

Sermon Notes

Dealing with difficult people - Listening to understand

Ephesians 4:15 Speaking the truth in love

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

- **Acts 22:4 Acts 9:23-24 Acts 9:26**

Wrongs ways to respond to conflict

1. We avoid it

2. We run from it

3. We stuff it

- **Ephesians 4:26**

4. We negatively express it

- **Ephesians 4:29**

The way you handle conflict – reveals how mature in Jesus you are

- **Ephesians 4:11-15**

The Ministry of Listening

1. Listening is ministry

- “Good listening often defuses the emotions that are a part of the problem being discussed. Sometimes releasing these emotions is all that is needed to solve the problem. The speaker may neither want nor expect us to say anything in response.” - Janet Dunn

2. When you listen to someone you are loving them.

Proverbs 18:2

- “What I want and what I have to say are all that matters when we talk together. When we make decisions what you want, your concerns, your feelings... these are mere whispers, inconveniences and irrelevancies. So when we discuss issues, my opinions are right. Yours are wrong or else of minimal importance. If you expect to have input, you are undermining me.” - Susan Heitler Ph.D.
- **Philippians 2:3-4**

Sermon Notes

- The first service that one owes to others in the fellowship consists in listening to them. Just as love to God begins with listening to His Word, so the beginning of love for the brethren is learning to listen to them... One who cannot listen long and patiently will presently be talking beside the point and be never really speaking to others, albeit he be not conscious of it. Anyone who thinks that his time is too valuable to spend keeping quiet will eventually have no time for God and his brother, but only for himself and for his own follies.” - Dietrich Bonhoeffer

3. Try to fully understand them before responding

- **Proverbs 18:13 Proverbs 18:154.**

4. Ask Questions to clarify

- **Proverbs 20:55.**

5. Listen until you can empathize

- Empathy is the capacity to feel another person's feelings, thoughts, or attitudes
- **1 Peter 3:8 Romans 12:15**

Jesus entered our world for us. We need to try to enter other people's worlds.

- **Hebrews 4:14-16**

