



CCN WEEKLY SOLUTIONS SERIES
THE WEEK OF SEPTEMBER 22, 2008



The One-Life Solution, 7: Communicating Your Boundaries at Work

Featuring
Dr. Henry Cloud
Psychologist
Best-selling co-author of Boundaries series,
author of The Secret Things of God

Visit CCN on the web at www.ccn.tv

I. Boundaries

Language is how God communicates boundaries

- Words and spirit
- Bringing his word through another person
- We're to do the same thing

"If your brother sins against you, go and show him his fault, just between the two of you."
—Matthew 18:15

Two truths about communicating your boundaries:

1. If it's difficult for you, you can get better at it
2. If it's not that hard for you, make it harder

If anyone speaks, he should do it as one speaking the very words of God.
—1 Peter 4:11

Two groups by temperament

It's hard for the first group to confront others because it gets into fear

It's hard for the second group to remember there's another person getting hurt

II. How to make the most of the difficult conversations

Negative information: we've got to talk to each other about it

Negative information isn't negative communication

- The way it's communicated is what creates a second problem
 - The issue ceases to be the issue

Fight or flight: when the brain is flooded

- Observation goes away
- Judgment diminishes
- Insight is diminished
- Connection is lost

Valence: degree of attractiveness

Tone

Elements that affect tone

- | | |
|-------------------------|----------------------|
| - anger in your voice | - aggression |
| - condescending phrases | - shame |
| - coming off as cold | - being down on them |

Visit CCN on the web at www.ccn.tv

1. Affirm the person, the relationship, and the outcome
2. Be specific about the issue, not the person
 - Specify something that's actionable
3. Get agreement
 - On the message
 - On the future: what are the expectations?
4. Balance
 - Balance grace and truth—care and the whole truth
 - “The last ten percent”
5. Hold on to yourself
 - Hold on to your perspective
 - Difficult people's defensiveness: It's just noise
 - Empathize and return to the message
6. Set limits
 - You will get what you tolerate
 - Don't start at the end
 - God ramps up
7. There is strength in numbers
8. Plan a conversation about the conversation
9. Make a plan: what are we going to do from here?
10. Role play and practice
11. People are not all the same

**Next week on *Solutions*:
“The One-Life Solution, 8: Sticky Wickets”**

Resources at www.cloudtownsend.com

BOOKS:

The One-Life Solution

by Dr. Henry Cloud

Solutions tour: Ultimate Living

www.cloudtownsend.com

SEMINARS AND WORKSHOPS:

Ultimate Leadership Workshop

www.cloudtownsend.com

Ultimate Living seminars

www.cloudtownsend.com

CLOUD-TOWNSEND SOLUTIONS FOR LIFE



FREE online video solutions 24/7!

As part of our online video community you can ask Dr. Cloud & Dr. Townsend your questions and get a video response!

Go to CloudTownsend.com and discover:

- relevant video solutions
- videos of the week
- engaging discussion groups
- and much more!



Sponsored In Part By:



NewLife Ministries

New Life Ministries is a fully-equipped resource for the treatment of mental and spiritual health issues.

www.newlife.com

Contact Information

Dr. Henry Cloud

Cloud-Townsend Resources

18092 Sky Park South, Suite A

Irvine, CA 92614

Phone: 800-676-4673

Web: www.cloudtownsend.com

Church Communication Network

PO Box 1718

Mt. View, CA 94042

Phone: 800-321-6781

Fax: 650-745-0660

Email: ccninfo@ccnonline.net

Web: www.ccn.tv

Visit CCN on the web at www.ccn.tv