



# **THINK THE BEST**

**WHAT WE THINK AND WHAT WE  
SAY AND DO ARE LINKED.**

PRAY BEFORE YOU  
RESPOND

LOOK TO CELEBRATE  
BEFORE YOU CRITICIZE.

KEEP A LIST OF RIGHTS  
NOT WRONGS.

OWN YOUR STUFF AND  
PREPARE YOUR MIND FOR  
THE DAY.



**WHAT WE THINK AND WHAT WE  
SAY AND DO ARE LINKED.**

LOOK TO CELEBRATE  
BEFORE YOU CRITICIZE.

KEEP A LIST OF RIGHTS  
NOT WRONGS. [1 COR 13:5]

OWN YOUR STUFF AND  
PREPARE YOUR MIND FOR  
THE DAY. [MATTHEW 7:3-5]



**SAY WHAT NEEDS TO BE SAID TO THE  
PERSON THAT NEEDS TO HEAR IT.**

BUILDING UP BUILDS TRUST  
TEARING DOWN BREAKS TRUST.  
[PROVERBS 29:11]

IF YOU THINK SOMETHING POSITIVE  
ABOUT SOMEONE, SAY IT.

VENT UP, NOT OUT  
[MATTHEW 18:15-17]

TALK TO PEOPLE,  
NOT ABOUT PEOPLE

VENT UP: PROBLEMS IDENTIFIED  
AND SOLUTIONS TRIED

- If you vent up, problems can be solved. If you vent out, problems are multiplied.

VENT OUT: THE TEAM LEADER  
THINKS THINGS ARE BETTER THAN  
THEY ARE. THE TEAMMATE THINKS  
THINGS ARE WORSE THAN THEY ARE.

- If you wouldn't say it directly to them, don't say it to anybody.



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**REMEMBER YOUR ROLE.**

CONSIDER OTHER'S NEEDS  
BEFORE YOUR OWN.  
[EPHESIANS 4:29]

- What do they need to know, do, or consider?
- What is the best way to communicate with them?
- What is the best time to communicate with them?

CONSIDER HOW YOUR ACTIONS  
EITHER BUILD OR BREAK TRUST.

- Quiet when others enter the room.
- Say one thing, do another.
- Making excuses rather than solving problems.
- Talking about instead of talking to.

**HOW TO BUILD TRUST**

- Fight defensiveness.
- Overcommunicate.
- Say the hard things to