

## Talk # 2 - Crucial Conversations Begin with the Heart

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My name is \_\_\_\_\_,

and my talk is How to have Crucial Conversations that begin with the heart.

You all face situations in your dorm, on the compound, in the cafeteria, or even in front of a security officer where things can be tense and saying the right things in the right way is crucial. Whether you are trying to explain to your roommate that you need them to respect your space, or you are talking to someone in your work area about carrying their load, keeping the conversation positive and productive can be very difficult. And the results of these crucial conversations can have a huge impact on the quality of our lives and the condition of our hearts.

The HEART IS THE SOLUTION TO BEGIN FACING CRUCIAL CONVERSATIONS AND PRODUCING ALL THAT IS GOOD.... Why? Because Jesus taught us this truth in Matthew Chapter 12: *A good man out of the good treasure of his heart brings forth that which is good; and an evil man out of the evil treasure of his heart brings forth that which is evil: for of the abundance of the heart his mouth speaks.*

Before we can consider having a crucial conversation we need to take a look at ourselves and realize that the only person we can control directly is me. So we need to SEARCH THAT HEART OF OURS! When a situation comes up that has all of the signs of being “crucial,” we must seek the truth about our self. Ask yourself, “What are my motives for having this conversation? Am I considering the best for myself, as well as the other person, and our relationship as a whole?” Checking our own behavior will identify our **real motives**.

When conversations matter the most-that is, when conversations move from talking about the weather to talking to our roommate about a disagreement,

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we're generally on our worst behavior because we have not stopped and thought about what we want for ourselves, and the other person, and for our relationship.

And since these conversations can happen on the spur of the moment, we are just not ready for them. We are in a reaction mode. No wonder we often say and do things that seem to make perfect sense in the moment, but later on seem, well, stupid and something we often regret.

Once we are in touch with our heart and our motives, we will begin to be more comfortable in crucial conversations. As we practice having conversations when we are concerned for others as well as the overall relationship, others will see we are trying to respond differently, and that we respect and care for them. That will foster community and acceptance of one another.

### **Speaker Testimony** *(please keep your comments to 5 minutes or less)*

Share a crucial conversation you had in your life when either:

1. You consulted your heart and your motives beforehand and the results were positive **OR**
2. You failed to consult your heart and your motives and you regretted the outcome.

### **Group Discussion**

1. In pairs, discuss a crucial conversation you had that did not end up the way you had hoped.
2. Share with the group what you find most challenging: Considering the best for myself, considering the best for the other person, or considering the best for the relationship as a whole.