

2022

ABUNDANT LIFE CHURCH  
LEADERSHIP SUMMIT

*Communication*  
**& TRUST**

ABUNDANT LIFE CHURCH PRESENTS

**LEADERSHIP  
SUMMIT**

# Agenda

*Gathering (Breakfast & Interaction)*

Welcome and Introductions

DAVID M. REEVER

**Session 1:** Communication Strategies

RICK LOVALL

*Break (5 mins)*

**Session 2:** Barriers of Effective Communication

RICK LOVALL

*Break (10 minutes)*

Leadership Shoutout

CHRISTINA REEVER

**Session 3:** Establishing an Environment of Trust

RICK LOVALL

Wrap Up

DAVID M. REEVER

# Communication Strategies

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**Communication: The \_\_\_\_\_ of information that results in mutual \_\_\_\_\_.**

*"The single biggest problem with communication is the \_\_\_\_\_ that it has taken place."*

– George Bernard Shaw

**The Intent-Impact Gap: The gap between the intent of the speaker and the impact upon the hearer.**

**MYTH:** "If I yell louder, they will respond better."

**The 7-Word Challenge:** I never said she stole my money.

**Challenging Questions:**

- 1) Do you speak to be heard, or to be understood?
- 2) Do you listen to learn, or just to respond?

**Group Activity:**

Who gives the best instructions?

**Unhealthy Communication Tendencies:**

1. Making \_\_\_\_\_
2. \_\_\_\_\_ others to make assumptions
3. No opportunities for \_\_\_\_\_
4. Asking the wrong kind of \_\_\_\_\_
5. Lying (Fear of \_\_\_\_\_)
6. Intentional \_\_\_\_\_ (Fear of conflict)
7. \_\_\_\_\_ aggressiveness
8. \_\_\_\_\_ (Intimidation, bullying, inciting fear of harm)
9. What else? \_\_\_\_\_

**Objective:**

- 1) Identify the key factors of communication
- 2) Discover the Intent – Impact Gap
- 3) Overcome unhealthy communication tendencies

**Session Review:**

What was the most eye-opening thing you learned about yourself today?

What concept have we covered today that you wish you could teach to someone else?

# The Emotional Barriers to Effective Communication

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*The success of any organization relies heavily on effective communication.*

*Today we will identify the three most common emotional barriers to effective communication and discover plans to overcome them.*

## Emotional Barrier 1: Confusion

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What specific ideas/goals/plans/processes need to be clarified?

Do people clearly understand the destination?

What roles need to be clarified? Do people understand who is responsible for what?

## Emotional Barrier 2: Anxiety

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Is too much being expected at one time?

What processes need to be broken down into smaller increments?

What confidences need to be built?

What can be done to regain a sense of control?

*Effective Communication is made possible when a high priority is placed on the creation of understanding, when processes are achievable, and expectations are clearly defined.*

## Emotional Barrier 3: Frustration

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Have expectations been clearly defined? Do people know what is expected of them?

Can expectations even be fulfilled? "Do we have the tools to pull this off?"

Are current expectations realistic? Do they fit within the scope of reality?

Are current expectations fair? Do you expect the same from everyone?

# Establishing An Environment of Trust

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## Definition of Trust:

\_\_\_\_\_ reliance.

## Four Elements of Trust:

1) Demonstrate \_\_\_\_\_.

2) \_\_\_\_\_ about one another.

3) Respect and \_\_\_\_\_ one another.

4) Who you are and what you do both \_\_\_\_\_.

## Trust In Culture:

Trust is the social glue that holds relationships together.

Discussion: What would your trustometer read?

## Trust Breakers:

*To build trust, we must stop doing things that break trust with others.*

- Breaks \_\_\_\_\_
- Serves own interest
- Acts inconsistently
- Avoids issues
- Makes assumptions
- \_\_\_\_\_ others

## Trust Builders:

*Building trust requires us to be proactive and \_\_\_\_\_ with every relationship in our lives.*

- Fosters open \_\_\_\_\_
- Is reliable and consistent
- Treats everyone with respect and fairness
- Shows confidence in \_\_\_\_\_

# Wrap Up

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# Notes

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Register at [abundantlifebaltimore.com/lead](https://abundantlifebaltimore.com/lead) to receive occasional content on Biblical Leadership plus notifications about upcoming events and resources.



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# LEADERSHIP SUMMIT



The mission of the Church to make disciples (Matt. 28:19-20) happens **when believers walk in their potential as leaders...** influencers in their homes, workplaces, and communities. Jesus illustrated that influence as salt and light and then a city on a hill to impact its surroundings (Matt. 5:14).

Abundant Life's Leadership Summit **provides believers Biblical resources and principles** to get better equipped as leaders, disciple-makers, parents, workers, neighbors, etc.

Register to get access information to the live, interactive Summits as well as additional resources throughout the year from Pastor David M. Reever and other voices on the topic of leadership.

[abundantlifebaltimore.com/lead](https://abundantlifebaltimore.com/lead)

