

**BUILDING A BRIDGE WITH WORDS**  
**#SermonWords**  
**Building Bridges - Part 2**  
**Dr. Mark Jackson, March 17, 2019**

**Four Ways To Improve Your Communication Skills**

**1. YOU MUST BUILD TRUST**

**Proverbs 20:6** Many people claim to be loyal, but it is hard to find a trustworthy person. (NCV)

**Four Major Trust Killers**

- LIES
- FLATTERY
- BROKEN PROMISES
- SILENCE

**Matthew 5:37** Simply let your 'yes' be 'yes' and your 'no' be 'no'; anything beyond this comes from the evil one. (NIV)

**2. YOU MUST GUARD YOUR THOUGHTS**

**Proverbs 4:23** Be careful how you think; your life is shaped by your thoughts. (TEV)

**Matthew 12:34** For out of the overflow of the heart the mouth speaks. (NIV)

**3. YOU MUST USE YOUR EARS**

**Psalm 116:1** I love the Lord, because He listens to my prayers for help. (NCV)

**Luke 8:18a** So be careful how you listen... (NCV)

**L.I.S.T.E.N.**

- LOOK at people
- INVEST in people
- STOP whatever you're doing
- THINK about what they're saying
- EMPATHIZE with them
- NOTICE body language

**Proverbs 18:13** Listen before you answer. If you don't, you are being **stupid** and **insulting**. (TEV)

#### **4. YOU MUST ENCOURAGE WITH YOUR WORDS**

**Ephesians 4:29** Do not let any unwholesome talk come out of your mouths, but only what is **helpful for building others up** according to their needs... (NIV)

**Proverbs 12:18** **Thoughtless words** can wound as deeply as any sword, but **wisely spoken words** can heal. (TEV)

**Matthew 12:36-37** Let me tell you something: Every one of these careless words is going to come back to haunt you. There will be a **time of Reckoning**. Words are powerful; **take them seriously**.<sup>37</sup> Words can be **your salvation**. Words can also be **your damnation**. (MSG)

**John 3:3** Unless you are **born again**, you can never get into the Kingdom of God. (LB)