

Interpersonal Relationships in Ministry
Ministry Formation Program
Diocese of Rockford
April 9, 2024

1. The Church is a Community of Relationships.

- Love one another (John 13:34).
- Live in harmony with one another (Romans 12:16).
- Instruct one another (Romans 15:14).
- Have equal concern for one another (1 Corinthians 12:25).
- Serve one another (Galatians 5:13).

2. Communicate Like Jesus

- Observations - observe what is actually happening in a situation.
- Feelings - state how we feel when we observe that action.
- Needs - say what needs of ours are connected to the feelings we have identified.
- Requests - addresses what we are wanting from the other person.

3. Skills for Communication

- Call to make the complicated easy, the bewildering understood, and the hidden suddenly appear.
- Care enough about the other person to foster the relationship.
- Courage to be present and participating in that relationship.
- Craft of communication skills that allow a person to express what is in his or her heart and mind.

4. Type and Function of Communication

- Intrapersonal is self-communication through thoughts and feelings.
- Interpersonal involves relating to other people.
- Intragroup is between two or more members within a group.
- Intergroup is the flow of communication between groups.

5. Conversational Intelligence

- Being aware – What is happening to me?
- Relational – What is happening to us?
- Co-creational –What will become of our interaction?

6. Ministerial Situation

- Knowing and trusting one another.
- Accurately understanding one another.
- Influencing and helping one another.
- Resolving problems and conflicts with one another.

7. Communication Mistakes in Ministry

- We assume that everyone already knows.
- We try to explain detailed information in the wrong settings.
- We try to automate too much communication.
- We manufacture enthusiasm and it does not fool anyone.
- We communicate only the what (or the how) but not the why.
- We limit communication to an information data exchange.

8. Communication Patterns

- Each person has a different set of preferences in choosing how to give and receive information.
- What is important to one person, in terms of the type of information they send and are willing to hear, may not be as important to the other person when communicating.
- There are often perception gaps that occur when the communication is misunderstood.
Select Stimuli to focus our attention.
Organize Data to produce meaning.
Interpret Situation to make a value judgment about the situation.

9. Effective Communication

One-To-One Communication

- Awareness of what is inside of me, and listening to what is inside another.
- Risk opening up and letting others in.
- Establish mutual norms and values.

Group Communication

- Adapt to your listeners.
- Actively listen.
- Be aware of what is happening in the group.
- Test assumptions.
- Give feedback.
- How you talk patterns how others respond.

10. Listening and Responding Skills

Positive Listening Skills

- Attending Skills
- Following Skills
- Responding Skills

High Risk Responses

- Sending Solutions
- Evaluating
- Withdrawing