

# THE Big 3

EPISODE: 305

TITLE: How To Avoid Misunderstandings–10 Steps

Feeling misunderstood or misinterpreted? It doesn't have to be that way! Practice these 10 steps to becoming an active listener and effective communicator.

Here are three key things to believe and consider about effective communication...

1. **Don't approach conversations, especially sensitive ones, with the mindset of "winning" or trying to control the outcome.** Stay focused on what the other person is saying and seek to avoid outside distractions. Remember that 93% of communication is non-verbal. Pay attention to both their non-verbals and your own!
2. **When we communicate from a place of seeking to bless others, we model the way God loves and communicates with us.** I have always been struck by the fact that right after Adam and Eve rebelled against God in the garden, he goes looking for them and asking them questions! *"Where are you? Why are you hiding?"* He does the same thing with their son Cain right after he murders his brother, Abel, in a later narrative. In both of these examples, we see that God goes after the heart. He is more concerned with their unbelief than their actions, or trying to control or limit their choice. Let your heart posture be the same in your conversations.
3. **Set aside time right away to use the 10 steps** I just shared as a "self-check" on your active listening skills. Review the list, and circle up to three steps that you DID NOT practice very well this past week. Choose one, and brainstorm how you will improve in this area in your conversations. **(10 Steps on next page.)**

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Thanks for listening... I'll see you in the next episode!

**Caesar**

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# 10 Steps to Becoming an Active Listener and Effective Communicator

1. Keep Eye Contact
2. Relax
3. Keep An Open Mind
4. Visualize
5. Avoid Interjections
6. Wait for the Stop
7. Stay On Course
8. Take a Walk in Their Shoes
9. Give Feedback
10. Pay Attention to What *Isn't* Said