.
- Choose one that you would like to change. Take a few minutes to repent of your heart sin, and ask God to help you change your ways.
- Pay attention over the next month to this issue. When you slip into that sin, quickly repent and change your ways.

Often we can see many of these heart sins in our lives. You can make a list of all of them that you want to God to help you change. Then each month choose a new one to focus on.

Humility (Use Student Guide 4.2)

Facilitator Instruction: Hold up the poster for “Humility” and read the following story:

Booker T. Washington was a famous writer and educator in the United States about 100 years ago. One day, not long after he was appointed the head of a local university, Mr. Washington was walking through a wealthy neighborhood in town. A rich white woman saw Mr. Washington and asked if he’d like to earn a few extra dollars by chopping wood for her. She did not recognize that he was the famous Mr. Washington. She thought he was a day laborer.

Professor Washington smiled at the woman’s request. Since he had no pressing business at the moment, he rolled up his sleeves and proceeded to humbly chop the wood as the woman

asked. When he was finished, he carried the logs into the house and stacked them by the fireplace. A little girl recognized him and later told the woman who Mr. Washington was.

The next morning the embarrassed woman went to see Mr. Washington in his office at the university and apologized. "It's perfectly all right, Madam," he replied. "Occasionally I enjoy a little manual labor. Besides, it's always a delight to do something for a friend."

- How did Mr. Washington's actions show humility?

Jesus was the King of Kings, and yet He came and was born in a dirty barn into a poor family. He worked with His hands as a laborer without complaint until it was time to start His ministry. Jesus lived such an ordinary life that the people of Nazareth couldn't believe He could be the Messiah. They expected someone with power and prestige. Even after He started his ministry, Jesus never demanded special treatment but willingly suffered, even to the point of dying on the cross.

Read Philippians 2:5-8.

SMALL GROUP DISCUSSION

- How would you define humility?
- What do you think is the opposite of humility?

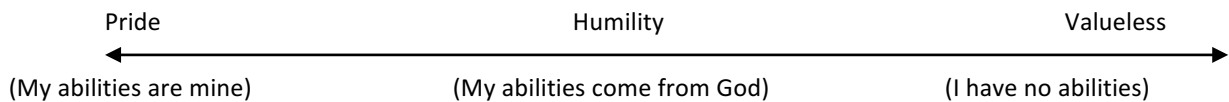
REPORT BACK

How did your group answer these questions?

LARGE GROUP DISCUSSION

Often, we define humility as the opposite of pride. But we need to think about this more to understand how humility is expressed in the Bible.

Facilitator Instructions: Draw this on the whiteboard or make a poster.



Let's look at some examples from the Bible of each of these:

Read Daniel 4:28-37.

- Which is this an example of—pride, humility or valueless?
- Why was God angry with King Nebuchadnezzar?
 - *Nebuchadnezzar believed that he had built the kingdom through his own power, and did not recognize that God had given it all to him.*

Read Exodus 3:11-12, 4:1, 4:10-14.

- Verse 14 says God was angry with Moses. Why? What kind of excuses did Moses make?
- Do you ever make these kinds of excuses?
- Which is this an example of—pride, humility or valueless?

Moses had grown up in Pharaoh’s house and was probably well-educated and skilled, and yet he made excuses when God called him to be a leader.

Read 1 Samuel 17:45-47.

- Which is this an example of—pride, humility or valueless?
- Where does David’s strength come from?

David attributed all his success and ability to God. He used the skill he had with his sling, but he gave full credit to God.

PERSONAL REFLECTION

Think about your own life. Are you prideful like King Nebuchadnezzar or do you feel valueless like Moses or are you humble like David? Think about where you would mark yourself on the line on the board. Close to the “Humility” sign or close to the “Pride” sign or close to the “Valueless” sign?

Sometimes we have pride in some areas of our life and feelings of being valueless in other areas and humility in other areas.

- In what areas of your life do you have pride?
- In what areas of your life do you have a feeling of being valueless?
- For each area, think about or write down what you could do to have more humility.

WITH A PARTNER

Read through *Student Guide 4.2 – Humility* with a partner. Discuss the questions and read the verses.

4.2 Humility

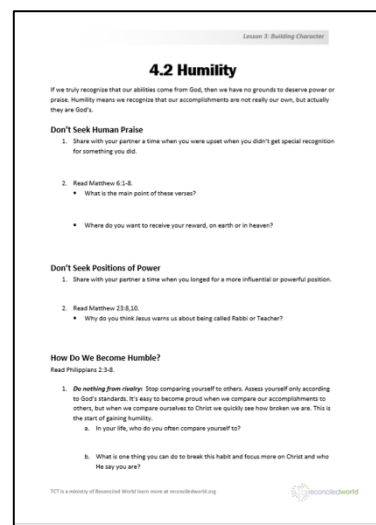
If we truly recognize that our abilities come from God, then we have no grounds to deserve power or praise. Humility means we recognize that our accomplishments are not really our own, but actually they are God’s.

Don’t Seek Human Praise

1. Share with your partner a time when you were upset when you didn’t get special recognition for something you did.
2. Read Matthew 6:1-8.
 - What is the main point of these verses?
 - Where do you want to receive your reward, on earth or in heaven?

Don’t Seek Positions of Power

1. Share with your partner a time when you longed for a more influential or powerful position.
2. Read Matthew 23:8, 10.



- Why do you think Jesus warns us about being called Rabbi or Teacher?

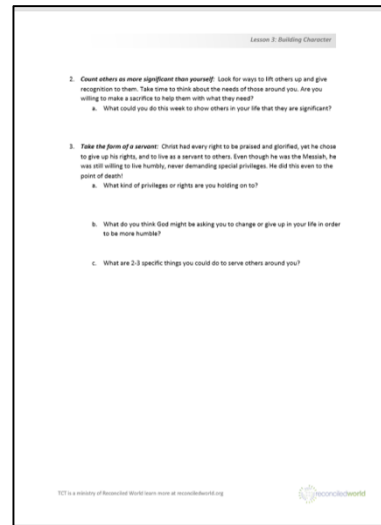
How Do We Become Humble?

Read Philippians 2:3-8.

1. **Do nothing from rivalry:** Stop comparing yourself to others. Assess yourself only according to God’s standards. It’s easy to become proud when we compare our accomplishments to others, but when we compare ourselves to Christ we quickly see how broken we are. This is the start of gaining humility.
 - a. In your life, who do you often compare yourself to?
 - b. What is one thing you can do to break this habit and focus more on Christ and who He says you are?

2. **Count others as more significant than yourself: Look for ways to lift others up and give recognition to them. Take time to think about the needs of those around you. Are you willing to make a sacrifice to help them with what they need?**
 - a. What could you do this week to show others in your life that they are significant?

3. **Take the form of a servant: Christ had every right to be praised and glorified, yet He chose to give up His rights, and to live as a servant to others. Even though He was the Messiah, He was still willing to live humbly, never demanding special privileges. He did this even to the point of death!**
 - a. What kind of privileges or rights are you holding on to?
 - b. What do you think God might be asking you to change or give up in your life in order to be more humble?
 - c. What are 2-3 specific things you could do to serve others around you?



LARGE GROUP DISCUSSION

Facilitator Instructions: Use the following points to reinforce what they discussed with their partner.

Don't seek Human Praise: Sometimes we read these verses without really thinking about them. If you are praised on earth you have received your reward. Is that what you want? Are you willing to exchange your heavenly reward for a reward on earth that will last only a short time?

Don't seek Positions of Power: We like to be recognized for what we have done. We like to be given special titles. Instead we shouldn't take a higher place unless there is no other way. Only when we are really pushed by others should we be willing to take a higher position. If you do take a higher position, we need to remember that it requires us to become an even greater servant.

Read James 4:6.

Humility is essential. God has said that He opposes the proud but gives grace to the humble. And yet humility seems to be one of the most difficult qualities to maintain. Too often when we make mistakes, we compare

ourselves with others and feel valueless. And when we are successful we start to think that the success is because of our talents and skills and quickly become proud. We forget that our talents and skills are gifts from God and even our health that allows us to work hard is from God.

Humility is essential if we want to build Win/Win relationships. If we are continually trying to be better than others, then we cannot reach agreements with others that are mutually beneficial. We need to be willing to recognize that our ideas are not always the best way or the only way. Others might have great ideas as well.

Kingdom Thinking (Use Student Guide 4.3 & Visual Aid 4.1)

SMALL GROUP DISCUSSION

Use Student Guide 4.3 to circle the words that describe what people in this community desire or strive after.

4.3 Kingdom Thinking

What do people in this community desire or strive after? Circle the words that apply.

- | | | |
|-------------------|-----------------|-----------------|
| 1. Assistant | 13. Last | 25. Respected |
| 2. Bond-slave | 14. Leader | 26. Rich |
| 3. Boss | 15. Lord | 27. Ruler |
| 4. Chief | 16. Loser | 28. Secondary |
| 5. Director | 17. Manager | 29. Servant |
| 6. Employee | 18. Master | 30. Slave |
| 7. Employer | 19. Menial | 31. Small |
| 8. First | 20. Minor | 32. Subordinate |
| 9. Helper | 21. Owner | 33. Success |
| 10. Inferior | 22. Poor | 34. Superior |
| 11. Influential | 23. Prestigious | 35. Supportive |
| 12. Insignificant | 24. Primary | 36. Winner |

Discussion:

1. What do these words tell you about the ambition of people in your culture?
2. Choose which 5 words you want to best describe your own life.
3. Are your goals the same as your culture's? Why or why not?

REPORT BACK

Facilitator Instructions: Make a list of the words on a whiteboard or poster from the group activity.

Lesson 4: Building Character

4.3 Kingdom Thinking

What do people in this community desire or strive after? Circle the words that apply.

• Assistant	• Last	• Respected
• Bond-slave	• Leader	• Rich
• Boss	• Lord	• Ruler
• Chief	• Loser	• Secondary
• Director	• Manager	• Servant
• Employee	• Master	• Slave
• Employer	• Menial	• Small
• First	• Minor	• Subordinate
• Helper	• Owner	• Success
• Inferior	• Poor	• Superior
• Influential	• Prestigious	• Supportive
• Insignificant	• Primary	• Winner

Discussion:

1. What do these words tell you about the ambition of people in your culture?
2. Choose which 5 words you want to best describe your own life.
3. Are your goals the same as your culture's? Why or why not?

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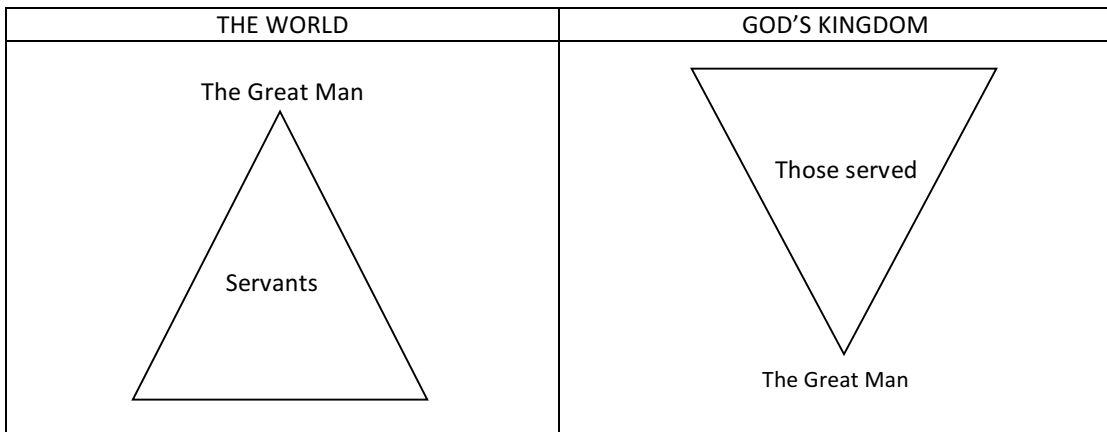
LARGE GROUP DISCUSSION

Read Mark 10:32-45.

- What does Jesus say that we should aim for?
- What did Jesus not come to do?
- What did He come to do?

The world describes the great man as one who has the most servants. But Christ describes the great man as the one who serves the most people. In God’s Kingdom, service is not a way to get ahead and become great so that we don’t have to serve anymore. Being a servant is a role of greatness itself. Paul often referred to himself as the servant or bond-slave of Christ.

Facilitator Instruction: Draw the diagram on the board or make a poster of it.



Even the disciples had a hard time understanding this.

Read Mark 10:32-45.

Facilitator Instructions: Draw the chart on the board (without the answers in italics) and ask participants to fill in each square.

	The Disciples’ Expectations	Christ’s Expectations
What is the Messiah?	<i>(A conquering earthly King)</i>	<i>(A sacrificial Lamb who will die on a cross)</i>
What/When is His Kingdom?	<i>(Earthly kingdom)</i>	<i>(Eternal)</i>
Who are the disciples?	<i>(Soldiers and future prime ministers to rule the earthly kingdom)</i>	<i>(Learners who will go and tell the world about Christ)</i>
How shall we build God’s Kingdom?	<i>(Fight a war and defeat the Romans)</i>	<i>(Love and serve others and tell them about Christ)</i>

Like the disciples, our thinking is influenced by our culture. To truly be able to build God’s Kingdom, have healthy relationships, and form Win/Win solutions, we need to adopt Christian, biblical, Kingdom thinking.

Read Romans 12:2.

- How can we be transformed?
- What does it mean to renew our minds?

We need to identify worldly mindsets and expectations so we can replace them with Kingdom mindsets and expectations.

SMALL GROUP ACTIVITY

Each group will use the *Visual Aid 3.1: Kingdom Thinking Cards* to do the following 2 things:

1. For each card, think about what a typical reaction would be, compared to what you think Kingdom Thinking would be. Use your knowledge of scripture and the verses we discussed to help you identify Kingdom Thinking ideas.
2. Think of another situation where you are tempted to react in ways that are not in line with Kingdom Thinking and discuss what the correct Kingdom response would be in that situation.

Facilitator Instructions: Do the first card together as an example. Then walk around to help the groups think of biblical passages that might relate.

<p>1 Another pastor has started a new church in your area. As a result, a number of Christians from the church you lead have left and started to attend his church.</p> <p>Romans 12:17-21 and John 13:34-35. <i>(Unity, love our enemies, do good to those who hurt you, be thankful)</i></p>	<p>5 Another church in your area builds a bridge as an Act of Love. The local officials were so impressed that they now give a lot of favor to the pastor of that church.</p> <p>I Corinthians 3:3-9 and Romans 12:14-16. <i>(Don't be jealous, bless and rejoice with others, give God the glory)</i></p>
<p>2 Stephen is an evangelist who receives financial support from friends overseas, but he doesn't work very hard and has little results to show from his work.</p> <p>Romans 2: 1-4 and James 4:11-12. <i>(Don't judge or slander others, trust God)</i></p>	<p>6 You are preparing a sermon for the next week when your wife comes in and asks you to fix a pipe that is broken. She wants you to fix it right now.</p> <p>Matthew 23:11-12 and Ephesians 5:25. <i>(Be a servant like Jesus, love your wife like Jesus sacrificially loved the church)</i></p>
<p>3 Another leader in your denomination feels threatened by the work you are doing. He has started a rumor that you are receiving money to do Acts of Love but not actually doing any. Churches have now started to complain to you and don't seem to trust you anymore.</p> <p>I Peter 2:21-23 and I Thessalonians 5:15. <i>(entrust yourself to God like Jesus did, don't repay evil with evil, do good)</i></p>	<p>7 You are invited to attend an important conference in Thailand where you will have the opportunity to meet many key people from around the world but you know that your friend really wanted to go.</p> <p>Galatians 6:10 and Philippians 2:3-4. <i>(do good to other believers, look out for the interests of others)</i></p>

4 Some church members have decided to do an Act of Love by helping the poor to build and repair their houses. But a new pastor refuses to allow them to build.

Ephesians 4:1-3 and Proverbs 15:1.
(Be humble, gentle and patient with each other, a gentle response turns away wrath)

8 Create your own situation:

REPORT BACK

Facilitator Instructions: Make a list on the board of all the things that they mention under Kingdom Thinking.

If we are truly going to develop Kingdom Thinking then we need to always seek what is best for God’s Kingdom. We shouldn’t be putting ourselves first. We need to put God’s Kingdom first. The Bible is full of guidelines of how we should behave in relationship with each other. If we follow the Bible’s guidelines, then we will come closer to Kingdom Thinking.

SMALL GROUP ACTIVITY (2-3 people)

Share one thing that you remember about each of the qualities for building character for healthy relationships.

REPORT BACK

Facilitator Instruction: Ask each group to share one thing about each quality: Maturity, Integrity, Humility, and Kingdom Thinking.

Kingdom Thinking Cards

<p>1 Another pastor has started a new church in your area. As a result, a number of Christians from the church you lead have left and started to attend his church.</p> <p>Romans 12:17-21 and John 13:34-35.</p>	<p>5 Another church in your area builds a bridge as an Act of Love. The local officials were so impressed that they now give a lot of favor to the pastor of that church.</p> <p>I Corinthians 3:3-9 and Romans 12:14-16.</p>
<p>2 Stephen is an evangelist who receives financial support from friends overseas, but he doesn't work very hard and has little results to show from his work.</p> <p>Romans 2: 1-4 and James 4:11-12.</p>	<p>6 You are preparing a sermon for the next week when your wife comes in and asks you to fix a pipe that is broken. She wants you to fix it right now.</p> <p>Matthew 23:11-12 and Ephesians 5:25.</p>
<p>3 Another leader in your denomination feels threatened by the work you are doing. He has started a rumor that you are receiving money to do Acts of Love but not actually doing any. Churches have now started to complain to you and don't seem to trust you anymore.</p> <p>I Peter 2:21-23 and I Thessalonians 5:15.</p>	<p>7 You are invited to attend an important conference in Thailand where you will have the opportunity to meet many key people from around the world but you know that your friend really wanted to go.</p> <p>Galatians 6:10 and Philippians 2:3-4.</p>
<p>4 Some church members have decided to do an Act of Love by helping the poor to build and repair their houses. But a new pastor refuses to allow them to build.</p> <p>Ephesians 4:1-3 and Proverbs 15:1.</p>	<p>8 Create your own situation:</p>

Lesson 5: Building Trust

Main Ideas

1. Our relationships are similar to savings bank accounts. We deposit and withdraw trust into our relationship bank accounts.
2. Our actions will either build or destroy trust in our relationships.

Materials

1. Student Guide
 - a. 5.1 Building Relationship Bank Accounts (one copy per person)

Relationship Bank Accounts

LARGE GROUP DISCUSSION

Facilitator Instructions: Depending on your context, you may want to use the following demonstration to explain this next context if the community is not familiar with savings bank accounts.

Optional Illustration: Use 2-3 containers - two that are empty and one with water in it. Start with an empty container and ask how much water does it have? Then add some water. Then say, our relationships are somewhat like these containers. When we start a new relationship, the container is empty. Every time we do something kind, thoughtful or encouraging, we are pouring water into the container. When we ask for a favor or do something mean or harsh, it is similar to emptying water from the container. We live in a broken world so things will happen that will mean the water is taken out. So, we have to do good things to refill the containers and improve our relationships. We can't take water out of an empty container. Healthy relationships have mostly full containers. Broken relationships have very little or no water.

Have you ever had a bank account or been part of a savings group?

Read the following story:

Abner had learned about savings from his mother. She was a member of a savings group in her community. He recently decided to open in a savings account at a bank in his area. So, he started by depositing some money he had from selling his harvest. He wanted to regularly contribute small amounts of money each month into his savings bank account. His daughter was doing well in school so he hoped to save enough money to be able to pay for her to continue her education in a good school. After several months, he thought he had saved enough money to take out some money to be able to pay for her school application expenses. Unfortunately, he didn't have enough money to take out what he needed. The bank employee explained that if he took out more money than he had, his account would be "overdrawn" and he would be charged a penalty fee. So, Abner had to wait until he had deposited enough money to take out what he needed.

- To start a savings account, what is the first thing Abner had to do? **Make a deposit**
- Is it easier to make large deposits occasionally or small deposits regularly? Explain your answer.
- Can you take out or withdraw more than you have deposited? **No, not usually.**
- What happened if Abner would have withdrawn more than he had deposited? **If he was “overdrawn”, he would have to pay a penalty fee.**

Our relationships are like savings bank accounts. For example, if you’ve made no deposits into a savings account, then you can’t go to the bank and ask to withdraw money from it. If you’ve made only a small deposit, then you can only ask for a small amount of money. If you deposited a lot of money, you can withdraw a lot of money without any penalty. If you try to take out more money than you have, you may get a penalty fee.

In our relationships, we have “Relationship Bank Accounts.” Instead of saving money, relationship accounts represent the trust that you have built up with someone else.

Like a savings account at a bank, you can make deposits to improve the relationship. If something bad happens, you withdraw trust and it weakens the relationship. If you have a high level of trust, then you can make a few mistakes and still have enough trust in the relationship to repair the damage. Also, when you speak, people will more easily understand what you are trying to say, without frequent misunderstandings. Healthy relationships are the result of consistent deposits made over a long period of time.

However, if you have not built up trust in your relationship bank accounts with others, then there is little room for you to make mistakes. If the issue is bigger than the trust you have built up, the relationship will become very tense. Without trust, both sides become quick to judge and quick to think the worst of the other person. Then there are frequent misunderstandings and even broken relationships.

SMALL GROUP DISCUSSION

Imagine if a rumor was started that you were trying to steal members away from another church. The other pastor, who knows you, hears this rumor.

- What would happen if you had a high level of trust in your relationship bank account?
- What would happen if you had a low level of trust?
- Why do you think that having a high relationship bank account is important?

Building Up Our Relationship Bank Accounts (Use Student Guide 5.1)

Facilitator Instruction: Draw the two-column diagram below on a whiteboard or poster.

Building Trust	
<u>Deposits (+)</u>	<u>Withdrawals (-)</u>

LARGE GROUP DISCUSSION

- What actions build trust with people? *(Write the list on the deposits side)*
 - *Small acts of kindness*
 - *Honesty*
 - *Keeping our commitments*
 - *Listening to others*
 - *Forgiving others and asking for forgiveness*
 - *Being respectful*

- What actions destroy trust with people? *(Write the list on the withdrawal side)*
 - *Being selfish*
 - *Lying*
 - *Breaking our promises*
 - *Not listening to others*
 - *Taking bad about others (gossiping) and holding grudges*
 - *Being rude and disrespectful*

It can take time to build up strong relationship savings accounts, but if we want healthy relationships then we need to take time to do it.

SMALL GROUP DISCUSSION

What could you do to build up your emotional bank account with each of these people?

- The head of the denomination
- Your boss
- Your colleagues (other pastors in your denomination, other trainers)
- Other pastors in your area
- The church board / elders
- Your neighbors
- Your spouse
- Your children

REPORT BACK

Facilitator Instruction: *Have one group give all their ideas for one example (the head of the denomination) and then ask the other groups if they have any other new or different ideas. Then ask a different group to share all their ideas for the next example (your boss) and ask the rest of the groups for any new or different ideas. Go through all the examples.*

LARGE GROUP DISCUSSION

Facilitator Instructions: *Ask for volunteers to read each point on Student Guide 5.1 – Building Relationship Bank Accounts and compare with the “Building Trust” list on the board and the ideas they had for each of the relationships in the Small Group Discussion.*

5.1 Building Relationship Bank Accounts

1. Understanding the Individual

If you want to build trust with someone, you need to know what is important to them. Not everyone is the same. What is a 'deposit' to you may not be a deposit to others. For example, in close relationships like with your spouse or children, there are 5 common types of deposits. Gary Chapman wrote a book and called them, *The Five Love Languages*. They are gifts, words of affirmation, helping service, touch, and giving time. For example, some spouses may feel most loved if you give them a small gift, but others might prefer just spending time together. Some spouses might feel very loved when you help them with household chores, while others might feel most loved when you write a note to tell them how much you love them. If we don't take time to understand people, then we will not be able to make deposits that are meaningful to them.

2. Attending to Little Things

Little acts of kindnesses are very important. This can include using polite language, small favors or consideration of others. Being unkind or showing disrespect draws down relationship accounts. In relationships, little things are very important. Make sure that you always act with kindness and always show others respect.

3. Keeping Commitments

Matthew 5:37 says to let your yes be yes. If you say you are going to do something, then do it. Keeping promises builds up relationship savings accounts. People need to feel that you are someone that they can trust. Sometimes what seems like a small commitment to us can be very important to the other person. Imagine if you tell your children that you will play football with them after you get back from the training, but then you don't. Your children will feel disappointed. If this happens regularly, then they will learn not to trust you in other matters as well. Be very careful of the small things that you say and every commitment you make.

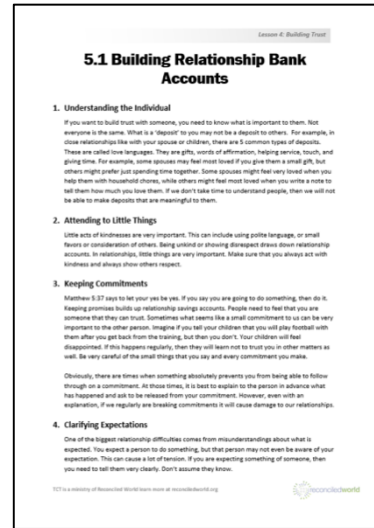
Obviously, there are times when something absolutely prevents you from being able to follow through on a commitment. At those times, it is best to explain to the person in advance what has happened and ask to be released from your commitment. However, even with an explanation, if we regularly are breaking commitments it will cause damage to our relationships.

4. Clarifying Expectations

One of the biggest relationship difficulties comes from misunderstandings about what is expected. You expect a person to do something, but that person may not even be aware of your expectation. This can cause a lot of tension. If you are expecting something of someone, then you need to tell them very clearly. Don't assume they know.

5. Showing Personal Integrity

Integrity means that what we are on the outside matches what we are on the inside. Being true to your word shows integrity. Another way to show integrity is to be loyal to people whether they are present or not. Imagine someone complains to you about another friend of yours. If you defend your friend, then you show everyone that you can be counted on. However, if you join in the gossip and complaining behind someone's back, then everyone will know you cannot be trusted.



6. Apologizing sincerely when you make a mistake

We all make mistakes and this does cause withdrawals in our relationship bank accounts. When that happens, we need to apologize sincerely. A sincere apology minimizes the damage of our mistakes and makes the withdrawal smaller. An insincere apology will make the damage worse. God has called us to be quick to apologize to those we wrong and forgive those who have wronged us.

- How do our responses listed on the board and your ideas from your Small Group Discussion compare with each category in the Student Guide?
- What new ideas were on the Student Guide?

Lesson 4: Building Trust

5. Showing Personal Integrity
 Integrity means that what we are on the outside matches what we are on the inside. Being true to your word shows integrity. Another way to show integrity is to be loyal to people whether they are present or not. Imagine someone complains to you about another friend of yours. If you defend your friend, then you show everyone that you can be counted on. However, if you join in the gossip and complaining behind someone's back, then everyone will know you cannot be trusted.

6. Apologizing sincerely when you make a mistake
 We all make mistakes and this does cause withdrawals in our relationship bank accounts. When that happens, we need to apologize sincerely. A sincere apology minimizes the damage of our mistakes and makes the withdrawal smaller. An insincere apology will make the damage worse. God has called us to be quick to apologize to those we wrong and forgive those who have wronged us.

Activity
 Think of a specific person in your life who fits into each of the categories below. Think about your relationship. Rate the status of your relationship bank account in each area. (1 is low and 5 is high)

	Spouse or close family member	Colleague	Boss
Understand the Individual			
Attending to Little Things			
Keeping Commitments			
Clarifying Expectations			
Showing Personal Integrity			
Apologizing Sincerely			

Personal Reflection
 How healthy is your relationship bank account with each of these people? What are a few things you could commit to improve on this month that will build up your relationship bank account with each person?

- Spouse or close family member:
- Colleague:
- Boss:

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PERSONAL REFLECTION

Facilitator Instructions: Participants take time to complete the Activity and Personal Reflection at the end of Student Guide 5.1 Building Relationship Bank Accounts. Allow them to share their ideas with a partner after they have had enough time to complete the activity and reflection.

Activity

Think of a specific person in your life who fits into each of the categories below. Think about your relationship. Rate the status of your relationship bank account in each area. (1 is low and 5 is high)

	Spouse or close family member	Colleague	Boss
Understand the Individual			
Attending to Little Things			
Keeping Commitments			
Clarifying Expectations			
Showing Personal Integrity			
Apologizing Sincerely			

Personal Reflection

How healthy is your relationship bank account with each of these people? What are a few things you could commit to improve on this month that will build up your relationship bank account with each person?

- Spouse or close family member:
- Colleague:
- Boss:

Lesson 6: Good Communication Skills

Main Ideas

1. Good listening and question-asking skills build trust in our relationships with other people.
2. Try to understand the other person before you try to make them understand you.

Materials

1. Student Guide:
 - a. 6.1 Good Communication Skills (one per group)

Good Listening Skills (Use Student Guide 6.1)

LARGE GROUP DISCUSSION

Listening to others is an important skill for good communication. It is also a good way to make deposits into our relationship bank accounts. We can improve our listening skills with practice the same way we can improve our skill at other things, like cooking, or preaching, or playing football. It is possible to hear someone without actually listening. If we make the effort to improve, then we can become better listeners and can understand others better. This will lead to better relationships.

- What makes a good listener?
- How do you know when someone is really listening to you? What do they do and not do?

SMALL GROUP DISCUSSION

Read through the first section – “Good Listening Skills” on Student Guide 6.1, then read the story and discuss the questions.

6.1 Good Communication Skills

Good Listening Skills

What makes a good listener? How do you know when someone is really listening to you?

Here are some Listening Guidelines to develop good listening habits:

- Stop what you are doing and give your full focus to the person who is speaking.
- Use body language to show you are listening—turn your body towards the person, lean forward, and look at the person (when appropriate).
- Focus your mind on what the other person says.

Lesson 6: Good Communication Skills

6.1 Good Communication Skills

Good Listening Skills

What makes a good listener? How do you know when someone is really listening to you?

Here are some Listening Guidelines to develop good listening habits:

- Stop what you are doing and give your full focus to the person who is speaking.
- Use body language to show you are listening—turn your body toward the person, lean forward, and look at the person (when appropriate).
- Focus your mind on what the other person says.
- Ask questions that help you to understand what the person is trying to say.

Bad habits when listening to others:

- **Interrupting** – Let the person finish speaking before saying anything.
- **Giving advice or trying to fix the problem** – Focus on understanding the person's situation.
- **Sharing your story** – Don't turn the attention to yourself by sharing your own stories or struggles.
- **Judging or criticizing** – Don't focus on what the person is doing wrong.
- **Thinking about what you are going to say** – If you do this, you won't hear what the person is saying, so you aren't actually listening.
- **Not paying attention or pretending to listen** – Don't look at your phone or your watch and don't seem impatient. If you are reading, watching TV or texting, you aren't really listening.
- **Don't be quick to reassure or encourage, or quote Bible verses** – This may sound nice, but imagine if you try to encourage someone by saying, "God will work all things together for your good," before you understand the situation, you might leave the other person feeling like they don't something wrong or they shouldn't express their viewpoint.

Read the following story:

One afternoon **Aggie** decided to go play football with the other guys in the community. He is usually one of the best on the field, but today he wasn't. When the game was over, his friend **Festus** asked him, "What's wrong, **Aggie**?"

Aggie said, "Nothing..."

Festus had heard that he was having problems with his extended family so he asked, "Is it your family situation that is bothering you?"

"I guess it is, things have gotten complicated and difficult with my uncles today. They were..."

Festus interrupted, "I told you not to trust them. I know they weren't being honest with you about the sales from your harvest. I know you have tried to help them because they are family. You are treating them better than their deserve. You always have a soft heart toward family—you need to take action and deal with the issue soon."

- Ask questions that help you to understand what the person is trying to say.

Bad habits when listening to others:

- **Interrupting** – Let the person finish speaking before saying anything.
- **Giving advice or trying to fix the problem** – Focus on understanding the person’s situation.
- **Sharing your story** – Don’t turn the attention to yourself by sharing your own stories or struggles.
- **Judging or criticizing** – Don’t focus on what the person is doing wrong.
- **Thinking about what you are going to say** – If you do this, you won’t hear what the person is saying, so you aren’t actually listening.
- **Not paying attention or pretending to listen** – Don’t look at your phone or your watch and don’t seem impatient. If you are reading, watching TV or texting, you aren’t really listening.
- **Don’t be quick to reassure or encourage, or quote Bible verses** – This may sound odd, but imagine if you try to encourage someone by saying, “God will work all things together for your good,” before you understand the situation; you might leave the other person feeling like they did something wrong or that they shouldn’t express their viewpoint.

Read this story:

One afternoon Arah decided to go play football with the other guys in the community. He is usually one of the best on the field, but today he wasn’t. When the game was over, his friend Festus asked him, “What’s wrong, Arah?”

Arah said, “Nothing...”

Festus had heard that he was having problems with his extended family so he asked, “Is it your family situation that is bothering you?”

“I guess it is... Things have gotten complicated and difficult with my uncles today. They were...”

Festus interrupted, “I told you not to trust them. I knew they weren’t being honest with you about the sales from your harvest. I know you have tried to help them because they are family. You are treating them better than they deserve. You always have a soft heart toward family—you need to take action and deal with the issue soon.”

Arah said, “That’s not the issue.”

“Come on, Arah, we all know that they didn’t give you all the money from the last crop. You should stop doing business with them. I understand how you feel. That happened to me two years ago with my brothers, and I was so angry. I know just what you should do. It worked for me...”

Arah walked away saying, “Never mind.”

1. Is this an example of good listening or poor listening? How do you think Arah felt about Festus’ listening skills?
 - *This is an example of poor listening. Arah was probably frustrated.*
2. What are some bad habits that Festus did in this conversation?
 - Gave advice – “*you need to take action*”, “*do what I did*”
 - Told a story about himself – “*That happened to me two years ago...*”
 - Interrupted – “*I told you not to trust them...*”
 - Judged or criticized him – “*You always have a soft heart toward family.*”

3. What are some other examples of things that you shouldn't do if you want to build trust?
4. What are some things Festus could have done to be a better listener? How could Arah tell if Festus was listening to him?
 - *Ask questions to understand*
 - *Clarify what the real issue was*
 - *Give Arah time to share without being interrupted*
 - *Use body language that shows he is listening and focused*

REPORT BACK

Facilitator Instructions: Go over the questions following the story and make sure the answers in italics above have been covered. Make sure people understand why the bad habits aren't good.

Read Proverbs 18:13.

1. What does this verse teach us? *It is better to listen before speaking.*

The Goal of Listening to Others

SMALL GROUP DISCUSSION

Read the rest of Student Guide 6.1 in your small groups.

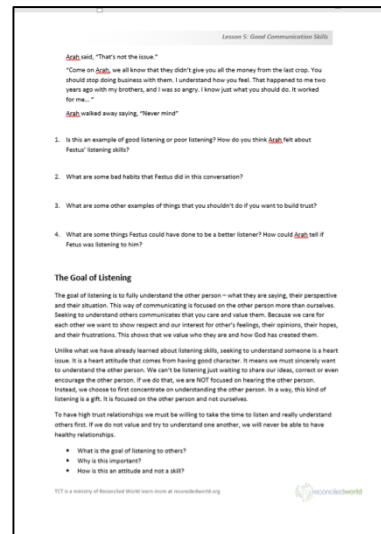
The Goal of Listening

The goal of listening is to fully understand the other person—what they are saying, their perspective and their situation. This way of communicating is focused on the other person more than ourselves. Seeking to understand others communicates that you care and value them. Because we care for each other we want to show respect for and interest in others' feelings, their opinions, their hopes, and their frustrations. This shows that we value who they are and how God has created them.

Unlike what we have already learned about listening skills, seeking to understand someone is a heart issue. It is a heart attitude that comes from having good character. It means we must sincerely want to understand the other person. We can't be listening just waiting to share our ideas, correct or even encourage the other person. If we do that, we are NOT focused on hearing the other person. Instead, we choose to first concentrate on understanding the other person. In a way, this kind of listening is a gift. It is focused on the other person and not ourselves.

To have high trust relationships we must be willing to take the time to listen and really understand others first. If we do not value and try to understand one another, we will never be able to have healthy relationships.

- What is the goal of listening to others?
 - *The goal is just to **understand** the other person.*
- Why is this important?
 - *It shows our genuine interest in the other person. It values them.*
- How is this an attitude and not a skill?



- *Seeking first to understand others is a heart attitude. It is being willing to focus on the other person and a genuine interest to understand them.*
- *It is a selfless way of communicating—being focused on the other person rather than ourselves.*
- *Therefore, it is so important to check our attitude while we are listening to others.*

REPORT BACK

Facilitator Instructions: Ask the groups to share their answers to the above questions and highlight the answers in italics above.

LARGE GROUP DISCUSSION

When we practice listening that seeks first to understand, our goal is to understand the other person, their situation and their perspective.

1. Remember the listening skills we learned and avoid the bad habits: don't give advice, solutions, tell stories, or even share your point of view. If we are always trying to think of what advice to give, or about our own problems, or about what to say to cheer up someone, then that means that we are NOT actually listening to the other person.
2. Also, keep reminding yourself that your goal is to truly understand the situation from the other person's point of view. Often as we fully understand a person and their situation, it will change how we treat them. Until we truly care to understand the other person's perspective we can't build healthy relationships or create Win/Win solutions when problems come up.

Listen to the following story about Stephen Covey, who is the author of the book "Seven Habits of Healthy People":

One Sunday morning Stephen was traveling on the train. People were sitting quietly—some reading newspapers, some lost in thought, some resting with their eyes closed. It was a calm, peaceful scene.

Then suddenly a man and his children entered the train. The children were so loud and out of control that immediately the whole atmosphere of the train changed.

The man sat down next to Stephen and closed his eyes, apparently oblivious to the chaos his children were causing. The children were yelling back and forth, throwing things, even grabbing people's newspapers. It was disturbing. And yet, the man did nothing.

It was difficult for Stephen to not feel irritated. He could not believe that the man could be so insensitive as to let his children run wild like that and do nothing about it. He was taking no responsibility at all. It was easy to see that everyone else on the train felt irritated too. So finally, with what Stephen felt was unusual patience and restraint, he turned to the man and said, "Sir, your children are really disturbing a lot of people. I wonder if you could try to control them a little more."

The man lifted his gaze as if he suddenly saw the situation for the first time. He said softly, "Oh, you're right. I guess I should do something about it. We just came from the hospital where their mother died an hour ago. I don't know what to think, and I guess I don't know how to handle it either."

- What was Stephen’s initial reaction to the disruptive children and father?
- Why did he feel that way?
- How do you think Stephen’s reaction changed when he heard the man’s story?
- Why would his reaction change?
- How might Stephen have felt about this father if he hadn’t told him about his wife dying?

This story is a little unusual because the man openly told Stephen that his wife had just died. Often people do not share openly about what is going on in their minds. We can completely misunderstand people if we don’t try very hard to first understand their actions, their words and their situation. Often, we don’t understand why people do what they do. We need to try to put ourselves in their place. Like in this story, if we first try to understand others’ situations, then it will completely change the way we respond to them.

If we don’t take time to listen to understand a situation, we will likely not be able to have healthy relationships. We will have misunderstandings or others will not feel valued.

Clarifying and Asking Questions To Understand

LARGE GROUP DISCUSSION

To improve our ability to understand others well, after we have listened carefully and sought to understand the other person, we need to check we have correctly understood their perspective and their meaning. Sometimes we assume we know what another person is saying, but we are wrong or only partly correct. The best way to clarify what the person means is by asking questions or checking to see if you understand correctly.

For example, in the story about Arah, Festus initially noticed Arah seemed upset. Then he asked, “Is it your family situation that is bothering you?” That was good. He thought that might be what was bothering him and causing him to act differently, so he checked to see if his understanding was accurate. Unfortunately, he then assumed he already understood what Arah was thinking.

Read the “Clarifying and Asking Questions” section of 6.1. There are two things to remember to clarify your understanding:

1. Ask questions to allow the other person to explain what they mean:
 - What do you mean when you said “(use their words)”? For example, “What did you mean when you said ‘things have gotten complicated’ with your uncles?”
 - Ask about anything that isn’t clear to you. For example, “How have things gotten complicated with your uncles?”
 - Ask the other person to share what they are focused on. For example, “What is upsetting you the most about the situation with your uncles?”
2. From time to time, repeat what you think the person has said in your own words. Then let them correct or affirm your understanding.

Lesson 6: Good Communication Skills

Clarifying and Asking Questions

1. Ask questions to allow the other person to explain what they mean.

- “What do you mean when you said ‘(use their words)’?” For example, “What did you mean when you said ‘things have gotten complicated with your uncles?’”
- Ask about anything that isn’t clear to you. For example, “How have things gotten complicated with your uncles?”
- Ask the other person to share what they are focused on. For example, “What is upsetting you the most about the situation with your uncles?”

2. From time to time, repeat what you think the person has said in your own words. Then let them correct, restate or affirm your understanding.

- State what seems important to you and how it is affecting the other person. For example, “I can see that what is happening with your uncles is really upsetting you.”
- State something that the other person seems to value or is important in the situation. For example, “Your family is important to you, isn’t it?”

Practicing Good Communication Skills

Do a three person role play. Decide which person will take the following three roles.

1. **Speaker** – Think of a time in your life when you were either very stressed, very happy or very frustrated. Tell the listener about the situation.
2. **Listener** – Listen to what the speaker is saying. Seek to fully understand the situation so you can explain it to the rest of the group. Show you are listening by responding in appropriate ways. Ask questions to clarify what the speaker is saying.
3. **Observer** – Carefully observe the listener and make notes on exactly what they say. Also take note of the body language. How does the listener show that they are really interested? Is the listener focused on understanding the speaker? Especially listen to see if they:
 1. Give advice
 2. Talk a story about themselves
 3. Interrupt
 4. Judge or criticize
 5. Reassure or encourage without understanding

Debrief in your groups:

1. **Listener** – How difficult was it to listen? Did you have to constantly remind yourself not to use bad listening methods? What was your attitude about listening? Do you think you were able to understand how the speaker felt and the situation? Share what you understood about the situation and the perspective of the speaker to see if you are accurate.
2. **Speaker** – What did the listener do well? Is there anything he could have done better? How did it feel to share your story? Did the listener have an accurate understanding of your situation and perspective?
3. **Observer** – What good listening skills did the listener use? What were some of the bad habits that were used? What body language did the listener use to show that they were interested? What ways did the listener use to clarify what they heard the speaker saying?

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- State what seems important to you and how it is affecting the other person. For example, “I can see that what is happening with your uncles is really upsetting you.”
- State something that the other person seems to value or is important in the situation. For example, “Your family is important to you, isn’t it?”

This is an important communication skill to learn. We need to be careful with the questions that we are asking. Some questions or statements could make people defensive or frustrated. We should ask ourselves—If someone said this to me, how would I respond? Would it make me feel understood or would it make me frustrated?

SMALL GROUP DISCUSSION

Think about Stephen’s Story:

- How could Stephen have checked to see if he understood the situation before he spoke to the man?
 - *He could have tried to talk with the kids or the man. For example, “Where are you all going on the train?” or “Where are you coming from?”*

REPORT BACK

Facilitator Instruction: Go over the two questions listed above. Some examples are provided but there are many options for good ideas.

Practicing Good Communication Skills

SMALL GROUP ACTIVITY (3 people):

Do a three-person role play. Decide which person will take each of the following three roles.

1. **Speaker** – Think of a time in your life when you were either very stressed, very happy or very frustrated. Tell the listener about the situation.
2. **Listener** – Listen to what the speaker is saying. Seek to fully understand the situation so you can explain it to the rest of the group. Show you are listening by responding in appropriate ways. Ask questions to clarify what the speaker is saying.
3. **Observer** – Carefully observe the listener and make notes on exactly what they say. Also take note of the body language. How does the listener show that they are really interested? Is the listener focused on understanding the speaker? Especially listen to see if they:
 1. Give advice
 2. Tell a story about themselves
 3. Interrupt
 4. Judge or criticize
 5. Reassure or encourage without understanding

Debrief in your groups:

1. **Listener:** How difficult was it to listen? Did you have to constantly remind yourself not to use bad listening methods? What was your attitude about listening? Do you think you were able to

understand how the speaker felt and the situation? Share what you understood about the situation and the perspective of the speaker to see if you are accurate.

2. **Speaker:** What did the listener do well? Is there anything he could have done better? How did it feel to share your story? Did the listener have an accurate understanding of your situation and perspective?
3. **Observer:** What good listening skills did the listener use? What were some of the bad habits that were used? What body language did the listener use to show that they were interested? What ways did the listener use to clarify what they heard the speaker saying?

REPORT BACK

Facilitator Instructions: Ask the debrief questions above to all the groups about each of the three roles one at a time. Ask the listener and observer to explain the situation and perspective of the speaker and confirm with the speaker if they are correct. Make sure they understand what kinds of body language show someone is listening.

LARGE GROUP SUMMARY

While we do want to remember to use good listening skills, it is more important that you concentrate on making sure that you understand their perspective completely. Try not to give advice, reassure, tell a story or get your point in until you have fully understood what they are saying and the situation from their point of view. **If you have the right attitude and the skill, you will become an effective communicator.**

- Why is it important to listen? What is the goal of listening well to others?
 - *It shows them you have interest in them, that you care about them.*
 - *It builds trust in the relationship.*

PERSONAL REFLECTION

Think of someone with whom you could try being a better listener. This could be with your spouse, your children, or a friend. What do you most need to change to become a better listener?

Help Others Understand You

LARGE GROUP DISCUSSION

To reach Win/Win solutions, not only do we need to understand the other person, but we need to be confident to speak up. We need to be able to communicate our ideas and needs with others.

This is another skill necessary to reach Win/Win solutions. Seeking first to understand others requires **consideration**, but speaking up requires **courage**. If you have sincerely taken the time to listen to someone, they will be more willing to listen to you.

To share your ideas so that others will listen requires three things before you start.

1. First, you must demonstrate you understand the other person.
2. Second, you need to have developed trust in your relationship—have a good relationship bank account.
3. Third, you must be humble and respect the other person.

Then you can share your ideas more easily.

Act out the following role play:

Narrator: Thomas is a pastor of one of the churches that is in the TCT program. They started their training more than one year ago. Pastor Andrew is the local facilitator that has arrived for the next TCT training. He has a very good relationship with the pastor. They often enjoy spending time talking together about the church, their families and sports. Pastor Andrew prayed for the church regularly and encouraged Pastor Thomas whenever he was there. They became friends. However, Pastor Andrew was having trouble scheduling the next training and he could tell something was not right. He visited the church and began to understand that the real concern was the expectation of the church to start providing meals during the training. So, Pastor Andrew went to visit Pastor Thomas.

Pastor Thomas: We are glad to see you. We appreciate that you have been faithful and patient to train our church this past year. We learn so much from the TCT training and we are excited to share what God is doing.

Pastor Andrew: I'm so grateful to be with you and your church. I am always encouraged when I hear what God is doing here. Every time I leave from our time of training, I have learned new things from God. I heard that it may be a problem for the church to cover the cost of the meals in the training.

Pastor Thomas: It is true that could be a problem. We want to do the training, but our church is poor.

Pastor Andrew: Why is it difficult to provide the meals for the training? *(Andrew waited patiently for his answer and then asked him again with a gentle tone of voice.)* Can you explain to me what is making it difficult to do this?

Pastor Thomas: *(Pastor Thomas was surprised that he asked that question. Everyone knows that his church is very poor.)* We are poor and we don't have any money to buy the food for everyone in the training.

Pastor Andrew: You are concerned about the cost of the meals and the church doesn't have the money to buy the meals. Is that correct?

Pastor Thomas: Yes. Most of the people are unemployed and don't have enough food for their own families and the church doesn't have any money either.

Pastor Andrew: I realize the church is small and the people often have no jobs and little money to give for tithes and some months of the year they don't even have food. So, it would seem like paying for food for the training wouldn't be possible and maybe that is the case in this church. Would you be willing to explore some ways that worked for other poor churches?

Pastor Thomas: Well, ok. Maybe we can learn from what others have done.

Pastor Andrew: One church asked their people to contribute two things: time to prepare food and one type of food they have in their garden. A volunteer coordinated all that they had and together with the women created a nice meal. Another church asked people to bring what they would usually eat as a family and then everyone shared what they brought. Another church asked people to dedicate one day of pay every six months to put toward the training meals. A volunteer coordinated with each family when they would give it and kept the money until the training day.

The exciting result was that each church enjoyed working together. They gained confidence that they could do more than they had imagined. In fact, the mealtime has become one of their favorite parts of

the training. New people started to volunteer to help with the meals and in some cases, people from the community wanted to help as a way to express their appreciation of the church. Many pastors have shared that doing this together is another way that they see God's goodness toward them. It has helped people grow in their faith and love for God and each other.

Pastor Thomas: I never thought about those options and the benefits that we might have if we try something like this. I thought we had to have money to pay for the meals. I think the church can provide the rice, the farmers provide some vegetables and the women in the church can prepare a meal. I will talk with the church leaders tonight and see if we can schedule the training later this week.

Pastor Andrew: Good ideas. If people use what they have, it sounds like we can do the training and enjoy our lunch together.

- What did Andrew do to show that he understood and respected Pastor Thomas' concern?
 - *He listened to him carefully. He didn't react or argue.*
 - *He clarified Pastor Thomas' concerns and made sure they were correct.*
- What things has Andrew done so far to build trust (his relationship bank account) with Pastor Thomas?
 - *Spend time with Pastor Andrew talking about his family and other topics*
 - *Speak encouraging words about the church and what he sees God doing*
 - *Being a faithful and patient trainer*
- How would you describe Andrew's attitude toward Pastor Thomas?
 - *Humble, gentle, patient, kind*
- Did Pastor Thomas listen to Pastor Andrew's ideas? *yes*
- How was this a win for Pastor Andrew?
 - *He helped the church find a way to take more responsibility for the funding of the training.*
- How was it a win for Pastor Thomas?
 - *He found a realistic way that his congregation could benefit more from the training without over-burdening them.*

When we understand each other, our misperceptions and defenses decrease and our ability to find creative Win/Win solutions increases.

SMALL GROUP ACTIVITY (2 people)

Think of a specific past difficult or stressful conversation that you didn't handle well and that didn't turn out well (parenting issue, an argument with a spouse, a church problem).

1. Explain the situation with your partner. Explain how the situation turned out.
2. Share your perspective of the conversation.
3. Try to understand the other person's point of view. What were their concerns, objections, ideas and fears?
4. How does thinking about the other person's point of view change what you would say? What would you do differently in the situation because you are thinking about the other person's perspective?
 - a. For example: You had an argument with your spouse about money and you now realized that the reason she wanted to save money was to help fix your parents' house. You might have asked some questions and listened better to understand her reason and you might be willing to work together to find a way help your parents.

5. Do a re-do roleplay of that situation. The goal is to re-share your thoughts with the perspective of the other person in mind.
 - a. **Person 1:** The person that shared the experience be themselves.
 - b. **Person 2:** Have another person be the other person in the situation (make sure you understand their concerns, objections and perspective). Listen to see if you think Person 1 is able to connect his perspective to the other person's point of view.

Debrief in your groups:

1. **Person 1:** Did you realize anything new from thinking about the perspective of the other person in this situation? Were you able to connect the other person's perspective when you shared your perspective this time?
2. **Person 2:** Did person 1 accurately understand your perspective? Do you now understand person 1's perspective? Did the re-do roleplay help person 1 communicate more effectively?

REPORT BACK

Facilitator Instructions: Ask each group if the re-do role play helped them improve their ability to share their perspective effectively. Discuss what they learned and any additional questions. You may want to have one group do their role play in front of the group.

Good Communication is a result of using good listening skills, seeking first to understand the other person and then having the courage to share your perspective.

Lesson 7: Peacemaking Skills

Main Ideas

1. The purpose of peacemaking is first to glorify God and then to resolve conflict between people.
2. Use the three steps of peacemaking (go to God, go to the person, and go to the church) to restore trust and build harmony in broken relationships.

Materials

1. Visual Aids:
 - a. 7.1 Picture of Lion and Ostrich – at the end of the lesson (one copy of each)
2. Student Guide:
 - a. 7.1 Peacemaking Skills

Biblical View of Peacemaking (Use Visual Aids 7.1)

LARGE GROUP DISCUSSION

Think of someone in your life with whom you may currently have a conflict. Is there anyone whom you avoid because of past disagreements or hurtful actions? Think about the situation. How did you respond to the conflict? What did you do? What did you think? How would you describe the relationship now?

It is difficult to deal with conflict in a healthy way. Most people tend to deal with conflict in one of two ways: confronting or pretending.

1. **Confronter** – this person will argue and defend their ideas and may sacrifice a relationship to “win” an argument. (like a Lion)
2. **Pretender** – this person will try to avoid or ignore conflict (hoping it will go away) and will often hide their own feelings, withdraw and escape a fight, and accept a “loss” (like an Ostrich).

Which way do you tend to deal with conflict?

Neither is a healthy or biblical way to deal with conflict. The Bible teaches us to be Peacemakers. A Peacemaker understands God’s grace and finds a way to honor others even in conflict. A Peacemaker doesn’t attack or hide from conflict. A Peacemaker builds harmony, restores trust and helps to resolve conflict.

SMALL GROUP DISCUSSION

Facilitator Instructions: Give each group 2-4 verses to look up.

Look up each of the following verses. What actions do these verses describe that help or don’t help to make peace with others?

- Matthew 7:12 – *Do to others what you would want them to do to you.*

- Matthew 18:15-17 – *Go talk with the person directly and if they don't listen bring someone with you.*
- Romans 12:17-21 – *Don't repay evil for evil; do not take revenge; live at peace with everyone; overcome evil with good.*
- Colossians 3:12-14 – *Be kind, compassionate, humble and gentle. Forgive whatever grievances you have against someone. Be loving.*
- Luke 17:3 – *Rebuke them but then also forgive them.*
- Matthew 7:15 – *Don't be like wild wolves (or a lion).*
- James 3:18 – *Sow or plant peace and you will reap righteousness.*
- I Peter 4:8 – *Be committed to love one another. Love covers our sin.*

REPORT BACK

Facilitator Instructions: *Have each group read the verses they read and share their answer to the question above. Some ideas are in italics above. Help them see the need to address the problem (confront) in a loving and forgiving way that leads to reconciliation.*

The purpose of peacemaking is first to glorify God. God is glorified when our relationships are loving, patient, forgiving and kind. The second purpose is to strengthen the church. Each believer is a part of God's body, the Church. When we have conflict, that weakens the Church. When we make peace with one another, it strengthens the Church. Lastly, the purpose of peacemaking is to restore our relationships of trust with each other. God said that the world would know that we are His disciples by our love for each other. It is important to God that we love one another and when there are problems, to restore our relationships.

Steps to a Biblical Peacemaking Process (Use Student Guide 7.1)

LARGE GROUP DISCUSSION

Read Romans 12:18.

When it is at all possible, it is honorable to overlook an offense and prevent a conflict (especially for a small or unintentional offense). This doesn't mean you pretend nothing happened. It means you forgive the other person and genuinely refuse to hold a grudge. Paul tells believers in 1 Corinthians 13:5 that love is not easily angered and keeps no record of wrong. In love, we choose to overlook insults, harsh words and hurtful actions. We turn the other cheek (Matthew 5:39). Honestly overlooking an offense is a sign of maturity.

However, many unresolved offenses can lead to conflict between people. Conflict is a part of our broken world. How we respond to conflict is important. People tend to deal with conflict in one of three ways:

1. Pretend to have peace – you pretend everything is ok, you smile and make things look good, but in your heart there is a problem.
2. Destroy peace – you attack or retaliate, doing whatever is necessary to get what you want.
3. Make peace – you spend time and effort to work out the problem. You listen, you share and you work out solutions that benefit both people and eventually help to restore trust.

Peace is a fruit of God's Spirit. Most of the books Paul wrote started and ended saying, "Grace and peace to you..." We serve the God of peace. Peace is a precious gift that He gave to us. And we are to be peacemakers like our God.

7.1 Peacemaking Skills

Facilitator Instructions: Read through Student Guide 7.1 Peacemaking Skills together.

Read Matthew 5:9.

Steps to a Biblical Peacemaking Process

1. Go to God

- a. First pray about the situation and ask God for wisdom and help to resolve it.
- b. Examine yourself before God. Rarely is a problem only because of the other person.
 - Look to see if you have any faults that need to be confessed.
 - Check your motives – Is there any anger, pride or resentment in your heart? Make the decision to forgive the other person. Ask God to help you overcome these feelings.
 - Consider the other person’s perspective – Admit to God that you may have misunderstood something.
 - Remind yourself of God’s commands (e.g., love your neighbor as yourself, live in unity and peace with everyone).
 - Prayerfully plan what you will say – Be gentle, kind, patient, loving, etc.

2. Go to the person

- a. Go directly to the person with whom you have a conflict. Open discussion may resolve the issues and maintain peace and good relationships.
- b. Do not talk about the issue to others.
- c. Listen to the other person to understand their perspective and feelings. Ask questions to make sure you understand what the person is saying. Remember, good listening demonstrates respect and can help in a difficult situation.
- d. Remember to treat the other person the way you would like to be treated. Speak the truth with kindness, humility and respect. This does not mean that you always agree with them.
- e. Acknowledge and confess any harsh words or hurt that you have caused.
- f. If you have misunderstood them then you can apologize and give them the opportunity to explain. If the person admits their fault, then they may ask for forgiveness from the people concerned and make things right.
- g. If they refuse to discuss with you, then take someone else with you. If that fails, then go to step 3.

3. Go to the church or the next level in the organization

- a. Do this only if the first two steps fail and the issue is serious. Then you should go to the church or next level of leadership. Always go to the person first and then to the next level only if needed.
- b. Don’t complain or gossip to others about the problem.

SMALL GROUP DISCUSSION

Think of a common problem where someone has done something unjust to you or where someone is opposing you unfairly. Make a short role play demonstrating the peacemaking process.

Lesson 7: Peacemaking Skills

7.1 Peacemaking Skills

“Blessed are the peacemakers, for they will be called children of God.” Matthew 5:9

Steps to a Biblical Peacemaking Process

1. Go to God
 - a. First pray about the situation and ask God for wisdom and help to resolve it.
 - b. Examine yourself before God. Rarely is a problem only because of the other person.
 - Look to see if you have any faults that need to be confessed.
 - Check your motives – Is there any anger, pride or resentment in your heart? Make the decision to forgive the other person. Ask God to help you overcome these feelings.
 - Consider the other person’s perspective – admit to God that you may have missed something.
 - Remind yourself of God’s commands – e.g., love your neighbor as yourself, live in unity and peace with everyone.
 - Prayerfully plan what you will say – be gentle, kind, patient, loving, etc.
2. Go to the person
 - a. Go directly to the person who you have a conflict with.
 - b. Do not talk about the issue to others.
 - c. Remember to treat the other person the way you would like to be treated. Speak the truth with kindness, humility, and respect.
 - d. Open discussion may resolve the issues and maintain peace and good relationships.
 - Listen to the other person to understand their thoughts, perspective and feelings. Remember, good listening can help in a difficult situation. It demonstrates respect. It shows that you want to sincerely understand their perspective.
 - Be compassionate. This does not mean that you always agree with the other person.
 - e. Clarify to make sure you do understand what the other person is saying. “Can you give me an example of what you mean?” “Tell me more about...” or “I’m confused about... can you help me understand...?” If you have misunderstood them, then he has an opportunity to explain.
 - Acknowledge and confess any harsh words or hurt that you have caused.
 - If the person admits his fault, then he may ask for forgiveness and make things right.
 - f. If the person admits his fault then he may ask for forgiveness from the people concerned and make things right.
 - g. If you have misunderstood him then you can apologize and give him the opportunity to explain.
 - h. If he refuses to discuss with you then take someone else with you. If that fails then do step 3.
3. Go to the church or the next level in the organization
 - a. Only if the first two steps fail and the issue is serious. Then you should go to the church or next level of leadership. Always go to the person first and then to the next level only if needed.
 - b. Don’t complain or gossip to others about the problem.

REPORT BACK

Facilitator Instruction: Have each group do their role play for the large group.

PERSONAL REFLECTION or WITH A PARTNER

Think of a situation at home where you might need to take peacemaking steps. Imagine going through the peacemaking procedure. Write down some thoughts on when and how you might be able to meet with the person. Pray for courage and wisdom to make peace with that person.



