



Confrontation that Connects Hearts:

Conversation Instruction for Restoring Trust and Empowering Relationships

Kingdom (Biblical) Text:

Matthew 5:23-24, 18:15

Romans 12:4-5

2 Corinthians 5:16-20

Ephesians 4:15-16

James 1:19, Proverbs 18:13

Luke 6:40

- We need to view relationships as “what’s missing” and not as “what’s wrong”.

- When evaluating, praying and thinking about your relationships, ask yourself the following questions:
 1. What does this relationship need in order to be healthier, happier, stronger, etc...
 - The answer to this question can help identify what is missing and/or what needs to be cultivated in the relationship.

 2. What toxic presence is in my relationship that is causing damage, pain, confusion or misunderstanding?
 - The answer to this question will clarify what needs to be pruned or replaced with what’s missing. It can help identify places of repentance and forgiveness.

- Without trust in a relationship, we waste time and energy, managing behaviors and interactions.
 - We dread being together.
 - We won’t take risks in front of others.
 - We live and lead within a relational silo.
 - Our key relationships have low morale.
 - We experience an absence of joy and delight in one another.

Trust: Confidence that the intentions of both parties in the relationship are good and that there is no reason to be protective or careful around the relationship. Relationally we must get comfortable being vulnerable with one another, listening to one another, and meeting one another's needs. [2]

Two Types of Trust

1. **Practical:** Earned by a steadfast person/friend; when a person follows through on a commitment, doing their job, etc. [1]
2. **Emotional:** A feeling that people are on your side; a relationship that avoids negative and destructive judgements; a relationships where I am treated kindly, and my vulnerability is not used against me. [1]

Four Components for a Trust-Building Conversation [3]:

1. A **respectful conversation** between two or more **powerful people**,
2. that **addresses a specific issue** (not a history of issues - solve one by one),
3. for the **purpose** of **understanding, adjusting, and meeting needs**,
4. **resulting** in a **stronger relationship**.

Things to consider when having a Trust-Building Conversation:

1. Examine how your past experiences may be adding to or triggering a feeling of being mistrusted, devalued, overlooked, judged, punished, etc.
 - If yes, consider receiving personal ministry.
2. Schedule a time to talk.
 - When scheduling the time, state that you want to have a heart-to-heart conversation that fosters trust and empowerment.
3. Identify the decision or issue to be resolved.
 - Get all information firsthand.
 - Do not depend on second-hand information or hearsay.
4. Be humble enough not to defend, deflect, accuse, or blame.
5. Listen to understand.
 - Ask clarifying questions, practice reflective / active listening, etc...
 - Do not listen to reply, defend, or justify.
 - Ask, "**Help me understand** _____." "
6. State clearly what you need. Don't make others read your mind.
7. When meeting, say, "**I feel** _____ (emotion) **and I want to feel** _____ (emotion), **so what I need is** _____ (behavior).

8. Practice forgiveness.
9. Pursue reconciliation.
10. Practice this conversation in your own mind a few times, role-playing different scenarios of what may happen in order to get to a “win-win” outcome.
11. Go in prepared for the worst while believing for the best, in order to manage yourself in the healthiest possible way.
12. Pray for all involved to be free of judgement and prejudice, and for God to reconcile and build.
13. **DO NOT** email, text, or social media message when trying to resolve conflict, restore safety, and rebuild trust.

To experience health and life in our relationships, so we can experience what’s missing....

1. Use the above conversation structure and meet with the person you want to strengthen your relationship with.
2. Practice the “Four Components of a Trust Building Conversation”.
3. Be prepared for higher accountability.

To build trust [1]:

1. Pursue and include others.
2. Admit when you don’t know, instead of guessing or assuming.
3. Admit when you are wrong.
4. Take responsibility for failures.
5. Give the benefit of doubt first, and follow up for clarity.
6. Listen to understand (emotions, values, experiences).
7. Communicate what you need.
8. Manage non-verbal communication - make sure you are sending the message you want to convey.
9. Do what you say you will do.
10. Practice your values.

[1] <https://blog.jostle.me/blog/ways-to-build-trust-at-work>

[2] Lencioni, Patrick. The Five Dysfunctions of a Team: A Leadership Fable. San Francisco: Jossey-Bass, 2002

[3] As defined by Danny Silk from <https://www.lovingonpurpose.com/blog/the-4-parts-of-a-successful-confrontation>

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