



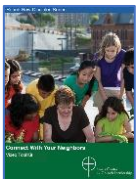
Resources on Listening and Communication

available to borrow from the **United Media Resource Center** <http://www.igrc.org/umrc>

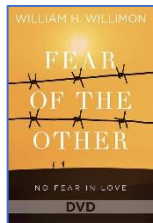
Contact us by e-mail at umrc@igrc.org

or search for and request items using [the online catalog](#)

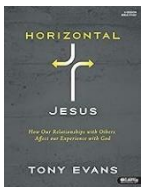
DVDs:



CONNECT WITH YOUR NEIGHBORS (103103) Author: Weems, Lovett and Oden, Amy. This DVD/CD-ROM resource includes three DVD presentations, four PowerPoint presentations, and printable handouts. DVD segments: 1) Discovering the People God Has Given Us, Lovett Weems (25 min.); 2) The Theology of Welcome, Amy Oden (22 min.); 3) Ways to Understand Your Neighbors Better. The resource CD includes narrated presentations, PowerPoint presentations, and other resources on these topics: 1) Discovering Who Your Neighbors Are; 2) Needs-based Community Outreach; 3) Using Social Media to Reach New People; 4) Your Website Is Your Church's Welcome Mat.



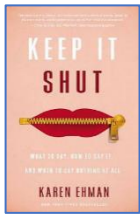
FEAR OF THE OTHER: NO FEAR IN LOVE (106080) Author: Willimon, William H. and Ramirez, Delia Catalina. William Willimon challenges us to examine and intentionally improve our interactions with persons we may consider 'others.' In this five-session DVD study, conversations between Will Willimon and Delia Ramirez focus on each of the five sessions of the book: 1) Saved by the other (18 min.); 2) The other, my enemy (15 min.); 3) Learning to fear like Christians (14 min.); 4) Loving the other in church (13 min.); 5) Jesus, the Other (13 min.). Includes leader's guide and paperback book. On the recommended resources list for the DVD study 'Holding Up Your Corner.' CLOSED CAPTIONED. 73 Minutes.



HORIZONTAL JESUS: HOW OUR RELATIONSHIPS WITH OTHERS AFFECT OUR EXPERIENCE WITH GOD (108075) Author: Evans, Tony. Loving God is vertical love. Loving others is horizontal love. Jesus showed His disciples how these two loves are intertwined in practical ways. While our relationship with God is based on faith alone, He warns and encourages us to see that the way we treat people affects our experience of Him. In this six-session DVD study, you'll learn how to apply biblical principles drawn from several one-another passages in Scripture. In doing so, you'll reap blessings in your vertical relationship with God. Sessions: 1) The theology of 'it' (33 min.); 2) Loving one another (33 min.); 3) Connecting with one another (30 min.); 4) Encouraging one another (28 min.); 5) Restoring one another (31 min.); 6) Serving one another (34 min.). Includes paperback book and sample member book. 189 Minutes.



I'D LIKE YOU MORE IF YOU WERE MORE LIKE ME (109056) Author: Ortberg, John. In this six-session DVD study, John Ortberg shares how to connect on a deeper level with the people God has placed in your life as you grow closer to the One who made you for relationships. Sessions: 1) Around the table (5 min.); 2) Created for connection (7 min.); 3) Compassion and commitment (5 min.); 4) Walls and cracks (8 min.); 5) Wounds and healing (5 min.); 6) Real and close (6 min.). Includes leader guide and member guide. 36 Minutes.



KEEP IT SHUT: WHAT TO SAY, HOW TO SAY IT, AND WHEN TO SAY NOTHING AT ALL (111012) Author: Ehman, Karen. In this six-session DVD study, Karen Ehman discusses how we should use our words. Sessions: 1) Sparks, squabbles, and such -- our words matter (19 min.); 2) On filling gaps and zipping lips -- Listen to others, talk to God (18 min.); 3) Opinion-slinging and salty speech -- assessing our digital tongues (22 min.); 4) Gossip, flattery, and people-pleasing -- how to speak the truth in love (22 min.); 5) Pause before you pounce -- on cultivating soft speech (23 min.); 6) As sweet as honey -- wonderful ways to use your words (23 min.). Includes guide and paperback book. 105 Minutes.



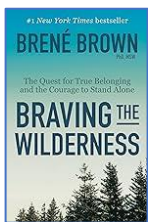
LOVE TALK (112017) Author: Parrott, Les & Leslie. Six-Session Guide to Speaking Each Other's Language (*a study for married or dating couples*). DVD segments are approx. 13 minutes each; sessions are planned to be about 65 minutes long. Session titles: 1) Communication 101; 2) Foundation of Every Great Conversation; 3) Your Personal Talk Style; 4) The Secret to Emotional Connection; 5) When Not to Talk; 6) The Most Important Conversation You'll Ever Have. Includes leader's guide, sample workbook for women, and sample workbook for men. CLOSED CAPTIONED. 82 Minutes.



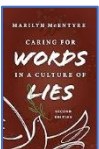
LISTEN, LOVE, REPEAT: OTHER-CENTERED LIVING IN A SELF-CENTERED WORLD (112111) Author: Ehman, Karen. In this six-session DVD study, Karen Ehman gives you both the encouragement and practical ways you can reach out to others with planned and random acts of kindness. Topics include loving your family and friends, encouraging coworkers, reaching out to the lonely, blessing the 'necessary people' who help you get life done every day but often go unnoticed, and many others who could use an act of thoughtfulness. An additional focus on modeling for your children a lifestyle that listens and loves is accompanied by doable ideas for you and your family. Sessions: 1) Finding your big 'Why' (22 min.); 2) Let love complete the circle (23 min.); 3) When you live a life of welcome (22 min.); 4) How to hug a porcupine and squeeze a skunk (26 min.); 5) Family matters (23 min.); 6) The boomerang of blessing (28 min.). Includes sample participant's guide. 144 Minutes.

WORKING WITHOUT A SCRIPT: CREATING A CULTURE OF YES, AND (123091) Author: The Second City Communications. This DVD asks viewers to break their current "no, but" pattern and commit to the "yes, and" philosophy. Hosted by professional improvisational actors, we learn how creating a positive environment for communication and listening fosters better problem solving and interpersonal relationships. Includes guide. CLOSED CAPTIONED. 14 Minutes.

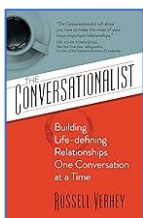
Books:



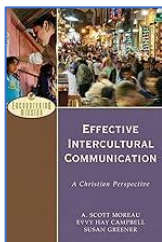
BRAVING THE WILDERNESS: THE QUEST FOR TRUE BELONGING AND THE COURAGE TO STAND ALONE (818123) Author: Brown, Brene. Social scientist Brene Brown argues that we are experiencing a spiritual crisis of disconnection and introduces four practices of true belonging that challenge everything we believe about ourselves and each other. Chapters: Everywhere and nowhere; The quest for true belonging; High lonesome - a spiritual crisis; People are hard to hate close up -- move in; Speak truth to bullshit -- be civil; Hold hands -- with strangers; Strong back -- soft front -- wild heart. Includes index. 194 Pages.



CARING FOR WORDS IN A CULTURE OF LIES (821060) Author: McEntyre, Marilyn. Second Edition. Chapters: Why worry about words?; Love words; Tell the truth; Don't tolerate lies; Read well; Stay in conversation; Share stories; Love the long sentence; Practice poetry; Attend to translation; Play; Pray; Cherish silence. Includes discussion questions and bibliography. 252 Pages.



CONVERSATIONALIST: BUILDING LIFE-DEFINING RELATIONSHIPS ONE CONVERSATION AT A TIME (820109) Author: Verhey, Russell. Chapters: Why people tell me their secrets; Navigating the five levels of significant conversations; Coming to the table; What everyone longs for but few receive; Essentials to increase your conversational capacity; Leading people to their own discovery; Life-giving response; Passion -- What difference do you hope to make?; Strengths -- What energizes your life?; Attitude -- What's the attitude of your heart?; Stewardship -- What's been entrusted to your care?; Secrets -- What thoughts have you never shared?; Gifts -- Whom can you bless today?; Legacy -- How will you be remembered?; Engaging the seven disciplines; Conversations that echo for eternity -- the call to discipleship. Includes reflection questions. 252 Pages.



EFFECTIVE INTERCULTURAL COMMUNICATION: A CHRISTIAN PERSPECTIVE (818158)

Author: Moreau, A Scott; Campbell, Evvy Hay; Greener, Susan. Chapters: What is intercultural communication?; The story line of intercultural communication; Perspectives on intercultural communication; Worldview and intercultural communication; Verbal intercultural communication; Societies and social institutions; Networks, in-groups, and social change; Nonverbal intercultural communication; Contexting; Polychronic and monochronic time; Individualism and collectivism; Social power in intercultural communication; Gender roles; Honor and justice; Cultural adaptation; Intercultural competence; Intercultural relationships; Intercultural evangelism; Intercultural discipleship; Intercultural

church planting; Cross-cultural teaching and learning; Intercultural ministry through teams; Conflict and culture; The future of intercultural communication; Includes bibliography and index. 405 Pages.



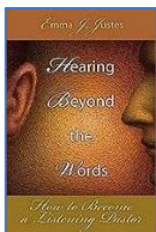
FRIENDSHIP: THE HEART OF BEING HUMAN (821063)

Author: Austin, Victor Lee.

In this

vibrant theological reflection on the meaning of friendship, an experienced pastor and leading Christian ethicist argues that friendship is the medium through which God shares grace with his creatures. Victor Lee Austin locates friendship as the heart of God's intention in creating human beings and explains that to reestablish friendship--with each other and with God--is the purpose of Jesus's incarnation. Mixing personal reflection and theological commentary, this book offers a fresh take on the meaning of friendship for the life of faith. Austin sets forth the classical view on friendship, which is attractive but limited, and shows how the gospel addresses the limitations of the classical view. He demonstrates how a robust theology of

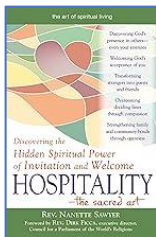
friendship addresses contemporary controversies in the areas of marriage, celibacy, and homosexuality, and he draws examples of the desire for true friendship from contemporary literature, such as the Harry Potter books, The Lord of the Rings, and Huckleberry Finn. Ultimately, Austin helps readers understand the strange yet real possibility of friendship with God. Chapters: An invitation to friendship; The limits of marriage; The confusions of friendship; Friendship as success at being human; Friendship and beauty; The weirdness of divine love; Biblical friendships; Christian friendship and Christian love; Unapologetic celibacy; Is there friendship in the Trinity?; Examples of friendship; All together now; Concrete practices -- how to practice friendship; how to practice friendship with God. Includes Scripture and subject indexes. Part of the 'Pastoring for Life: Theological Wisdom for Ministering Well' series. 173 Pages.



HEARING BEYOND THE WORDS: HOW TO BECOME A LISTENING PASTOR

(807020) Author: Justes, Emma. Listening is more than a task; it is an awesome gift of hospitality.

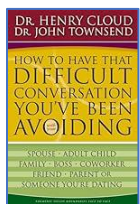
Hearing beyond the words signifies an intimate relationship characterized by humility, thoughtful availability, vulnerability, and reciprocity. To help the reader learn essential skills, the author includes exercises at the end of each chapter to build needed competency for this healing ministry. 115 Pages.



HOSPITALITY: THE SACRED ART (808067)

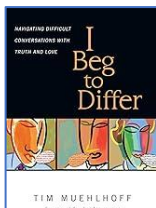
Author: Sawyer, Nanette.

Discovering the Hidden Spiritual Power of Invitation and Welcome. The author shares ideas and practices that can help you hold a receptive, reverent, and generous posture toward life, love, God, reality, other people, and creation itself. Chapter titles: Hospitality to God--welcoming God's welcome; Hospitality to Self--inviting the authentic self; Hospitality to Family--offering full presence to those closest to us; Hospitality to Neighbors--becoming the merciful neighbor; Hospitality to Strangers--pursuing kinship rather than estrangement; Hospitality to Enemies--extending generosity through non-retaliation; Hospitality to Creation--knowing creation relationally. 180 Pages.



HOW TO HAVE THAT DIFFICULT CONVERSATION YOU'VE BEEN AVOIDING (811076)

Author: Cloud, Henry & Townsend, John. With Your Spouse, Adult Child, Family, Boss, Coworker, Friend, Parent, or Someone You're Dating. The authors discuss how to have a helpful and effective confrontation with another person. Full of practical tips and how-tos, this book will help you make your relationships better, deepen your intimacy with people you care for, and cultivate more love, understanding, and respect between you and others. Includes small group discussion guide. 314 Pages.

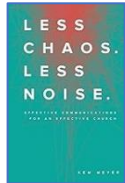


I BEG TO DIFFER: NAVIGATING DIFFICULT CONVERSATIONS WITH TRUTH AND LOVE

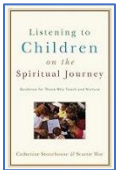
(814230) Author: Muehlhoff, Tim. Tim Muehlhoff provides a strategy for having difficult conversations with family, friends, and strangers, helping us move from contentious debate to constructive dialogue. Includes name and subject index and Scripture index. 223 Pages.



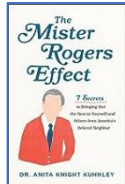
I DON'T HAVE TO MAKE EVERYTHING ALL BETTER (817124) Author: Lundberg, Gary and Joy. Six Practical Principles That Empower Others to Solve Their Own Problems While Enriching Your Relationships. Chapter titles: Be an effective validator; Leave the responsibility where it belongs; Acknowledge emotions; Develop the art of listening; Find the right time to teach; Learn the effective validating phrases and questions; How validation works with young children; How validation works with teenagers; How validation works with adult children; How validation works with a spouse; How validation works with parents and parents-in-law; How validation works with divorced and blended families; How validation works with friends; How validation works on the job; Conclusion. Includes exercises to practice skills. 302 Pages.



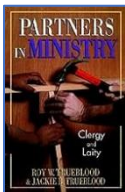
LESS CHAOS. LESS NOISE. EFFECTIVE COMMUNICATIONS FOR AN EFFECTIVE CHURCH (820050) Author: Meyer, Kem. Chapters: The myth – you are in control; The myth – the more choices, the better; The myth – advertising creates interest; The myth – it worked before so it will work again; The myth – people care about what you say; Know your audience; Remove barriers to entry; Reduce the noise; Tell one story at a time; Declutter your digital spaces; Rewrite your job description; Ask, don't tell; Find the yes behind the no; Bring the glue; Getting from here to there. 372 Pages.



LISTENING TO CHILDREN ON THE SPIRITUAL JOURNEY (811068) Author: Stonehouse, Catherine and May, Scottie. Guidance for Those Who Teach and Nurture. Chapter titles: Why listen to children?; Knowing God in children; Experiencing God in everyday life; Experiencing God at church; The formative power of God's story; Let the children come -- loving, knowing, and following Jesus; Celebrating compassion; The church partners with parents. Includes index. 172 Pages.



MISTER ROGERS EFFECT: 7 SECRETS TO BRINGING OUT THE BEST IN YOURSELF AND OTHERS FROM AMERICA'S BELOVED NEIGHBOR (820117) Author: Kuhnley, Anita Knight. Chapter titles: A world without Mister Rogers; The Mister Rogers Effect; Secret 1 – listen first; Secret 2 – validate feelings; Secret 3 – pause and think; Secret 4 – show gratitude; Secret 5 – develop empathy; Secret 6 – practice acceptance; Secret 7 – establish security; Closing thoughts – does Mister Rogers still live in your neighborhood? 203 Pages.



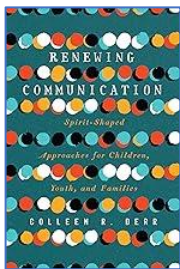
PARTNERS IN MINISTRY: CLERGY AND LAITY (816159) Author: Trueblood, Roy and Jackie. This book provides practical strategies for helping clergy and lay ministry teams work well together. They are based on the following HEART principles: Hear and understand me; Even if you disagree, please don't make me wrong; Acknowledge the greatness within me; Remember to look for my loving intentions; Tell me the truth with compassion. Chapters: Vision; Leading from the heart; Win-lose versus win-win; Responsibility for results. 106 Pages.



PLEASE DON'T TELL: WHAT TO DO WITH THE SECRETS PEOPLE SHARE (815136) Author: Justes, Emma. Chapters: Hearing confessions -- how to help people tell you what they need to tell; Listening is not trading secrets -- keeping confidentiality and maintaining ethical boundaries; The pastor as the bearer of secrets; Is what you hear the truth? -- the role of lying in secret keeping; Can shame release the truth?; How memory helps, defends, and distorts; From generation to generation -- the power of secrets in the church; Hearing secrets as a means of grace. Workshops: Secrecy in our midst -- Bible study (Mk. 5:24b-34); What do you want to avoid?; Preparing for after-care for those who reveal secrets. 186 Pages.



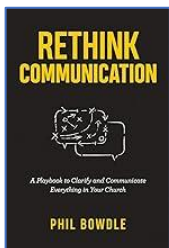
PRACTICING: CHANGING YOURSELF TO CHANGE THE WORLD (820107) Author: Escobar, Kathy. In this book, Kathy Escobar inspires and challenges readers with practical encouragement to live their faith through real action using ten transformational practices. By putting our hearts, hands, and feet behind our good intentions, we can transform our groups, our communities, and our world. Interactive, relational, and practical, this book can be read alone or processed together with a group, church, or class. Chapters: Introduction – practice; The practice of healing; The practice of listening; The practice of loving; The practice of including; The practice of equalizing; The practice of advocating; The practice of mourning; The practice of failing; The practice of resting; The practice of celebrating; Conclusion – keep practicing. Includes discussion questions and bibliography. 231 Pages.



RENEWING COMMUNICATION: SPIRIT-SHAPED APPROACHES FOR CHILDREN, YOUTH, AND FAMILIES (821110)

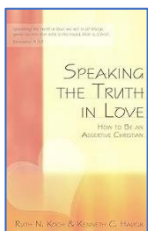
Author: Derr, Colleen. Christian leaders are called to make disciples by teaching, so how can we make the most of all our communication to help others become more like Christ? In this book, Colleen Derr shows that transformational communication needn't be limited to the pulpit or classroom but can include everyday interactions and relationships. She guides readers through the entire communication process, from defining the need to determining next steps, and addresses a variety of channels, from formal teaching and preaching to small groups, written communication, and even casual conversations, with particular care for the specific needs of children, teens, and adults. Chapters: The role of the Holy Spirit in transformational communication;

Transformation and you – the transformed communicator; Relationships and transformational communication; Reality check – defining the purpose, the need, and the present reality; Reading the room – determining the location of every individual; Communicating with the end of mind – determining reasonable, measurable, and holistic goals; The loudest words are not spoken; The role of proclamation in communication; Creative and experiential communication; Discernment and adjustment during communication; Defining success – evaluation and assessment in communication; Celebrating and determining next steps. Includes discussion questions and index. 276 Pages.



RETHINK COMMUNICATION: A PLAYBOOK TO CLARIFY AND COMMUNICATE EVERYTHING IN YOUR CHURCH (819067)

Author: Bowdle, Phil. Chapters: New reality; Attendance; Engagement; Attention; The message and the megaphone; The ministry of communication; Communication playbook; Clarify your message; Craft your elevator pitch; Brainstorm creative ideas; Develop your communication plan; Execute your plan; Evaluate your results; Rethink + rework; Mall kiosks; Urgent vs. important; A simple solution to message overload; Less is more; Quit doing announcements; 7 reasons why you're not getting a stage announcement; Social media playbook; 7-day social media playbook for pastors; You've got one job; Redefining excellence; 4 questions every great story answers; Reaching younger generations; Healthy and sustainable; A last word. Larger than average print. 265 Pages.



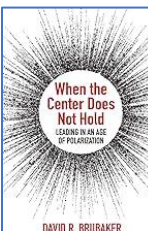
SPEAKING THE TRUTH IN LOVE: HOW TO BE AN ASSERTIVE CHRISTIAN (814181)

Author: Koch, Ruth and Haugk, Kenneth. Learn how a scriptural understanding of assertive living helps you build healthy relationships with others, one to one, in groups, and in congregations. 199 Pages.



SPIRIT AND ART OF CONFLICT TRANSFORMATION: CREATING A CULTURE OF JUSTPEACE (816106)

Author: Porter, Thomas. An overview of the theology, theory, and practice of conflict transformation. Chapters: Changing our attitude toward conflict; Discovering a theology of conflict transformation; Learning relational skills; Becoming peacebuilders; Designing good process -- the circle process; Creating ritual and covenants; Finding the positive core -- appreciative inquiry; Meeting needs -- interest-based mediation; Addressing harm -- restorative justice; Healing the community and creating a culture of JustPeace. 152 Pages.



WHEN THE CENTER DOES NOT HOLD: LEADING IN AN AGE OF POLARIZATION (820001)

Author: Brubaker, David, editor. This book provides tools and processes that will equip leaders to both manage themselves and effectively lead others in highly polarized and anxious systems. Chapter titles and authors: Understanding polarization (David Brubaker); Leadership and polarization (David Brubaker); Communicating across the divide (Everett Brubaker); Trauma, polarization, and connection (Carolyn Yoder); Weathering polarization with resilience (Teresa Haase); Transforming polarization (David Brubaker); Love that transforms (David Brubaker). Includes bibliography. 138 Pages.