

# **Powerful Communication Skills at the Workplace through the Lens of Christianity**

## **Introduction**

Effective communication is at the heart of every thriving workplace. It enables collaboration, builds trust, resolves conflicts, and fosters a positive environment. Yet, communication is not just about exchanging information—it's about connecting with others in ways that reflect integrity, compassion, and purpose.

This course explores communication skills in the workplace through the lens of Christian values and principles. Rooted in the teachings of Jesus Christ, Christian communication emphasizes truth, humility, empathy, patience, and love. Colossians 4:6 instructs, “Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone.”

This course equips learners to navigate workplace dynamics with clarity, grace, and ethical responsibility by integrating biblical wisdom with practical communication strategies. Whether it's active listening, managing difficult conversations, or providing constructive feedback, each session offers tools to help professionals become more effective communicators and faithful stewards of their influence.

## **Course Description**

This 3-week course provides a comprehensive approach to developing workplace communication skills grounded in Christian values. Students will explore essential topics such as verbal and non-verbal communication, conflict resolution, empathy, listening skills, team collaboration, and leadership communication, while aligning their practices with biblical principles. Through scripture-based reflections, real-world case studies, role-playing activities, and personal action plans, learners will be challenged to communicate with wisdom, humility, and respect in professional settings.

The course aims to enhance communication effectiveness and deepen one's spiritual witness in the workplace by embodying Christ-like character in every interaction.

Targeted participants: college/university students within ACUCA.

- Quota: 25 – 30 participants

- Participants' requirements :

- Good active and passive English skills.
- Active students in a university within ACUCA.

Participants who meet the following criteria will receive a certificate of completion:

- Pass the weekly post-test passing score (passing score 80).
- Complete the weekly assignment.
- Reach the minimum attendance (minimum 90% of all courses). The class will be conducted virtually, using learning strategies that involve theoretical and practical learning

The course will be held for three weeks, 5 Sessions per Week (Total: 15 Sessions)

- Date: 21 July 2025 – 8 August 2025. Monday to Friday for three weeks.
- Time: 3 PM to 5 PM Japan Standard Time (GMT+9) (2 hours) or 1 PM to 3 PM Western Indonesia Standard Time (GMT+7)

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### **Course Objective**

To empower learners with essential soft power skills—including communication, connection, empathy, and thinking styles—to effectively navigate and influence workplace relationships, resolve conflicts, foster collaboration, and adapt to diverse working environments with professionalism and mindfulness.

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### **Week 1: Communication Foundations & Challenges**

**Theme:** Understanding and identifying communication dynamics and barriers in the workplace.

#### **Learning Objectives:**

By the end of Week 1, learners will be able to:

1. Recognize the impact of poor communication in workplace settings through real-life scenarios.
2. Identify key barriers to effective communication and propose ways to overcome them.
3. Understand employers' expectations regarding soft skills in new hires.
4. Explore the biblical foundations of communication—truthfulness, grace, and understanding (e.g., Ephesians 4:29).
5. Reflect on humility and active listening in the Christian workplace communication.

| Session | Topic  | Goal  |
|---------|--|---|
| 1       | Johnny's Workplace Issues                    | Understand common communication problems in professional settings.        |
| 2       | The Secret Code of Workplace Communication   | Learn about three aspects of effective workplace communication.           |
| 3       | Discussion: Tips to Overcome Johnny's Issues | Apply learned strategies to propose solutions to real scenarios.          |
| 4       | Employers' Expectations for New Hires        | Recognize the soft skills expected by employers.                          |
| 5       | Tiffany's First Job Story                    | Reflect on real-life applications of soft power in first job experiences. |

### **Assignment Week 1:**

Write a 1-page reflection identifying one workplace communication issue you have observed (or experienced). Please describe the issue and propose a strategy using principles from this week's lessons.

### ▪ **Post Test Week 1: Communication Foundations & Challenges**

#### **1. Multiple Choice** (1 point)

Which of the following is a key barrier to effective communication in the workplace?

- A. Clear job descriptions
- B. Open-door policies
- C. Misunderstanding due to assumptions
- D. Structured team meetings

#### **2. Multiple Choice** (1 point)

Which soft skill is most emphasized by employers during the hiring process?

- A. Technical expertise
- B. Emotional intelligence
- C. Personal branding
- D. Time-zone awareness

#### **3. Short Answer** (2 points)

Briefly explain how Tiffany's story illustrated the importance of adapting communication styles in a new workplace.

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## **Week 2: Leveraging Thinking Styles and Relationship-Building for Better Collaboration**

Theme: Enhancing collaboration by understanding diverse thinking styles and fostering meaningful relationships.

Learning Objectives:

By the end of Week 2, learners will be able to:

1. Identify their own and others' dominant thinking styles using the Whole Brain Thinking framework.
2. Recognize how different thinking preferences affect communication, decision-making, and collaboration.
3. Practice adapting communication styles to connect more effectively with colleagues of diverse cognitive approaches.
4. Apply Christian values such as mutual respect, compassion, and unity (Romans 12:4-5) to promote strong, inclusive relationships at work.
5. Develop practical strategies to build trust-based relationships that lead to effective collaboration and shared goals.

| Session | Topic   | Goal   |
|---------|---|--|
| 6       | Know Your Thinking Style (Whole Brain Thinking) | Identify and reflect on your dominant thinking style.                      |
| 7       | Applying Whole Brain Thinking                   | Learn how to adjust communication based on different thinking styles.      |
| 8       | Whole Brain Thinking for Miscommunication       | Analyze how diverse thinking causes miscommunication.                      |
| 9       | Team Management Using Thinking Styles           | Discover how to build effective teams using diverse cognitive preferences. |
| 10      | The Power of Connection                         | Understand how connection and empathy foster collaboration.                |

### **Assignment Week 2:**

Take a thinking style self-assessment (provided or online) and write a 1-page analysis explaining your style, how it influences your communication, and how you plan to adapt when working with others with different thinking styles.

## ▪ Post Test Week 2: Thinking Styles & Connection

### 1. Multiple Choice (1 point)

What does “Whole Brain Thinking” encourage individuals to do?

- A. Focus only on logic and analysis
- B. Communicate only with those who think similarly
- C. Adapt their communication to suit different thinking preferences
- D. Avoid collaboration with emotional thinkers

### 2. Matching (2 points)

Match the thinking style to its primary focus:

| Style           | Focus                   |
|-----------------|-------------------------|
| A. Analytical   | 1. Feelings, harmony    |
| B. Practical    | 2. Facts, logic         |
| C. Relational   | 3. Planning, procedures |
| D. Experimental | 4. Ideas, innovation    |

**Your Answer: A-, B-, C-, D-**

### 3. Short Answer (2 points)

Describe one way you can adjust your communication when working with someone with a different thinking style.

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## 📅 Week 3: Soft Power, Empathy, and Action Planning

Theme: Applying soft power principles, empathy, and inclusive strategies to plan professional growth.

Learning Objectives:

By the end of Week 3, learners will be able to:

1. Define soft power in the workplace and distinguish it from traditional authority or positional power.
2. Demonstrate how empathy enhances leadership, trust, and communication in diverse workplace settings.
3. Apply inclusive and grace-based strategies to resolve conflict and build strong professional relationships.

4. Reflect on how biblical principles—such as humility, service, and compassion (Philippians 2:3-4)—inform ethical and practical influence.
5. Create a personalized action plan to apply soft power, communication techniques, and Christian values for ongoing professional and spiritual growth.

| Session | Topic                                  | Goal  |
|---------|--|---|
| 11      | Listening with Empathy                 | Practice active listening and emotional intelligence at work. |
| 12      | Conflict Management through Connection | Learn to defuse conflict using empathy and understanding.     |
| 13      | Building Trust in Diverse Teams        | Identify strategies for fostering trust and equity.           |
| 14      | Creating Your Soft Power Action Plan   | Draft an actionable plan to implement soft power strategies.  |
| 15      | Reflection and Peer Feedback           | Share and evaluate action plans for continuous improvement.   |

### **Assignment Week 3:**

Develop a “Soft Power at Work” personal action plan. Include goals, specific actions you will take, anticipated challenges, and strategies for success. Share your plan with a peer for feedback, and revise it based on their suggestions.

#### ▪ **Post Test Week 3: Empathy, Trust & Soft Power**

##### **1. Multiple Choice** (1 point)

According to Christian teachings, what is the foundation of effective, grace-filled communication?

- A. Assertiveness
- B. Authority
- C. Empathy and love
- D. Passive listening

##### **2. Multiple Choice** (1 point)

Which of the following best reflects a Christ-centered approach to resolving workplace conflict?

- A. Ignoring the issue
- B. Retaliating respectfully

- C. Listening actively and seeking peace
- D. Reporting the conflict immediately to HR

**3. Short Answer** (2 points)

Give one example of how “soft power” can influence others positively at work without using formal authority.

**4. Scripture Reflection** (3 points)

Colossians 3:12 says: “*Therefore, as God’s chosen people, holy and dearly loved, clothe yourselves with compassion, kindness, humility, gentleness and patience.*”

How can this verse guide your daily communication in the workplace?

**Main Facilitator:**

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**References**

1. Communication & Soft Skills

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- Carnegie, D. (1936). *How to Win Friends and Influence People*. Simon & Schuster.

2. Thinking Styles & Collaboration

- Herrmann, N. (1996). *The Whole Brain Business Book*. McGraw-Hill.
- de Bono, E. (1999). *Six Thinking Hats*. Back Bay Books.

3. Christian Ethics & Workplace Application

- Cloud, H., & Townsend, J. (1992). *Boundaries: When to Say Yes, How to Say No to Take Control of Your Life*. Zondervan.
- Stevens, R. P. (2000). *The Other Six Days: Vocation, Work, and Ministry in Biblical Perspective*. Eerdmans.

- Keller, T. (2012). *Every Good Endeavor: Connecting Your Work to God's Work*. Dutton.

#### 4. Scripture-Based Foundations

- The Holy Bible (NIV, ESV, or NLT) — Focus verses may include:
  - *Colossians 4:6* – “Let your conversation be always full of grace...”
  - *Ephesians 4:29* – “Do not let any unwholesome talk come out of your mouths...”
  - *Philippians 2:3-4* – “In humility value others above yourselves.”
  - *Romans 12:4-5* – “We are one body with many members...”
  - *Proverbs 15:1* – “A gentle answer turns away wrath...”
  - *Colossians 3:12* says: “Therefore, as God's chosen people, holy and dearly loved, clothe yourselves with compassion, kindness, humility, gentleness and patience.”