

Guidelines for communicating effectively in difficult situations

"Dear friends let us love one another, for love comes from God." 1 John 4:7

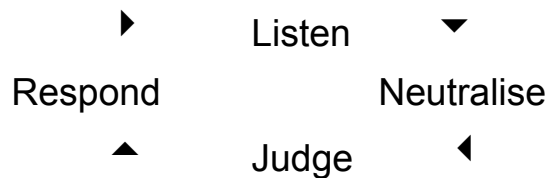
At Cross-Links we seek to model best Christian behaviour in all the different ways that we interact with others. We all do our best to respect and love each other, even though we may have different opinions.

However, despite our best intentions, sometimes we lose control of our emotions in the heat of an awkward or difficult situation. This can lead to us saying something or doing something that we later regret.

The following provides some guidance for Cross-Links participants dealing with emotions when the going gets tough.

Step 1 Best way forward!

Try to separate the facts from the feelings



Golden Rules:

- Be sure; don't assume
- Search for possible causes
- Listen and look at the other person. What does their body language tell you?
- Neutralise your feelings. Take a deep breath.
- Judge what you need to say next, think before you speak
- Respond then listen again!
- Seek a workable compromise or win/win

Step 2 If you need time out

If this approach is not working, take time out from each other to think about the situation. Leave the room or the centre. You will be contacted to check that you are OK. When you feel ready to return, follow step 1 if you can feel a confrontation rising again.

Step 3 When things get out of hand

If the temperature rises and steps 1 and 2 have been forgotten/ bypassed, the following will happen.

The centre leader will ask you to go home. You may be excluded for two weeks or until you cool off. During this time you will be contacted to see if you are OK.

If you can apologise or reach a workable compromise with the other party, you will be allowed to participate again. You will be offered the opportunity to have a meeting with Nigel or Nikki to talk through the situation.

If you let Nigel know you are truly sorry, you can negotiate with him to shorten the cool off time. We don't want you to be lonely, feel unloved or unsupported and want you to be back with us. You will always be prayed for.