



TED Elders Training Curriculum

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division





General Oversight

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division





Communicating

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division





GO 3.2

Communication Skills

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Jesus' Four Encounters



- The woman at the well (Jn 4:4-26)
- The rich young ruler (Lk 18:18-25)
- Zacchaeus (Lk 19:1-9)
- Nicodemus at night (Jn 3:1-15)



Principles to Understand and Use Information



“Lag time” - the gap between the speed of talking and the speed of listening.



Principles to Understand and Use Information



“Lag time” is to be used to:

- listen to the words being used.
- observe the body language.
- make note of the repetition of thoughts and words.



Principles to Understand and Use Information



Questions to keep in mind while listening:

- Why is this person saying this to me now?
- Why did they choose to say this at this time?
- Why do they keep repeating certain words and thoughts?

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Principles to Understand and Use Information



Questions to keep in mind while listening:

- When did they lower their voice to a whisper?
- What were the first words they used?
- Why are they keeping their arms folded so tightly across their chest? Are they agitated?



Principles to Understand and Use Information



Congruence - when words, tone of voice, and body language all convey the same message.



Principles to Understand and Use Information



- Words are only 7% of the total communication package.
- Tone carries 38%.
- Body language is 55% of the overall picture.

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Principles to Understand and Use Information



The Interpersonal Gap - the difference between the backgrounds, education, religious beliefs, and history of each party and how clearly each understands the other.

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Principles to Understand and Use Information



Body Language - Certain gestures give an idea as to how a person is feeling. This is especially true when several gestures point to a specific characteristic.



Be Aware of the Cry for Help



TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Four sources of anxiety



- Something bad **really** happens
- A **moral** issue
- A **neurotic** problem
- An **existential** issue



Anxiety is caused by conflicts:



- Within the family
- Between families
- With work overload
- With a boss or pastor



The Outcome of Anxiety Provoking Events:



- The individual voices subconscious cries for help.
- When the cries are not "heard" the individual gets angry and their behaviour changes.
- They say or do things they'll later regret.



The Outcome of Anxiety Provoking Events:



- They begin to be irregular in their activities.
- Their behavior changes.
- They seal off their pain that will once again give a sense of belonging.



Specific listening techniques



A) Asking questions

1) Ask the right question at the right time

- Listen for information that is volunteered in the conversation.
- Use questions that show interest.



Specific listening techniques



A) Asking questions

1) Ask the right question at the right time

- Start with generalities, then move to more specific questions.
- Ask only those things which apply to the conversation.

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Specific listening techniques



A) Asking questions

2) Do not use prying questions

- That probe into personal affairs.
- That change the subject.
- That appear judgmental and that appear as if we know the right answer.



Specific listening techniques



A) Asking questions

3) Do not be afraid of silence



Specific listening techniques



A) Checking feelings



HAPPY



SAD



ANGRY



AFRAID

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Direct expression of feeling



Use "I" statements and not the blaming "you" statements.



Listening to stories



Five types of stories:

- I know someone who...
- Anniversary story
- Rehearsal story
- Reinvestment story
- The counter story



Principles to Understand and Use Information



Four levels of stories:

- Long ago and far away
- Feelings long ago
- Feelings now
- Self-disclosure

TED Elders Training Curriculum

Ministerial Association | General Conference of Seventh-day Adventists | Trans-European Division



Commandment Listening



Which commandments govern a person and determine their behaviour?

