

Cultivating a Mentally & Emotionally Healthy Congregation

The Role of Emotional & Relational Intelligence (ERI®) in Becoming A Healthy Congregation

“Outside of the cross there is no hope for the garbage or the people who make it. We have lots of skills . . . skills don’t make beauty out of garbage . . . Theories and brilliant minds don’t make beauty out of garbage. Now I am all for topnotch skills and brilliant theories. As a matter of fact, I believe as Christians we should outshine the secular world in these matters, for we are called to excellence by our God. However, we dare not forget that it is the cross of Jesus Christ that is the only hope of this world. Our constant danger is that we dry, “Behold this new method, Behold this new theory, Behold this new training,” and forget to cry, “Behold the Lamb of God who takes away the sin, the garbage of the world!”
(Diane Langberg, *Suffering and the Heart of God*)

What does it mean to be “made in the image of God”?

A part of what it means is that, like God, we all have a _____, we have a _____ and we have _____.

How Did Sin Affect God’s Image in Us?

Sin damaged and distorted but sin DIDN’T _____ God’s image in us.
Sin erected barriers between God & us, between each other, and within ourselves.

What Happens When We Are Saved?

Justification

We _____ saved
Past
Redemption
Accomplished
Romans 8:24

Sanctification

We _____ saved
Present
Redemption
Applied
II Corinthians 2:15

Glorification

We _____ saved
Future
Redemption
Fulfilled
Romans 5:9-10

What is God’s desire for us?

How do some people “measure” spiritual maturity?

The most Biblical measure of maturity is the degree to which we are *looking, loving & sounding* just like our Lord Jesus Christ!

Mark 12:30
John 13:34-35

John 17:23
I Corinthians 13

Ephesians 5:1-2
I Timothy 1:5

What is Emotional & Relational Intelligence (ERI®)?

“The ability to be (1) aware of, (2) identify and (3) _____ our own emotions and those of others and to constructively (4) _____ and utilize those emotions in ourselves and in our relationships.”

(Gary J. Oliver, Ph.D.)

Competencies That Are Predictors of Success:

PERSONAL Competence _____ personal Intelligence (EI)

RELATIONAL Competence _____ personal Intelligence (RI)

The Neurology of Emotional & Relational Intelligence (ERI®)

The *EMOTIONAL* Brain helps us make _____ decisions

What is an Amygdala Hijack?

1. There is a _____.
2. There is an _____ reaction.
3. There is _____ emotion.
4. There is a feeling of _____.

The *RATIONAL* Brain helps us make _____ decisions.

The rational brain processes information in _____ milliseconds.

The emotional brain processes information in _____ milliseconds—250 times faster.

The ERI Model of Emotional Maturity

	Recognition (Knowledge/Awareness)	Regulation (Management/Action)
Other (INTERpersonal)	Relational Awareness <ul style="list-style-type: none"> • Empathy • Listening • Valuing Differences 	Relationship Management <ul style="list-style-type: none"> • Forgiveness • Communication • Healthy Conflict
Self (INTRAPersonal)	Self-Awareness <ul style="list-style-type: none"> • Emotional Awareness • Emotional Vocabulary • Accurate Self-Assessment 	Self-Management <ul style="list-style-type: none"> • Emotional Self-Control • Anger Management • Personal Responsibility

Your ERI® is impacted by the amount of communication between your _____ brain and your _____ brain. BOTH are important!

1. Self-Awareness

WHAT are Emotions?

Emotions are a mental state that can arise spontaneously and not just through conscious effort. Emotions involve a . . .

- _____ impact
- _____ impact
- _____ (respiratory, cardiovascular and hormonal) impact

There are over _____ words to describe emotions.

There are _____ muscles in our face that we use to express them.

Emotions are a valuable source of _____.

WHY are emotions so important? What we *feel* influences . . .

- what we pay attention to
- what we hear
- how we think
- what we remember
- how we make decisions and the quality of those decisions

2. Self-Management

What Happens When We Allow Our Emotions To Control Us?

1. They _____ with our learning.
2. They _____ our ability to recall what we have learned.
3. They tend to _____ our perception & limit our critical and creative thinking.
4. Cause us to focus on the _____ or ignore the problem rather than investing that same energy seeking God's guidance for the _____.
5. Tends to lead to _____ behavior—we act, speak and then maybe think.
6. They cause us to say and do _____ things.

Can We Control Our Emotions?

_____, not totally . . . But while we can't always control what we feel we can, to a significant degree, control how long we feel it. With God's help we _____ change our emotional pattern!

3. Relational Awareness

Empathy: sensing and valuing others' feelings and perspectives, and taking an active interest in their concerns.

People don't care how much you _____ until they know how much you _____ !

What Empathy ISN'T:

What Empathy IS:

Empathy is choosing to _____

Level 1: The _____ I thought I heard you say

Level 2: What you didn't say with your *lips*, what you might not have been able to *put into words*, but what you said with your *eyes* and *face* and *heart*.

Being _____.

_____ emotions in others

_____ that someone is in pain.

Knowing what "_____" to say

Seeing things through _____ eyes.

Using our _____ brain and our _____ brain.

Remembering that the best way to care FOR someone is to care _____ them.

I will NEVER be able to manage or resolve with what I don't first CHOOSE to understand.

4. Relationship Management

7 Simple Steps Through Conflict to Productivity

Step 1 DEFINE the issue: Listen & Seek Understanding

Step 2 How important is it?

Step 3 Do I need to apologize or ask for forgiveness?

I was _____. I am _____. Please _____ me.

. . . I regard apologizing as the most magical, healing, restorative gesture human beings can make. It is the centerpiece of my work with executives who want to get better – because without the apology there is NO recognition that mistakes have been made, there is NO announcement to the world of the intention to change, and most important there is NO emotional contract between you and the people you care about. Saying you're sorry to someone writes that contract in blood.

(Malcom Goldsmith)

Step 4 Ask yourself "What is MY contribution to the problem?"

Step 5 Choose what I can do differently. (Take Radical Responsibility)

Step 6 Choose what WE can do differently.

Step 7 Pray about it and just do it!

Why is Prayer so important?

“Prayer catapults us onto the frontier of the spiritual life. It is original research in unexplored territory. Meditation introduces us to the inner life, fasting is an accompanying means, but it is the Discipline of prayer itself that brings us into the deepest and highest work of the human spirit . . . To pray is to change. Prayer is the central avenue God uses to transform us.”

(Richard J. Foster)

The ERI, Holy Habits & Spiritual Formation

The *JOY* of discovering, cultivating & habituating some ancient spiritual disciplines in the context of your *ERI* . . .

Richard Foster’s Threefold Typology of Disciplines:

_____	Disciplines Meditation	Fasting	Prayer	Study
_____	Disciplines Simplicity	Submission	Solitude	Service
_____	Disciplines Confession	Guidance	Worship	Celebration

Lectio Divina

The Practice of Gary's Holy Habits

The Jesus Prayer

Prayer of Examen

Scripture Meditation (*Lectio Divina*)

Scripture Memory

Inspirational Reading

The Nurture of Nature

Exercise

Music

Silence

Sabbath-Keeping

Humor

Prayer of Examen (St. Ignatius)

1. Acknowledge God's presence.
2. Count your blessings and give thanks.
3. Review the day with gratitude.

“Help me look back on this day through your eyes.”

4. Pay attention to your emotions.
5. Choose one feature of the day and pray about it.
6. Look forward to the opportunities of tomorrow.

So Now What?

1. Thank God that He made you in His image with a mind, a will and emotions

2. Thank God for the good gift of your emotions.

Some people try to hide in their intellect to keep themselves from the pain of feeling what they never learned how to understand. David Mains, a former pastor and host of radio's "Chapel of the Air," writes with refreshing candor about the big padlock on his emotions:

. . . for a large part of my life I was tuned out emotionally. I wasn't aware of where others were coming from, and I didn't even understand my own feelings.

I was probably extreme in that regard. I didn't know when I was tired. I seldom paid attention to whether I was hot or cold. I wasn't in touch with what I liked or didn't like. If someone would ask me what was wrong, instead of saying, "I feel trapped with no way out of this situation," I'd reply, "I'm OK, why do you ask?"

Most of the time if someone accused me of expressing a negative emotion like anger or pride or frustration, I denied it. Was I stomping mad? No. Did I swear: Had my words stopped making sense because of my intense emotion? Never. What do you mean I was angry? You're accusing me of not acting the way a Christian should!

"You were emoting," my wife would tell me the next day. "It was as if you were sending out waves and waves of high voltage electricity. I don't understand how everybody can sense that except you."

Well, I wasn't in tune with my anger, my pain, my loneliness, my defensiveness, my fears, delights, moods, embarrassment, jealousies, whatever.

I functioned relatively well in the objective world of ideas and facts and words. But the more subjective realm of feeling was atrophying, shriveling up within me.

Thank God that in recent years the Lord has been doing a major healing in me for which I'm extremely grateful. One of the signs of health is that my feelings are coming back into play.

Now, when I read the Bible I see how much the Bible has to say about emotions. When I go to church I often find myself filled with inexplicable joy. I can shed tears when I am hurt or when I find I have hurt someone else. I am better able to discern when I have let myself become too busy and need a rest.

3. Ask God to give you an open mind & open heart for what He wants to teach you this week about how you can reflect Him in ALL that he created you to be . . . in your *mind*, in your *will* and in your *emotions*.

ERI and the CHR Church Relationships Assessment (CRA)



Church Relationships Assessment
liferelationships.com

How well do you *KNOW*
your congregation?

How well do they ...

... listen?

... forgive?

... manage their emotions?

... manage conflict?

... empathize with others?



CHR The Center for Healthy Relationships

The *Church Relationships Assessment (CRA)*
was developed by *The Center for Healthy Relationships*
to help churches assess where their congregants are
emotionally, relationally & spiritually,
and determine the most helpful next steps.

Visit the **CHR** website to learn more about this one-of-a-kind resource &
to get a conference discount for your church.