



July, 2105

Dear Partner,

I am very excited about a recent shipment of over 200 books printed in four languages we sent to Calvary church in Jahor Bahru. When I was teaching at Calvary Church in April, I discovered many of the books I had in Indonesian, Mandarin, Portuguese, Spanish as well as English could be used by their mission sites throughout Southeast Asia. So, instead of those books being in storage, they could go throughout Southeast Asia and be equipping resources for the groups I taught at their annual leadership conference. It was one of the largest shipping bills I have ever had, but it was well worth it and your donations made it possible. I just received word from Calvary Church that all the books have been distributed throughout Indonesia, India, China, Malaysia, Singapore, and their other mission sites.

We have also been very busy the last three months settling into our new townhome located close to the beach and out of the cold weather we experienced while we were living on the mountain. Of course, this thrills Judi since she loves the warmth and the beach.

The daily work of YMCS is helping Christian leaders around the world leave a legacy in print through curriculum, equipping resources, and books. It is a great joy for me, our managing editor, Pam McLaughlin, and a number of editors and designers around the country to help authors and Christian leaders write and edit their resources. Let me just give you a snap shot.

Over the past year, I have worked with three Christian psychiatrists to put their life work and teaching in books to equip pastors and church counselors to heal people in their relationships and souls. The first of these books has just been printed and published by Dr. Leeland Jones in Buffalo, NY. A second book is being typeset right now and will be released this fall by Dr. Irving Wiesner in Philadelphia, PA. A third book by Dr. Lew Ryder, who lives in LA, is being written right now. These amazing, almost 400 page books are teaching me things from a pastoral counseling perspective that I wished I had known years ago when I was counseling. Think of how the body of Christ is being equipped in lasting ways through leaving a legacy in print. Not only have you had a part in supporting my writing and books that are now over 2.5 million strong and printed in twelve languages around the world, but you are also literally empowering over 100 authors a year to write, edit, and publish their equipping resources for Christians around the world.

Our mission at YMCS of equipping the saints has been made possible over the past 24 years by your support, prayers, and encouragement. Judi and I are so thankful for you and are lifting you up in our prayers. Thank you for your continued donations. We will keep you updated as more of these great resources are coming off the presses.

We love you in Christ,

P.S. Most of my writing and teaching are now available as digital resources. I will be sharing with you soon how you can obtain both PDF and audio files of much of what has been created over the past 24 years.



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**I am enclosing \$ \_\_\_\_\_ as my gift this month.**

You can also give with your debit or credit card online at [www.ymcs.org](http://www.ymcs.org). Thank You.

## Communication

Dr. Larry and Judi Keefauver, RN

Communication is what you say or don't say; what you do or don't do. It is both verbal and non-verbal. 80-90 percent of all communication is non-verbal through facial expression, eye contact, body language and gestures, tone of voice, and touch. "And whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through him" (Colossians 3:17). Communication is also verbal and uses aspects of the words we choose to convey a point. "Let your conversation be gracious and effective [seasoned with salt] so that you will have the right answer for everyone" (Colossians 4:6 NLT).

### *Our Words*

Our words are like the fruit we produce based on what we have fed our minds with. A tree is identified by its fruit. Jesus said, "Make a tree good, and its fruit will be good. Make a tree bad, and its fruit will be bad. You brood of snakes! How could evil men like you **speak** what is good and right? For whatever is in your heart determines what you say. A good person produces good **words** from a good heart, and an evil person produces evil **words** from an evil heart. And I tell you this, that you must give an account on judgment day of every idle **word** you speak. The **words** you say now reflect your fate then; either you will be justified by them or you will be condemned" (Matthew 12:33-37 NLT).

"May the **words** of my mouth and the meditation of my heart be pleasing in your sight, O LORD, my Rock and my Redeemer" (Psalm 19:14).

"Some people make cutting remarks, but the **words** of the wise bring *healing*" (Proverbs 12:18 NLT).

"Kind **words** are like honey—sweet to the soul and *healthy* to the body" (Proverbs 16:24 NLT).

"**Words** satisfy the soul as food satisfies the stomach; the right **words** on a person's lips bring satisfaction" (Proverbs 18:20 NLT).

### *Our Speech*

"My dear brothers and sisters, be quick to **listen**, slow to **speak**, slow to get angry" (James 1:19 NLT).

"Who may worship in your sanctuary, LORD? Who may enter your presence on your holy hill? Those who lead blameless lives and do what is right, **speaking the truth** from sincere hearts. Those who refuse to slander others or harm their neighbors or **speak** evil of their friends" (Psalm 15:1-3 NLT).

"**Listen** to me! For I have excellent things to tell you. Everything I say is right, for I **speak** the truth and hate every kind of deception. My advice is wholesome and good. There is nothing crooked or twisted in it. My **words** are plain to anyone with understanding, clear to those who want to learn" (Proverbs 8:6-9 NLT).

Jesus said, "...I do nothing on my own, but I **speak** what the Father taught me" (John 8:28 NLT).

"So whenever you **speak**, or whatever you do, remember that you will be judged by the law of love, the law that set you free" (James 2:13 NLT).

### *Our Tongues*

"The **tongue** has the power of life and death, and those who love it will eat its fruit" (Proverbs 18:21).

"So also, the **tongue** is a small thing, but what enormous damage it can do. A tiny spark can set a great forest on fire. And the **tongue** is a flame of fire. It is full of wickedness that can ruin your whole life. It can turn the entire course of your life into a blazing flame of destruction, for it is set on fire by hell itself. People can tame all kinds of animals and birds and reptiles and fish, but no one can tame the **tongue**. It is an uncontrollable evil, full of deadly poison. Sometimes it praises our Lord and Father, and sometimes it breaks out into curses against those who have been made in the image of God. And so blessing and cursing come pouring out of the same mouth. Surely, my brothers and sisters, this is not right!" (James 3:5-11).

"The godly person gives wise advice, but the **tongue** that deceives will be cut off. The godly speak words that are helpful, but the wicked speak only what is corrupt" (Proverbs 10:31-32 NLT).

"Those who control their **tongue** will have a long life; a quick retort can ruin everything" (Proverbs 13:3 NLT).

"A lying **tongue** hates its victims, and flattery causes ruin" (Proverbs 26:28 NLT).

## *Communication Tips*

1. When others are talking, I give them my full attention.

Listening is not: Solving their problems or thinking about you are going to say next. Listening is a gift that communicates your care and concern. It is being attentive to nonverbal as well as verbal communication

2. When others are speaking, I do not interrupt. Interrupting says the other person is not important or you are trying to take control and there is no reason to have future communication.

3. I am slow to anger when others are speaking hurtful words. Hurting people hurt people. You are responsible for your own feelings. No one can make you angry unless you let them. Their anger is not your problem. Their hurt is a projection of their blame. I pray, "Holy Spirit, guard my heart. Control my emotions."

4. I refuse to gossip or to listen to gossip. Negative words that are sown will only produce a negative harvest. Gossip reflects what people say about others, not how God sees them. Gossip tears people down and does not edify or build others up. Gossip is character assassination. What I sow, I will reap.

5. I am sensitive to the nonverbal communication of others, like facial expression, eye contact, gestures, appearance, tone of voice, silence, body language, a shrug, a sigh, etc.

6. I am able to accurately paraphrase what others say to me. Paraphrasing is saying what the other person said in your own words. For example: I heard you say...is that correct?

7. I am aware of and can describe the feelings that others project. As you talk, I sense that you are feeling happy, sad, disappointed, angry, excited, etc. It is important to identify the feelings in order to effectively communicate.

8. When I observe the behavior of others, I can describe it clearly back to them. Others cannot see their behavior. You can be a mirror for them, so that they can really see themselves the way others see them. "When you say or do that, you look angry and your tone of voice is threatening...your gestures are threatening."

9. I can disclose my feelings and thoughts to others without blaming them. I take responsibility for my own feelings. I don't blame others for the way I feel, think or act. Blame is the voice of accusation—I don't accuse others for the difficulties I face. The difficulties I face arise from my past sins, being persecuted for righteous sake or the attacks of the enemy [world, flesh, devil].

10. I take responsibility for my thoughts and feelings by using "I" messages. "I think... I feel...I need...I would like...I believe..." To use "You" messages gives control to another person of your thoughts and feelings.

11. I refuse to drag past offenses and hurts into current discussions or arguments. The past does not predict or determine my future. The past has no control or foothold in my present unless I surrender control to it. Offenses are the bait of Satan. The truth is that if I can be offended, I will be especially with those closest to me.

12. I guard my tongue, being careful to speak life not death. What we sow with our mouths, we reap. Be kind to one another. Words of life produce a harvest of others speaking life to you. Speaking death sows distrust, discord, and discouragement into others. (Avoid take-aways)

13. I seek to say and do only what the Father speaks or does through me. My opinion does not matter; only His opinion matters. Listen to what the Father wills for you.

14. I use a gentle answer to turn away wrath/anger. I don't engage in verbal battles. I don't engage the flesh. I don't have vain arguments. 2 Timothy 2:23 warns, "Don't have anything to do with foolish and stupid arguments, because you know they produce quarrels."

15. I speak clearly and desire not to confuse or complicate a discussion. In Matthew 5:36-37 Jesus says, "And do not swear by your head, for you cannot make even one hair white or black. Simply let your 'Yes' be 'Yes,' and your 'No,' 'No'; anything beyond this comes from the evil one." Practice the discipline of simplicity. Say what you mean and mean what you say.

Proverbs 10:19 counsels, "Don't talk too much, for it fosters sin. Be sensible and turn off the flow!"

16. I focus and stay on point when I communicate. When you "chase rabbits" others become bored, distracted, disinterested, and confused. Your focus keeps others focused.

17. When I am wrong I confess my sin openly and quickly asking for forgiveness and committing myself to change. Cheap grace seeking only relief but not repentance is saying, "I'm sorry." Saying "sorry" all the time causes people to think you don't mean what you say. Sorry really means, "I'm sorry I got caught." Practice saying, "I was wrong, will you forgive me for \_\_\_\_\_."

18. When there is a problem, I confront it promptly and speak the truth in love. Not to confront is to confirm, enable, and permit. Love is other-centered and God's best for the other person, for their success not their failure. Love is self-sacrificing. Love desires the success of the other person. Success is achievement God's way. Speaking the truth in love gives the other person godly correction not critical judgment.

19. I refuse to impugn or assume I know the motives of others when they are speaking. Man looks on the outward appearance; God looks on the heart. So, only God knows the heart. Listen to the Holy Spirit to discern the truth in communication. Communicate with truth and trust; attempt to build trusting communication.

20. When I speak I am affirming and caring, not judgmental or condemning. I am motivated when I communicate to represent Jesus not to promote myself or my personal agenda.

21. I set boundaries on what I say and what I receive. I refuse to dump and be dumped on. I set appropriate time boundaries on conversations. Debriefing seeks understanding not the prurient past. The cross is my dumping station. I have the right to build others up not tear them down. Don't dump...edify! "For I want to use the authority the Lord has given me to build you up, not to tear you down" (2 Corinthians 13:10).