

Session 06 – Emotional Intelligence in Ministry

Review of Last Session

- Holy Spirit empowerment is the key to effective sermon delivery.
- Non-verbal communication emerges best from authenticity.

A Biblical Perspective on Emotional Intelligence

- The mandate (John 13:33-35; Matthew 22:35-40; Matthew 25:31-46)
 - Love takes the force of a command.
 - Love is the sign of authentication for believers.
 - Love is the summary of all God's instruction to humanity.
 - Love is the criterion that separates the lost from the saved in the judgment.
- Key principles (1 Corinthians 12)
 - Confidence in who God made you to be.
 - Confidence in who God made others to be.
- It is necessary that the pastor (as a representative of the true faith) lives and demonstrates this kind of love and regard for all people.

The Need of Emotional Intelligence for Success

- The case can also be made from sociological studies that people skills make the difference between success and failure.
 - When I asked Pennsylvania Conference pastors to identify the necessary skills for success in the pastorate, people skills was the most common answer given.
 - Daniel Goldman, author of *Emotional Intelligence* and *Primal Leadership*, and others have demonstrated that success in any profession hinges more on your ability to connect with people than your knowledge or other skills. An instrument to assess emotional intelligence developed by Reuven Bar-On lists the following five competencies as what comprise emotional intelligence (taken from <http://www.reuvenbaron.org/bar-on-model/essay.php?i=3>):
 - **Intrapersonal:** Self awareness and self-expressing
 - **Interpersonal:** Social awareness and interaction
 - **Adaptability:** Emotional management and control
 - **Stress management:** Change management
 - **General mood:** Self-motivation
 - The competency we will spend the most time on today is the interpersonal aspect, where the rubber meets the road.
- Understanding how anxiety operates in the church system is also instructive because it reveals the value of an emotionally intelligent leader (taken from *The Leader's Journey* by Herrington, Creech, and Taylor).
 - Anxiety emerges in the church system when stress of any kind affects one of its parts. This stress creates anxiety that is passed on to other members of the church and generates negativity. Characteristics of an anxious system are as follows:
 - **A heightened level of reactivity:** Group members respond to each other in instinctive, conflictive ways, which keeps the emotional atmosphere charged.
 - **The herding instinct:** Members push toward conformity to restore a sense of

- safety.
 - **Blame displacement:** There is a tendency to blame others rather than consider one's personal part in the problem.
 - **A quick fix:** People want someone else to fix their problem and quickly.
 - **Poor leadership:** The leader lacks vision and clear principles.
- An emotionally mature leader is the best cure for systemic anxiety. Four intrapersonal practices help you become a calm, emotionally intelligent leader:
 - **Increase your self-awareness:** Identify a few close relationships that will become a source of feedback on your state and progress.
 - **Monitor your thinking patterns:** Watch for the patterns of thinking that get you worked up emotionally, so you won't go automatically down those old paths.
 - **Manage your feelings:** Take responsibility for your own feelings and choose to manage them, rather than blaming others for them.
 - **Slow the pace:** Practice spiritual disciplines, clarify understanding before responding, breathe and count, wait to respond until you are emotionally ready, and ask for a time-out when you need it.

Six Basic Ways to Make People Like You (taken from *How to Win Friends and Influence People* by Dale Carnegie)

- Become genuinely interested in other people.
- Smile.
- Remember and use the other person's name.
- Be a good listener and encourage others to talk about themselves.
- Talk about the other person's interests.
- Sincerely make the other person feel important.

Using Reflective Listening to Strengthen the Interpersonal Aspect of Emotional Intelligence (taken from *People Skills* by Robert Bolton and notes from Interpersonal Ministry class by Derek Morris)

- Reflective listening skills strengthen emotional intelligence in at least the following three ways, which can greatly decrease anxiety and increase connectedness:
 - They enable you to truly understand what another person is saying.
 - They enable you to send the message that you understand the other person's troubles and feelings.
 - They enable you to coach the other person to solve their own problems without becoming dependant on you.
- Reflective listening employs several techniques to offer a mirror to the person you speak with, so they can better understand themselves:
 - **Open questions:** Questions that cannot be answered with a "yes" or "no" and give the speaker room to set the agenda.
 - **Behavior description:** A description of the speakers behavior that does not make any judgment on its meaning.
 - This is a simple statement of what you see.
 - Use an observation formula: "I notice that you... What can I learn from that?"
 - **Paraphrasing:** A concise response to the speaker that states the essence of what the speaker said in the listener's own words.
 - It should be concise.

- It should include only the essential elements.
 - Use a fact-check formula: “If I understand correctly... Is that right?”
- **Reflecting feelings:** A reflecting back of the feelings the speaker is communicating.
 - Listen for feeling words (such as “angry, hurt, annoyed, happy,” etc.)
 - Observe body language, which is the language of emotion.
 - Use a feeling-check formula: “I hear you saying that you feel... Is that right?”
- **Reflecting meanings:** A reflecting back of feelings as they relate to the facts of the speaker’s situation.
 - Try to see the links between circumstances and emotions in order to mirror them back.
 - Use a meaning-check formula: “I hear you saying that you feel... because... Is that right?”
- **Summative reflection:** A summary of the main themes and feelings that emerged from the whole conversation, which allows the speaker to see what you have discovered together.
- Reflective listening role-playing: practice with class volunteers.