

Welcome to:

Heart-to-Heart (Part 2)



Presenter:

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Founder & President of Servant's Oasis

Founder of LiveUp Resources

*Against
All Odds*

1 John 5:4





SERVANT'S OASIS

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.

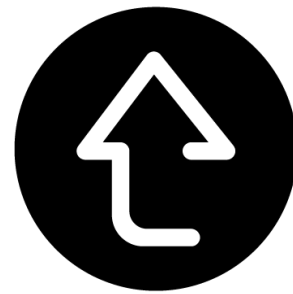
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Pennsylvania Counseling Services exists to help children, adults, and families discover their greatness. With 26 mental health and addiction clinics serving 11 counties in South Central Pennsylvania, PCS has served the community for over 40 years,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

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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.

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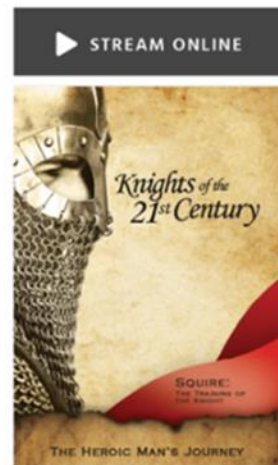


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Goals to be achieved through this training program with God's help:

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






To Serve Means We Must Sacrifice, Which Causes Us to Have Hard Conversations.

- A. It doesn't help anyone if you agree with them that they are in a hole and handling life inadequately.
- B. When you interact with them honestly, you demonstrate that they are not a complete victim to the hole they find themselves in.
- C. To get out of the hole, you need to prepare them to be uncomfortable.



To Serve Means We Must Sacrifice, Which Causes Us to Have Hard Conversations.

- D. To save themselves, they will be required to do things that they don't want to do, and that don't come naturally to them.
- E. Through positively responding to them, you convey that you don't believe they belong in a hole, and are too valuable to stay there.
- F. You imply that them living in a hole is not satisfactory to you.
- G. You let them know that they are expected to get out of the hole, and that you will invest energy in helping them to do so.



Let's Reflect on the different types of tough conversations you have with those you serve.

What are the themes or issues that need to be discussed?



You Need to Spend Time Planning What You Want to Occur.

- ***We want this conversation to be a therapeutic encounter, one that both individuals benefit from.***
- ***You just took the first step!***
 - A. Discover what is really bothering us and put it into words.
 - B. Assess what our underlying motivations are that make this heart-to-heart conversation necessary.



You Need to Spend Time Planning What You Want to Occur.

- C. Decide the time, place, and method for introducing the heart-to-heart conversation.
 - Sometimes, you warn the individual.
 - Other times it is better to be spontaneous.
- D. Decide on what your basic message will be.
- E. Review why the person has value and importance, and the significance of the issue to both of your lives.



You Need to Spend Time Planning What You Want to Occur.

F. Imagine the best outcome that could occur.

- It may lead to them choosing to leave and find a better place for them.
- It may cause you to feel interpersonally closer to that individual because of the deep, honest, sharing you gave to one another.
- It may cause you to work together more effectively.
- It may help them rid themselves of self-destructive behavior.
- It may help them see their value.
- It may lead them to discover a new way of coping.
- It may help them relate better to a support system.

You Need to Spend Time Planning What You Want to Occur.

G. Assess whether the other has the emotional strength to go there. Don't use this as an excuse not to try. If they are limited, express yourself more behaviorally than emotionally.

*Against
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During the Conversation:

- A. Get permission and set up the importance of this conversation.
- B. Be specific.
- C. Be ready to apologize for parts of the process if necessary.
 - Sometimes, they can't hear the message until you unhook them from a thought process that causes them to be different.
 - Ex: I should have talked to you sooner.



During the Conversation:

D. Recognize the other's independent point of view and respect it.

- We might have to agree to disagree.
- I may not be right, but this is how I feel.
- Tell me what you think about.
- Listen to what they are saying and choosing not to say.



During the Conversation:

E. Recognize the power differential:

- Accept that they need to defend themselves and are afraid.
- Recognize that they may choose to not go there and instead pursue denial.
- The conversation may not work out the way you desire.
- You may have to disconnect from the relationship. This is easier because you know you tried, gave them feedback, gave them time to change and they weren't surprised.



During the Conversation:

- F. Ask more than talk.
- G. Do not label the person's behavior. Listen to their story.
- H. Emphasize process over content.
- I. Let go of becoming distracted by emotional flares by seeing them for what they really are – stick to the topic.
- J. Let the answers of how to respond come up quietly within you by reflecting on your valuing who they are. To do this, you must:
 - Have courage to go where your feelings take you.
 - Put words to your underlying process.
 - Be authentic.

During the Conversation:

- K. Ask for what would be a good way to end the conversation and hear from the other their follow-up plan.
- L. Set up smart goals for you to work on together. (Specific, Measurable, Accurate, Realistic, Timely)





You Must Continually Assess the Progress of the Communication.

- A. What does it teach you about yourself regarding how you are responding to it?
- B. Where are you in agreement?
- C. What is necessary to be successful?
- D. Is there something you can give to get in the negotiation?
- E. Has the communication stopped being productive?
- F. What is holding you both back from a mutually beneficial agreement? (Win win)



You Must Continually Assess the Progress of the Communication.

- G. Is the person still emotionally available to continue?
- H. What can you do to end the conversation well?
- I. How can you both measure the other's cooperation and following up on it?
- J. If there still seems to be a disagreement, what can you agree to together to initiate resolution?

To Encourage Us to Stay Motivated, We Must Always Recognize the Cost of Not Having a Heart-to-Heart

A. We are fooling ourselves and denying reality. We are always communicating through our:

- Body Language
- Decisions





To Encourage Us to Stay Motivated, We Must Always Recognize the Cost of Not Having a Heart-to-Heart

B. Secondly, they are always interpreting.

- They recognize that you have chosen not to directly deal with them (that you are afraid of them or they are insignificant.)
- They usually interpret in this vacuum what they are experiencing in a more negative manner than you even intended.
- They are asking through their behavior, “Why are you ignoring me?”

To Encourage Us to Stay Motivated, We Must Always Recognize the Cost of Not Having a Heart-to-Heart

- C. You must be real. You can't do an effective heart-to-heart conversation and pretend.
- D. You must include all of you in the discussion process.





What Limits Us From Having the Tough Conversations With Our Clients?

- A. We want to be affirmed and viewed as “nice.”
- B. We are afraid of our own aggression
 - We have an overreaction with how aggression was expressed in our early years
 - We see it as “non-Christian”
 - We compartmentalize our aggression, and thus make it more explosive, or need to be expressed passively
 - We fail to see its usefulness and necessity (two types of people) (respect / love)
 - They may attack me



What Limits Us From Having the Tough Conversations With Our Clients?

C. We don't want to accept our limits of being in control

- Our unknown
- Positive alternative not chosen at crossroads
- We don't want to accept our limits of being able to control others or the situation
- We haven't developed effective strategies for dealing with our constant disappointment

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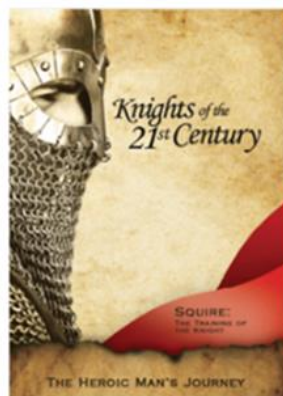
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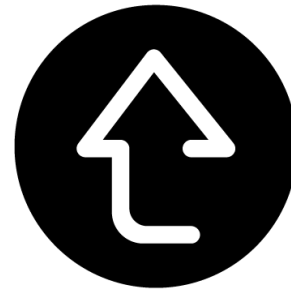
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