



CO+OP Ministry  
Conference™  
Together We...Transform



# Transforming Words: Communication Strategies for Stressful Situations

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## Framework #1: EAT stress

Expect trouble & the win

Accept it happened (Romans 8:28-29)

Turn into good - *Whats one step to make this situation better?*

## Framework #2: PHR (Prevent, Headsup, Responsive)

*Prevent with checklists, setting expectations, & dealing with problems early.*

## Framework #3: Empathy with 3 Statements

"We messed up. I'm sorry. We will fix it."

"That's frustrating OR \_\_\_\_\_"

Repeat the last word or phrase they used.

## Framework #4: Look for the trigger & the root.

1. Unmet expectations or unrealistic expectations
2. Physical, emotional, and spiritual coping mechanisms are overwhelmed

*What is one step you can do to improve this situation?*

3. Outside pressure
4. Broken arm / past trauma / hurting people

Be alert for changes from baseline without imposing your assumptions.

**My Big Takeaway / Action Step:** \_\_\_\_\_

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5. Different philosophy, mission, methods, or values
6. One or both may not be walking with God (1 John)
7. It's a season or a moment

Romans 12: 18 If possible, so far as it depends on you, live peaceably with all.

Gal 6:1-2 Brothers, if anyone is caught in any transgression, you who are spiritual should restore him in a spirit of gentleness. Keep watch on yourself, lest you too be tempted. 2 Bear one another's burdens, and so fulfill the law of Christ.

Eph 4:29-32 29 Let no corrupting talk come out of your mouths, but only such as is good for building up, as fits the occasion, that it may give grace to those who hear. 30 And do not grieve the Holy Spirit of God, by whom you were sealed for the day of redemption. 31 Let all bitterness and wrath and anger and clamor and slander be put away from you, along with all malice. 32 Be kind to one another, tenderhearted, forgiving one another, as God in Christ forgave you.

Col 4:6 Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone.

Proverbs 15:4 The soothing tongue is a tree of life, but a perverse tongue crushes the spirit. (ESV Bible)

## Framework #5: Know the type of person & respond accordingly

## Framework #6: Use you HAT when people are upset.

*Hear & Clarify*

*Acknowledge & Apologize*

*Take action & follow up*

*Peace is fragile and takes work.*

*Forgiveness & reconciliation are related but different. Reconciliation requires repentance from both sides.*

## Framework #7: Dealing with a bully/narcist/manipulative Person using Judo

*They feed off and are empowered by winning, getting their way, prestige, and making others squirm.*

Tool: Let them win in some areas, yet get the ultimate win-win.

Tool: Questions / requests instead of commands.

Tool: Instead of arguing, being walked on, or feeding drama... use silence, delayed responses, a firm "No", and/or turnign around and walking away.

Tool: Stop with outside force. Give them a choice / offer a solution. Seek for win-win.

Tool: *How am I supposed to do that?*

Tool: Show their absurdity through questions, matching emotions, and repeating back what they said.

Tool: "I report. You decide."

Tool: Unmask a wimp.

Tool: Answer the "Why".

**My Big Takeaway / Action Step:** \_\_\_\_\_

