

Listening Beneath the Words: a training event for healthy communication and conflict resolution

Listening Beneath the Words training is offered at Trinity Lutheran Church in Bradenton Monday, March 20th 1pm-9pm and Tuesday, March 21st, 9am - 5pm. The registration fee is \$25 per person, which covers all sessions, the manual, and refreshments during sessions.

To register, please forward your contact information to Pastor Blackburn and include a check to Trinity, Bradenton, by March 15th. You may also register or ask questions by emailing Pastor Blackburn at: Garryglass@aol.com. For groups of 3 or more, registration fee drops to \$10 for additional participants from the same congregation. Bring your entire Mutual Ministry Team or Church Council and watch your interactions achieve new levels of effectiveness!

The trainer for ***Listening Beneath the Words*** is the Reverend Doctor Bobbie Blackburn, Pastor of Trinity Lutheran Church. Pastor Blackburn is a trained Lab I leader with L.E.A.D. Consultants Plus of Atlanta, GA, and a Congregational Conflict Consultant. Pastor Blackburn is a certified Master Practitioner and Trainer in Neuro-Linguistics and has served as an ordained minister in the Lutheran Church for over thirty years. She received her Masters of Divinity from the Lutheran School of Theology at Chicago and her Doctor of Ministry from the Louisville Presbyterian Theological Seminary.

Why attend Listening Beneath the Words?

Local churches, whether small or large, will benefit greatly by training their pastors and lay people in these communication skills. In the training, you will learn specific skills you can use in interacting effectively with another person. Eleven of the skills are listening behaviors and the others are rapport building, problem solving and closure skills. What you learn in this training will be useful in all areas of your life: family, parenting, church, work, school and all personal relationships.

Listening Beneath the Words Goals:

1. Identify the necessary elements for healthy, open communication.
2. Understand the process of developing and maintaining a healthy relationship with individuals and groups.
3. Identify emotional acting out or internalizing.
4. Develop ability to hear and draw out criticism in a helpful and constructive way.
5. Creating a church community that functions according to Jesus' advice in Matthew 18.
6. Develop competency in 11 depth listening skills.

Listening Beneath the Words Skills:

1. Sharpening specific communication skills: behavior description, creative questions, direct expression of feelings, fogging, life commandment listening, negative inquiry, neuro-linguistics, paraphrase, perception check, story listing, story polarization listening.
2. Becoming a sensitive, astute observer.
3. Interviewing techniques which get to the real issues.