

*Welcome to:*

# ***Heart-to-Heart (Part 1)***



*Presenter:*

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*Founder of Pennsylvania Counseling Services*

*Founder & President of Servant's Oasis*

*Founder of LiveUp Resources*

*Against  
All Odds*

1 John 5:4

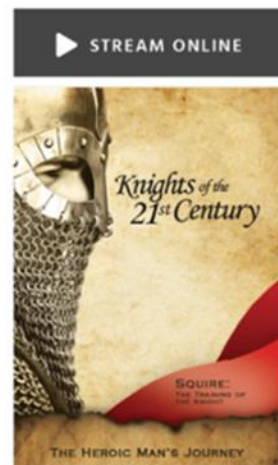


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Refresh | Reset | *Grow*

**Servant's Oasis is a nonprofit, nondenominational ministry based in Harrisburg, PA, which exists to equip, empower, and inspire servant-leaders physically, mentally, and spiritually to rekindle their passion and enhance their impact.**

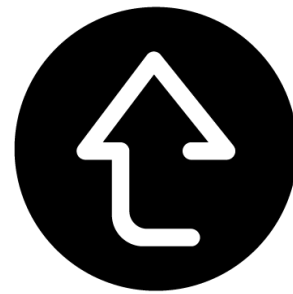
[www.servantsoasis.org](http://www.servantsoasis.org)





**Pennsylvania Counseling Services exists to help children, adults, and families discover their greatness. With 26 mental health and addiction clinics serving 11 counties in South Central Pennsylvania, PCS has served the community for over 40 years, and helped over 19,000 individuals in 2023.**

**[www.pacounseling.com](http://www.pacounseling.com)**



# LiveUp

RESOURCES

LiveUp Resources provides a constantly expanding library of books and video resources to help people grow, strengthen their relationships, and ultimately live up to their God-given potential.

[www.liveupresources.com](http://www.liveupresources.com)



*Goals to be achieved through this training program with God's help:*

## ***Accomplishing Your ABC's***

- A. You feel **Appreciated** and recognize the importance of who you are and how you contribute.
- B. You **Believe** in your capabilities and learn how to utilize them in ways that enhance your life and the lives of others.
- C. Your ministry's **Competency** is strengthened as you're further equipped through receiving encouragement, honestly sharing, Holy Spirit-led inspiration, strengthening received through relationship building, and personal development training.



SERVANT'S OASIS

# WARNING!

*There will be more material to present than time will allow in each of our seminars. Often, what is not dealt with may roll into to our next meeting together.*

Everything we will discuss here today is designed to help your own life, strengthen your relationships, and assist those you serve. If you think we are giving you several ways to apply what we discuss... *we are!*  
There is no true learning without application.

Against  
All Odds

1 John 5:4



# ***We Are People of Relationships***

- God created us for this very purpose – we are to walk through a garden with Him
- Our identities are expressed through the various elements that make it up relating in milliseconds to one another as internal conversations lead to the choices we make.
- Learning to tune in to how we talk to ourselves including God in those conversations and measuring how others respond to the choices that we make provides our life with information, feedback, and meaning.
- God is quite the conversationalist

***What makes a day good or bad for you?***

***Against  
All Odds***

1 John 5:4





# ***Yesterday, We Discussed these Challenges in Your Ministries:***

- Self discipline regarding setting boundaries*
- Holding Boundaries*
- Stuck in your own personal trauma*
- Insecurity*
- Trust*
- Forgiveness*
- Enough time to do things outside of ministry  
(enough time to do what God really wants me to do)*
- Not growing weary*
- Family conflict*
- Holding Others accountable using the love of Christ*

# ***Take a Moment***

*Think about a challenging individual you relate to.*

*Someone who:*

- *You might have to have a tough talk with*
- *You may need to set a boundary for*
- *You may have to end the relationship*

***Raise your hand briefly when you have this individual in mind.***

*Against  
All Odds*

1 John 5:4



# ***What Makes These Individuals Hard to Deal With?***

*Competition – a person who is not ready for a leadership role*

*Self- Destructive - person who has turned away from their faith*

*A person who creates an unsafe environment*

*Poor emotional regulation*

*Alcoholism*

*Intimidating / Judgmental*

*Show no mercy*

*Grief*

*Lack of Trust / Violating Trust*

*Savior Complex / Emotional Dependence*

*Know-It-All*

*Control Issues*

*“Parenting Your Parents”*

*Combative / Antagonistic Body Language*

*Against  
All Odds*

1 John 5:4



# *Every One of Us Wants to Change for The Better, and Wants to Stay the Same.*

Before we confront an individual, we must look at the aspects of us that have kept us from doing so previously.

*Against  
All Odds*

1 John 5:4



# ***A Challenging Individual Creates Within Us Several Wanted (and Mostly Unwanted) Responses:***

- A Fear of Expressing Aggression
- Self-Doubt
- Discomfort
- A Sense of Not Being in Control
- A Need for Focus
- A Risk of Defeat
- A Need to Look Beyond One's Present Capabilities
- A Need to Integrate All of One's Strengths
- An Opportunity for Success
- Feedback Regarding Development

***Against  
All Odds***

1 John 5:4



# *A Challenging Person Tests Us...*

## *They Demonstrate:*

- Our Approach to Life (What we rely on to make decisions)
  - Optimism / Pessimism
  - Cognitive / Emotional
  - Impulsive / Planned
  - Independent / Team

*Against  
All Odds*

1 John 5:4





# *Challenges Test Us*

## *They Demonstrate:*

- Our Self-Definition (Our Value)
- How Creative and Flexible We Have Become (Adjustment)
- Our Previous Growth Patterns:
  - What Capabilities We Have Exercised into Existence
  - What Potential Remains Dormant
  - What Self-Destructive Habits Limit Our Improvement

# *Why Does That Individual Influence You the Way They Do?*

- *Remember the AA Slogan: “Those That Anger Us Control Us”*
- *Carl Jung Reflected that there are a lot of challenging, obnoxious people in this world, and who we are able to relate to and who we would rather not says something about us.*

*Against  
All Odds*

1 John 5:4





## ***Why Does That Individual Influence You the Way They Do?***

- A. What is there about this individual that makes them have social leverage and such significance to you? (Influence)
- B. What is it about this person that contradicts what my identity feels to be right or comfortable with? (Personalization)
- C. How do they conduct themselves in a way that causes me to feel insecure about being able to have a productive conversation with them? (Lack of Compatibility)

# *Why Does That Individual Influence You the Way They Do?*

- D. What, if anything, can I do to create a negotiated settlement that seems mutually beneficial? (Level of Hope)
- E. What is the risk of my involvement in pursuing a settlement, and what do I have to become or change about myself to succeed? (Growth)





## ***There are four aspects regularly expressed by a good therapist:***

- Find the truth no matter how little or how much in the other's perspective. (Respect / Giraffe) (Marital Levels)
- You need to formulate your own viewpoint and opinion so as to clearly express it. (Concreteness)
- I need to be authentic and not say what I don't mean, no matter how tempting it is. (Genuineness)
- I need to have empathy and sense what may disrupt our communication. (Listening and sharing)



# ***What Are the Requirements for Having a Heart-to-Heart Conversation?***

1. Am I willing to be wrong in order to discover what is really going on? Y / N
2. Am I willing to admit I am wrong to the other individual? Y / N
3. Am I willing to learn something about myself I may not like? Y / N
4. Am I willing to apologize and adjust my behavior? Y / N
5. Do I recognize the other's value and respect our difference of opinion? Y / N
6. Am I willing to give them time to change and restore the relationship that they have disrupted? Y / N
7. Am I strong enough to be authentic, humble, realistic, transparent, and vulnerable? Y / N
8. Am I able to manage my emotional responses so I can be fair, forgiving, and firm? Y / N




# ***What Are the Requirements for Having a Heart-to-Heart Conversation?***

9. Am I confidently able to express myself, disagree with their perceptions, state clearly what is expected, and follow through no matter what? Y / N
10. Do I have the ability to manage their anger at my choices as well as accept the fact that they may not like me? Y / N
- Am I willing to suffer the inconvenience of being their leader?
11. Am I willing to be stretched beyond my comfort zone? Y / N
12. Have I checked on my emotional fuel gauge to see what emotional resources I have available to begin this conversation and create a reasonable plan? Y / N
13. Do I have an accountability partner or a mentor to assess my plan with me? Y / N

# ***There Are Four Types of Ways We Relate to Others:***

1. We don't care about others. We are distant, aloof, and simple.
2. We are unloving critics expressing our hostility, control, and perfectionistic tendencies.
3. We are uncritical lovers
4. We are loving critics





## ***Ruinous Empathy is Defined as Reflecting to Others That the Present Way They Are Relating to You and Behaving:***

- Is acceptable.
- Expresses fully their potential.
- Will get them where they want to go.

Help them create a support system they can rely upon without you.

# *If You Start to Grow in This Area, You Will See Many More Opportunities to Be Authentic in This Manner*

- You will get good at this!
- People like knowing the rules, expectations, and goals for them are.
- They would rather know where they stand than have to guess.

*Against  
All Odds*

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# ***We Must Force Ourselves to Have Heart-to-Heart Conversations***

A. We must recognize in our effort not to hurt someone, we hurt:

- Our **clients** by not believing in them and their ability to live productively
- The **coworkers** who have to put up with their less than stellar performance
- **Ourselves**, because we are refusing to be good at our job
- Our **mission**, because success in today's market is not based on one idea but 100 small idea changes. This demands teamwork and synchronicity.

- 
- B. You may have to end a relationship that is painful to you (a guillotine or a butter knife)
  - C. If the individual is surprised by your response, it is likely to mean that you should have given the feedback sooner.
  - D. Recall a job that you were horrible at and how good you felt when it finally ended.
  - E. An individual can't change without knowing what needs to be changed.



F. One thing we have in common is that we all do not want to have heart-to-heart conversations. This is because:

- We don't want to let down our walls (three selves: true, false, performance).
- We don't like going into the unknown. "I am afraid that they might respond like..." is a very real fear.
- We don't like to be emotional and feel.
- We assume the other person must know their behavior is inappropriate and concerning us.



G. One thing we have in common is that we all do not want to have heart-to-heart conversations. This is because:

- We practice the fundamental law of attribution.
  - ❖ There are no hidden causes that need to be sorted out to understand what the other individual is choosing to do.
  - ❖ We assume they are acting on purpose.
  - ❖ They can't change.
  - ❖ They don't care.
  - ❖ Your relationship won't make a difference.



H. One thing we have in common is that we all do not want to have heart-to-heart conversations. This is because:

- I don't want to hurt the other person's feelings.
- They may respond in a way that I may be hurt.
- Once we start, there will be a scary point of no return, whereby we don't have a plan for what to do next.
  - ❖ The reason you don't have a plan is because the only plan that will work is "our" plan.
  - ❖ There is no "our" because you haven't chosen to up until now have a heart to heart with this individual.



## ***You Have to First Explore Three Unknowns:***

1. The unknown “me” that I will be receiving feedback about.
2. The unknown “other” who I have previously failed to understand.
3. The unknown “interaction pattern” between us that we need to:
  - Become self-aware and conscious of.
  - Acknowledge the existence of.
  - Understand the implications of.
  - Own and take responsibility for our responses.
  - Develop an intervention for.

# *What Am I Afraid Of?*

- ❖ One of us becoming uncontrollably aggressive.
- ❖ Something will be said that is true and could affect my future job security.
- ❖ I may discover a new personal flaw that I must change. You need to be a person who tries to practice what you preach, therefore, self-development is an important process not only in self-fulfillment but also in job satisfaction.

*Against  
All Odds*

1 John 5:4



# ***What Right Do I Have to Tell Someone They Need to Improve When So Many Things Are Wrong With Me?***

- ❖ Because you love them.
- ❖ Because you need to grow and have one less thing wrong about you.
- ❖ You are a leader. That is part of who you are.

*Against  
All Odds*

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## ***I Don't Want to Experience the Biological Tension that Results from the Firing of My Amygdala.***

- ❖ This is a lie. You are already experiencing tension regarding this relationship. You have just decided to follow a strategy that never releases the tension.
- ❖ Like parenting or dog training, you often have to expend more energy up front to ensure that later, things will go easier.
- ❖ Remember, you are going to tell them anyway! We are talking about whether you will share in a way that is productive, you take ownership of, and they have the best chance to learn how to change.

# ***We Must Force Ourselves to Have Heart-to-Heart Conversations***

- A. We don't have a choice. Inevitably life will take us in this direction no matter what we do.
- B. We live according to the values of both truth and love and desire to stay balanced between these two important processes.
- C. Developing supportive relationships at whatever level they are to us feels good.

*Against  
All Odds*

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D. It increases our relational and job satisfaction.

E. We want to learn.

F. We must recognize in our effort not to hurt someone, we hurt:

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- **Ourselves**, because we are refusing to be good at our job
- Our **mission**, because success in today's market is not based on one idea but 100 small idea changes. This demands teamwork and synchronicity.

# ***When You Recognize the Need to Talk to Someone and Do Not Do It, You Decide to Be Self-Centered***

- Instead of doing what is right, you choose:
  - Self-Protection
  - Self-Control
  - Emotional Laziness
  - Not to Grow in Your Leadership Skills
  - To participate in Ruinous Empathy





## ***Remaining Quiet About Undesirable Messages Is a Self-Centered Act***

- It serves our instinct to survive. Our existence depends on us being part of a group.
- We want to be appreciated and liked so we can feel good about ourselves and fit in.
- We want others to accept, forgive, and tolerate our own imperfections.
- Numerous studies demonstrate that we don't want to tell people what they don't want to hear, even when our role is not as their leader.

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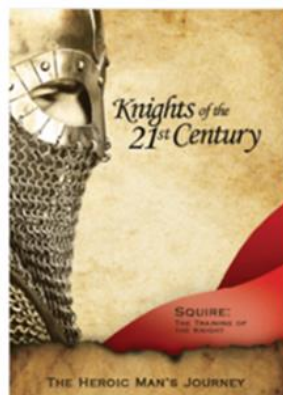
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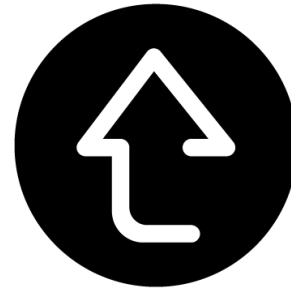
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