



DISCOVERING RELATIONAL WISDOM

SIX SKILLS THAT IMPROVE
EVERY RELATIONSHIP IN LIFE!

Personal Study Notes

Lesson 8

SERVE Every Person You Meet

Student Information

Name:

Email:

Mailing Address:

Date Course Started:

Date Course Completed:

"To learn, read ... to understand, write ... to improve, practice ... to master, teach"

STUDY OVERVIEW AND REQUIREMENTS

- Please save these study notes as a Word document in a folder on your own computer or smartphone and answer the questions using your computer or smartphone rather than writing information in by hand. You may cut and paste or type text directly into this document, which will expand as you proceed.
- We encourage but do not require all students to answer at least **half of the questions** in each section of these Study Notes. If you choose to answer more questions, you will see greater improvement in your relational skills.
- If you are taking this course for academic or continuing education credit, for RW coaching or as part of your training for certification as an RW Instructor or RW Coach, you are **required to answer at least half of the questions** in each section of this document and submit a copy of your notes to your instructor or coach for evaluation at the end of the course.
- If you are **taking this course with a group of friends or co-workers**, you may print out a copy of your study notes and take them with you when your group meets to discuss what you are learning.
- You may **answer these questions with as much or as little detail as you choose**. One or two sentences is fine, but if you like to write more, go for it! If you are taking the course as part of a study group, however, keeping your answers relatively concise will make it easier to share them with your group.

LEARN THE SECRET OF EAGLES REFLECT AND APPLY 8A

1. Describe one or two insights you gained from this teaching.
2. First Peter 4:10 says: "As each of you has received a gift, use it to serve one another, as good stewards of God's varied grace." What gifts has God given you with which you can serve others, and how could you exercise those gifts more fully in the future?
3. Think of a person who "puts wind under your wings." What does that person say or do that encourages you? How would you like to imitate that person?
4. Do you naturally smile at people you know well? At strangers? What benefits might result if you developed the habit of smiling more? List as many people as you can whom you might encourage if you smiled more?

EXPLORE AND EMPATHIZE

REFLECT AND APPLY 8B

1. Describe one or two insights about relationships you gained from this teaching.
2. Do you find it easy or difficult to engage in a conversation with people you don't know well? Why do you think that is? What did you learn in this lesson that you could do in the future when seeking to get to know other people better?
3. Think of a person who naturally shows genuine empathy toward you and others. How is that empathy communicated? What affect does it have on you or others? Name one or two things that person does that you'd like to imitate?
4. Ken mentioned three ways we could be reconcilers: when we're in a conflict ourselves, when people we know could use our help reconciling, and when God gives us an opportunity to reconcile others to God through the gospel. Are any of these opportunities present in your life today? If so, what do you believe God is calling you to do?

VALUE AND ENCOURAGE

REFLECT AND APPLY 8C

1. Describe one or two insights about relationships you gained from this teaching.
2. List some people to whom you most naturally and frequently express appreciation and respect. Now list people whom you often neglect to show appreciation and respect. How could you change this pattern beginning today?
3. Proverbs 11:25 promises that "he who refreshes others will himself be refreshed." Why do you think this is true? Describe a time when you personally experienced this dynamic?

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4. Think of a person in your life who may feel weary, unappreciated or discouraged. How could you encourage that person this week?

RW IN ACTION: CINDERELLA MAN (COMPASSION)

REFLECT AND APPLY 8D

1. Describe one or two insights you gained from this video.
2. If you had been Jay walking with his father to the butcher's store, how what would have been going through your mind? How would you have interpreted your father's silence? What would have finally made you think that it was safe to open up and hint why you stole the salami?
3. We observe Braddock leaning down to look Jay in the eyes, then kneeling and actually looking up at his son. What message do you think this sent? What other body language did Braddock use to communicate his heart to his son?
4. Describe a time when you knew you deserved to experience unpleasant consequences for something you had done, but you instead received a blessing? How did that encounter reflect the gospel?

SEARCH THE SCRIPTURES

Reflect: Having read the supporting Scriptures for this lesson, how would you expand or elaborate on one or two of the key principles in this lesson? Feel free to refer to additional passages that support a particular principle.

DIGGING DEEPER

The following blog posts illustrate different ways to apply relational wisdom in daily life. We encourage you to read the posts that seem most relevant to your life at this time. If you are taking this course for **credit or certification**, you need to read at least **half** of these posts and answer the associated questions.

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Serving During Surgery (Using SERVE to bless receptionists, nurses and doctors)

1. Who is one of the most encouraging persons you know? What is it that makes him or her so pleasant to be around? What qualities can you imitate to encourage the people you meet in the days ahead?
2. Why are many people in need of special encouragement during the holidays? How could God use you to bless them?
3. How can you turn a casual conversation into an opportunity to talk about the real meaning of Christmas?
4. Memorize the SERVE principle and practice it in every social setting. You'll be surprised how quickly it becomes a relationship-building habit.

Seven Benefits of a Smile (Scientific, emotional and relational benefits of a simple smile)

1. Think of a person who smiles easily and naturally. What feelings are triggered when you think of that person? Do you think those feelings have anything to do with the fact that that person is typically smiling? Why?
2. Smiling is the first and easiest step in the SERVE acrostic. How does smiling open up the way for the other steps to occur? (Smile, Explore and Empathize, Reconcile, Value, and Encourage)?
3. How do the following passages indicate the value of smiling: Num. 6:24-26; Prov. 12:25; Prov. 15:13; Matt. 7:12?
4. Which of the seven benefits of smiling would you most like to experience? Why?

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5. Select one of the four ways to practice smiling and do it consistently for thirty days. Then select another. And another. In four months, all four practices could become habits.

What Is Their Story? (Questions you can ask to get past superficial conversation and learn what's really important to other people)

1. Adams says, "When I was an attorney a long time ago, I realized after much trial and error, that in a courtroom, whoever tells the best story wins." Why do you think this is often true?
2. What is the difference between telling others "what" someone is or telling them "who" someone is? Why is this distinction important?
3. Can you suggest any other personal questions that would encourage others to share "their story" or their dreams?

Seven Steps to Empathy (The neurology, theology and practical ways to develop empathy)

1. How did each of these individuals model empathy: Boaz (Ruth 2:8-16), Jonathan (1 Sam. 20:12-17; 1Sam. 20:41) Esther (Esther 8:3-6), Jesus (Matt. 14:14; Luke 17:13; John 11:32-35).
2. Think of someone you know who is highly empathetic. Which of the seven qualities described above does he or she demonstrate most consistently? How does that impact other people?
3. Think of a person to whom you'd like to show greater empathy. Pick just two or three of the seven qualities of empathy and start practicing them with that person this week. Add one additional quality each week and notice how your relationship changes in the next two months.
4. [Click here](#) to download a free ebooklet on empathy that you can share with others.

Biblical Peacemaking (A summary of the key principles of biblical peacemaking)