

專題講座

# 在職場上實踐信仰

星期五 Friday, October 4, 2019

Chinese Evangelical Church of San Diego

聖地雅歌華人傳道會

## 工作之樂 #4

## JOY @ Work – Called To Work

孔雷漢卿

Elaine Kung

AT&T Director (retired)

Called To Work Founder, Co-Chair

Liberty Corner Presbyterian Church Elder



日期: 9/6, 9/27, 10/4, 11/15 (星期五)  
時間: 7:30 pm - 9:15 pm  
地點: Chinese Evangelical Church of San Diego (聖地雅歌華人傳道會) Fellowship Hall  
講員: Elder Elaine Kung (孔雷漢卿長老)  
語言: 廣東話

主題: 1) 09/06/2019 如何知道這是神所預備給我的工作?  
是否神所預備的工作就必定順利?  
如何在工作中見證神?

2) 09/27/2019 融合信仰於工作的技巧  
- 依據聖經的職業操守  
- 尋找進升機會  
- 如何處理工作與信仰間的衝突

3) 10/04/2019 時間運用技巧  
- 工作和個人生活如何互相平衡  
- 處理工作引致的壓力

4) 11/15/2019 溝通及處理衝突技巧  
- 如何處理難相處的同事  
- 改善與同事之間的關係

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# Your

WORK  
matters to God

# 将信仰融入职场

讓信仰生活化,生命化



感謝 神星期一又到了!

# Career Development Workshops for Professionals



**11/16/19 Saturday 9:30am-12:30pm**  
**Modules 1 & 2**

**11/23/19 Saturday 9:30am-12:30pm**  
**Modules 3 & 4 [12/7/2019](#)**

**12/7/19 Saturday 9:30am-12:30pm**  
**Modules 5 & 6 [1/11/2020](#)**

**Location:**  
**Grace Academy**  
**10890 Thornmint Rd. #200**  
**San Diego, CA 92127**



**Elaine Kung 孔雷漢卿**

**CEO Global Consulting, Board Director**  
**Called To Work Founder, Co-Chair & Speaker**

**AT&T Director (retired)**

**MS EE (Princeton)**

**BS EE/MSE (Cornell)**

**Executive Education (Columbia, Cornell, U Penn Wharton)**



## Registration link:

<https://www.castsd.org/2019-career-development>

## Registration fee:

**\$20 for all three workshops**

# WE PROVIDE

- ✓ Leadership Development
- ✓ Character and Values Development
- ✓ Workplace Culture Transformation
- ✓ Proven Approach to Cultural Transformation
- ✓ Experience-Based Training Materials
- ✓ Well Qualified Trainers

# TRAINING RESULTS

- ✓ Employee Resilience
- ✓ Servant Leadership Mindset
- ✓ Positive Workplace Culture
- ✓ Successful Soft Skills
- ✓ Holistic Corporate Culture Based on Successful Values

## MODULE 1

### THE WAY TO TRUE SUCCESS

Foundational teaching on the concepts of success, vision, and purpose.

- **Success:** Learn to understand true success as a holistic journey rather than a mere destination
- **Vision:** Develop a framework for purpose by understanding the importance of vision beyond self as well as considering and serving the needs of others
- **Purpose:** Develop an essential means of focusing attention on what matters most by develop a vision for influence and understanding intentional purpose

## MODULE 3

### VALUES AND CHOICES

- Discover the case for value-driven behavior
- Discover how choices lead to action, which leads to trust, which builds relationship and ultimately influence
- Learn how character and attitudes are determined by our values
- Understand how value-based relationships lead to influence and success

## MODULE 5

### BEST LIFE MANAGEMENT PRACTICES

Learn key life management practices to affect workplace success.

- Manage your **time**
- Increase your **efficiency**
- Increase your **productivity**
- Increase your **influence**

## MODULE 2

### SERVANT LEADERSHIP

Explore and understand leadership as influence.

- Understand leadership as influence and not merely as authority
- Learn to maximize team success as a servant leader
- Develop and maintain personal responsibility as a servant leader
- Understand how everyone benefits from servant leadership

## MODULE 4

### INTEGRITY

- Discuss how integrity involves "you" control
- Learn how integrity requires exercise and courage, and lives in both small and large choices alike
- Identify behaviors that build integrity in the workplace
- Learn how to influence and grow as a servant leader with integrity

## MODULE 6

### GROWING THROUGH ADVERSITY

Understand how to use adversity to grow and succeed as a leader.

- Understand the truth that adversity is universal and is important
- Learn how mistakes are a measure for growth
- Discuss how response to adversity defines who we are
- Learn how to develop resilience and grit for personal and professional growth
- Develop the skill of growing forward through failures instead of falling backward
- Learn and change to strengthen your adversity quotient

# 主題 #4

- 溝通及處理**冲突**技巧
- 如何處理**難相處**的同事
- 改善與同事之間的**關係**

# 彼得前書 2:9

惟有你們是被揀選的族類，  
是有君尊的祭司，  
是聖潔的國度，  
是屬神的子民，  
要叫你們宣揚那召你們  
出黑暗入奇妙光明者的美德



# 6M Christ @ Work

**Model** Godly character

效法敬虔的品格

**Make** good work

把工作做好

**Minister** grace and love

用恩典和爱去服侍

**Mold** culture

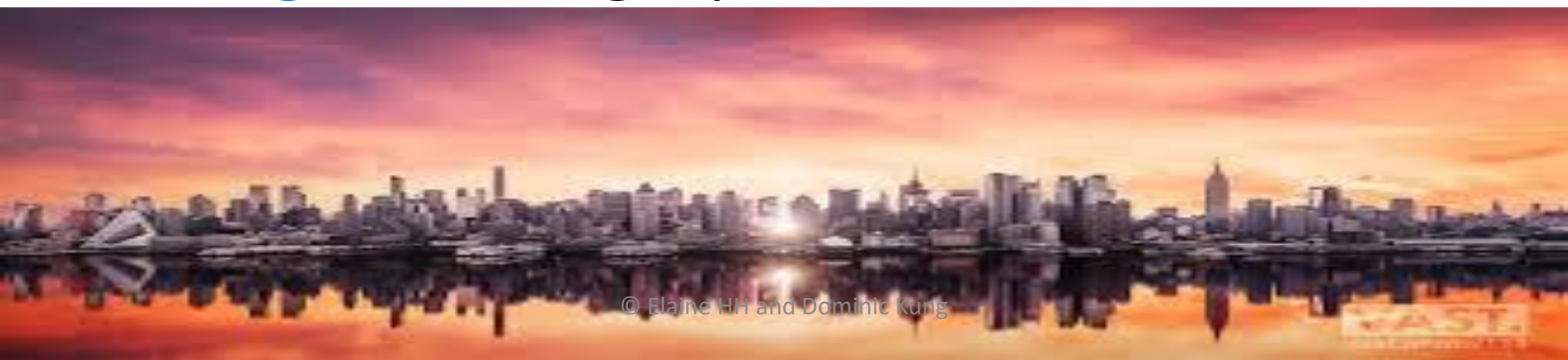
陶冶文化

**Mouthpiece** for truth/justice 真理与公义的代言人

**Messenger** of the gospel

福音的使者

Source: LICC



# 来自同事的退休卡片

You truly take Jesus to work with you  
and allow His **light** to **shine** through you.

真正将神带到工作中，  
神的**光**通过你而**闪耀**

# 退休的惊喜: AT&T 庆祝会, 礼物



# Sunday Night Blue Conclusion

## 星期天夜抑鬱症總結

- Last day at AT&T on Thursday, December 7, 2017  
– Miraculous Closure and Conclusion.

## 不可思议的结束与总结

- It's been an absolute pleasure working with you at AT&T. We have been through some crazy times between org A and org B – through it all you impress me and those around you with **your grace, kindness and positive attitude.**

令我深刻的：你的恩典优雅、  
善良仁慈、积极态度

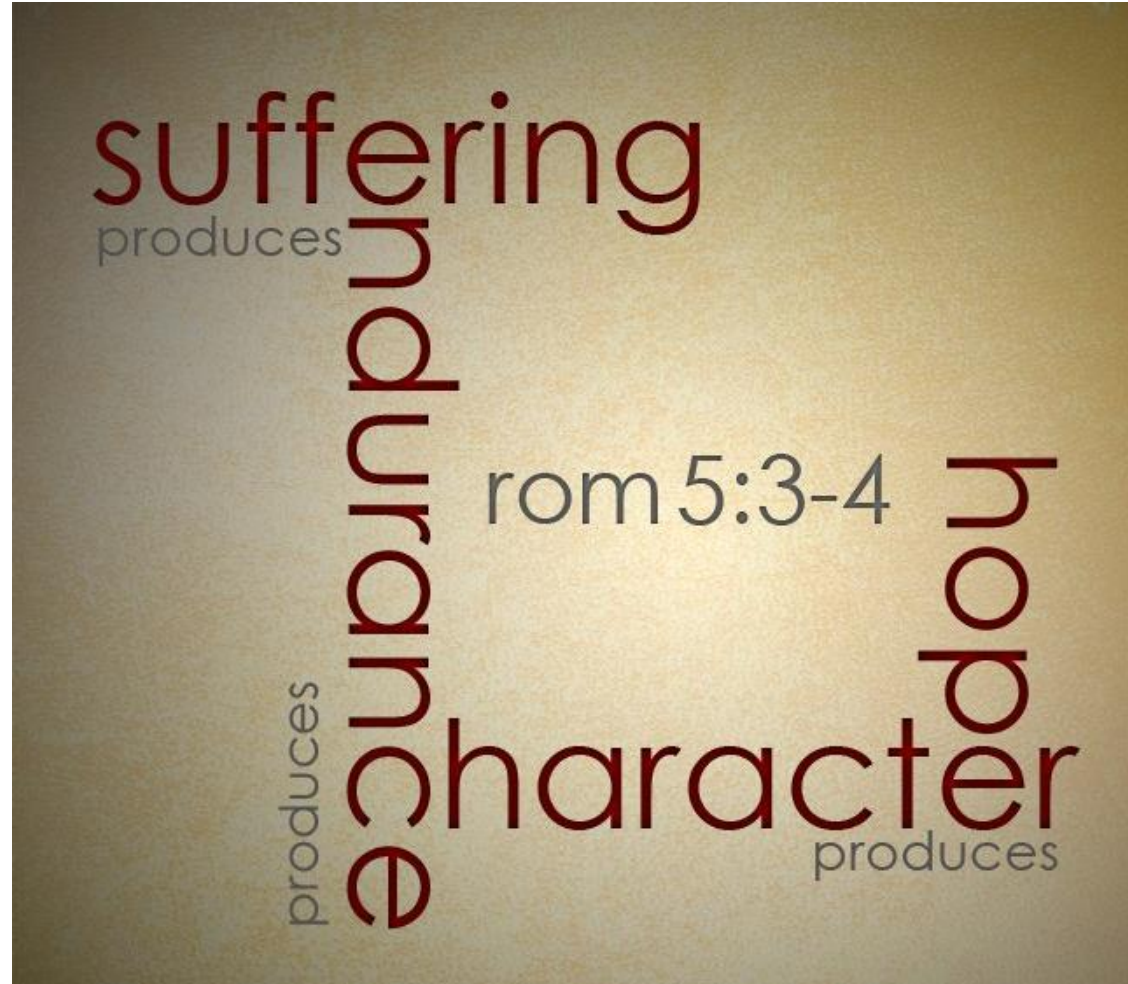


# Expect Challenges: AQ, ABC

## 期待挑戰, 逆境

**Adversity** 逆商  
**Quotient**

**Adversity** 逆境  
**Builds** 建立  
**Character** 品格



# Romans 羅馬書 5:3-5

<sup>3</sup> 不但如此，就是在 患難中也是歡歡喜喜的；因為知道 患難生忍耐，  
<sup>4</sup> 忍耐生老練，老練生盼望；  
<sup>5</sup> 盼望不至於羞耻，因為所賜給我們的 聖靈將神的爱浇灌在我们心里。

<sup>3</sup> Not only so, but we also glory in our sufferings, because we know that suffering produces endurance; <sup>4</sup> endurance, character; and character, hope. <sup>5</sup> And hope does not put us to shame, because God's love has been poured out into our hearts through the Holy Spirit, who has been given to us.



# EQ: Emotional Quotient (12 words)

## 情商

**Don't let others' words and actions**

**Degrade your value**

**Control your response**

**不要讓別人的言語和行動**

**降低你的價值觀**

**控制你的回應**

# How to Handle “Politics” 掌控政治

Matthew 馬太福音 10:16

I am sending you out like sheep among wolves.  
Therefore be  
as **shrewd** as snakes and  
as **innocent** as doves.

我差你們去，如同羊進入狼羣  
所以你們要  
**靈巧**像蛇，  
**馴良**像鴿子。



# Romans 羅馬書12:9-21 Love in Action: EQ

愛人不可虛假。惡，要厭惡；善，要親近。愛弟兄，要彼此親熱；恭敬人，要彼此推讓。

殷勤，不可懶惰；要心裏火熱，常常服事主。

在指望中要喜樂；在患難中要忍耐；禱告要恆切。聖徒缺乏，要幫補；客，要一味地款待。

逼迫你們的，要給他們祝福；只要祝福，不可咒詛。

與喜樂的人要同樂；與哀哭的人要同哭。要彼此同心；不要志氣高大，倒要俯就卑微的人。不要自以為聰明。不要以惡報惡；眾人以為美的事要留心去做。若是能行，總要盡力與眾人和睦。

親愛的弟兄，不要自己伸冤，寧可讓步，聽憑主怒；因為經上記着：「主說：『伸冤在我，我必報應。』」所以，「你的仇敵若餓了，就給他吃，若渴了，就給他喝；因為你這樣行就是把炭火堆在他的頭上。」你不可為惡所勝，反要以善勝惡。

# Avoid G.R.O.A.N.S. 避免呻吟

## Low EQ Symptoms



**CALLLED to  
WORK**

Gossip, greedy



閒言閒語

Revenge

意圖報復

Obsess in self pity, worry 自我憐憫



Against Biblical values e.g. mean spirit, form cliques, take sides

反對聖經價值觀：心胸狹窄，拉幫結派

Negative reaction, get personal/angry 消極反應

Selfish agenda, stress 自私議程



# Work on S.H.I.N.E. Develop High EQ 致力於發光

Let your light S.H.I.N.E. before men,  
that they may see your good deeds and  
praise your Father in heaven. Matthew 5:16  
你們的光也當這樣照在人前，叫他們  
看見你們的好行為，便將榮耀歸給你們  
在天上的父。馬太福音 5:16

Servanthood: others centric, win-win, no return, accept  
僕人心志

Humility: apology, open, humor, listen, collaborate, mistakes  
謙卑合作

Integrity: be yourself, truth, speak up, good/bad times  
正直誠實

Nurture respect: empathy, relationship, ally, network  
培育尊重, 協同合作

Empathy: EQ, by choice, respond, take high road, self control  
情感共鳴, 注重情商

# Before vs. After Applying SHINE/GROANS Principles

## Before

My connection with God is lost due to the interference by negative emotions.

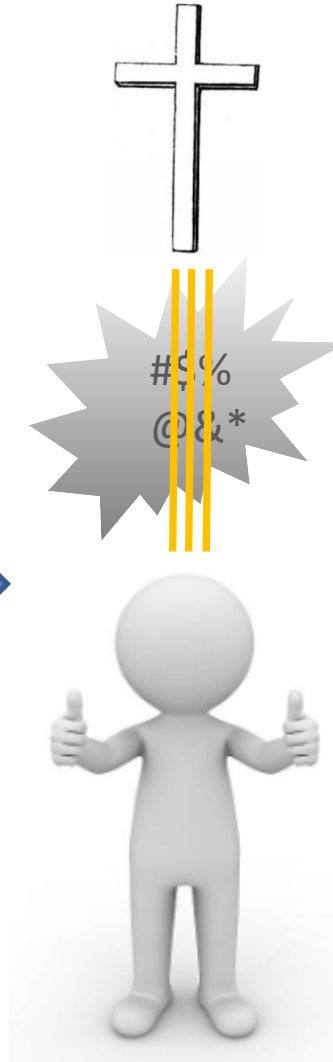
負面情緒導致  
與主的連線中斷



## After

My connection with God is enhanced by applying the Biblical principles through internalization of the acrostics teaching.

簡潔有力的藏頭詩，  
幫助我內化聖經原則，  
增強與主的連線





# Mentee's Communication & EQ Skills

## Development Plan – S.O.A.R. Progress in July

Situation/Obstacles		Actions		Results	
Who	What	Positive (SHINE)	Negative (GROANS)	Conclusion	Path Forward
My Family	Hubby was upset that son didn't cooperate with us.	Nurture, Empathy	Able to avoid self-pity ☺	We are able to recover from the negative emotions.	Continue to do the same.
My Coworker	She complained about a cross functional meeting lead.	Empathy	Able to avoid negative reaction ☺	She took my suggestions and addressed the issues.	Continue to do the same.
My Manager	He didn't tell me the fact about a cross functional meeting (not the same one in the line above).		Unable to avoid negative reaction after I found out the fact after colleagues from other department told me about it ☹	I have not been able to recover from this issue.	I need help figuring out if I should escape from this team/manager.
My Manager	He asked me to show another team member what to do, but at the same time asked her not to show me the other technical aspects.	Integrity – showed her what to do but documented in meeting minutes.		I have not been able to recover from this issue.	I need help figuring out if I should escape from this team/manager.
My Manager	He gave me key contributor award because we were not able to get the mid-year promotion for me.		Unable to avoid negative reaction.	I am surprised that I am depressed (although thankful) to get the key contributor award.	I need help figuring out if I should escape from this team/manager.
My Direct Report	I gave him “off-track” for the mid-year review.	Servanthood, Nurture, Empathy		He took it well and agreed to work on the development plan.	Continue to do the same.

# Mentee's Communication & EQ Skills

## Development Plan – S.O.A.R. Progress in July

Situation / Obstacles		Actions		Results	
Who	What	Before	After	Before	After
My Family	Hubby was upset that son didn't cooperate with us	Victim syndrome	<ul style="list-style-type: none"> <li>• Nurture</li> <li>• Empathy</li> <li>• Avoid self-pity</li> </ul>	Tense relationship at home	We are able to recover from the negative emotions
My Coworker	She complained about a cross functional meeting lead	Complained together	<ul style="list-style-type: none"> <li>• Empathy</li> <li>• Avoid negative reaction</li> </ul>	Synergized negativity	She took my suggestions and addressed the issues
My Direct Report	I gave him feedback for improvement	No morale support	<ul style="list-style-type: none"> <li>• Servanthood</li> <li>• Nurture</li> <li>• Empathy</li> </ul>	Demotivate the individual	He took it well and agreed to work on the development plan

# Elaine's EQ Rules To Live By 生活準則

- **Golden Rule** 黃金法則  
Treat others as YOU want to be treated  
以你希望被對待的方式去對待他人
- **Platinum Rule** 白金法則  
Treat others as THEY want to be treated  
以他人希望被對待的方式去對待他人
- **Executive Platinum Rule** 超白金法則  
Treat others as WE want to be treated  
以我們希望被對待的方式去對待他人
- **Diamond Rule** 鑽石法則  
Treat others as JESUS treats you  
以耶穌對待你的方式去對待他人

# 怎样才能有效地工作

**Philippians 4: 6-7** Don't worry about anything; instead, pray about everything. Tell God what you need, and thank him for all he has done. 7Then you will experience God's P.E.A.C.E., which exceeds anything we can understand. His peace will guard your hearts and minds as you live in Christ Jesus.

应当毫无忧虑，只要凡事藉着祷告祈求，带着感恩的心，把你们所要的告诉神。这样，神所赐超过人能了解的平安，必在基督耶稣里，保守你们的心思意念。

**Psalms 119: 105** Your word is a lamp to guide my feet and a light for my path. 你的话是我脚前的灯，是我路上的光。

**1 Corinthians 13:7** Love never gives up, never loses faith, is always hopeful, and endures through every circumstance.

爱是凡事包容，凡事相信，凡事盼望，凡事忍耐

# P.E.A.C.E. “內心平和”

Positive: peer pressure, influence, politics

積極: 同事壓力, 影響, 辦公室政治

Effective communication

交流溝通

Appealing interpersonal and leadership skills

人際交往技巧, 領導能力

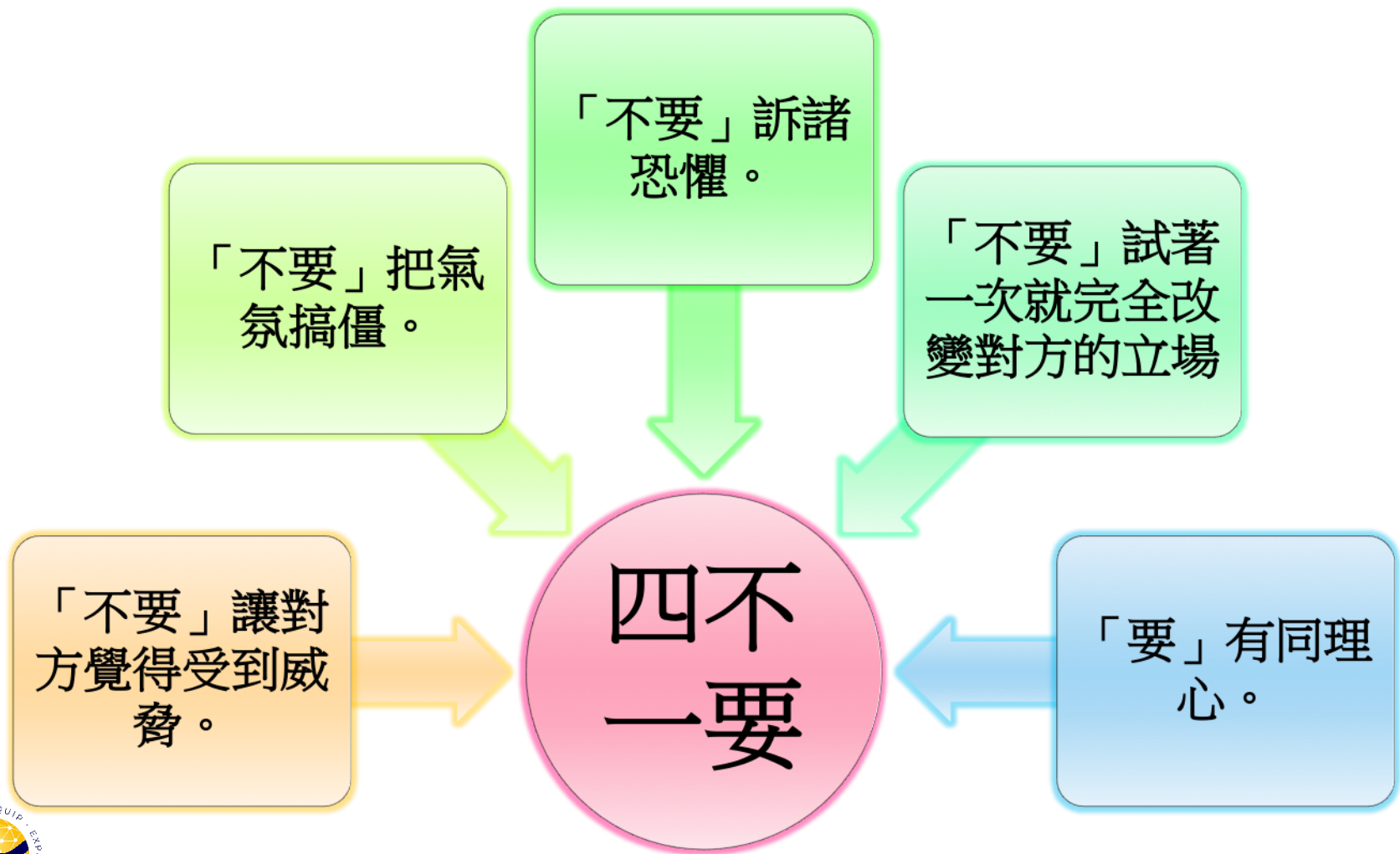
Conflict management strategy

解決衝突

Emotional Quotient EQ

提高情商

# 有效溝通的原則





# 溝通表達技巧

展現同理心：將心比心、設身處地。

- 把碗打破了，妳一定很緊張很害怕。不要慌，先看看自己有沒有受傷！

培養幽默感：可以化解一些不必要的尷尬

- 說笑話、開自己玩笑等。

讚美對方：讓對方不覺得是在批評或指責

- 能想到這個方法真強！我都沒有想到耶。



# 溝通表達技巧

記住對方姓名：迅速拉近彼此間的距離

- A:我的名字叫文豪！
- B:喔?大文豪的文豪? 那文豪你的想法是甚麼？

注意小細節：創造更多話題的機會

- 裝扮改變、天氣、語調等。

# 如何建立真誠的關係

- 用他喜歡的稱呼方式
- 完全尊重
- 無條件積極正向的關懷
- 真誠一致
- 共鳴性瞭解
- 天龍八不: 不解釋/不分析/不評價/不仲裁/  
不敷衍/不沉默/不建議/不保證

# 如何建立真誠的關係

- 將過去不好的記憶清除歸零
- 把每一次都視為第一次
- 用全新的眼光和服務的初心真情服務
- 隨時真心說：  
對不起, 請原諒我, 謝謝你

## 7 Magic Words and Phrases

... that will foster **Positive Relationship with Respect and Influence**

- Thank you.
- Please.
- I was wrong.
- What do you think?
- I'm listening.
- My view is ...
- We ...

# Leaders practice ABCDE skills

- **A**ctive listening
- **B**ody language
- **C**haracter praises
- **D**iscipline the tongue
- **E**xpress affirmation



# 積極聆聽

- 傾聽的要旨在於瞭解一個完整的故事或事件，首要的態度是專注和用心。
- 聆聽要有耐性，還要掌握對方說話的含意和感受，從而作出適當的回應。
- 透過發問並細心觀察對方的表情及行為，才能正確理解對方的感覺和想法，然後才能設身處地描述出來。



# 積極聆聽

## 作出適當反應的方法：

- 先簡單描述聽到和觀察到的事情，然後用簡單的語句反映對方的感受或想法。
- 覺得...因為
- 例子：「你覺得很無辜，覺得老師處事不公平，因為你認為自己沒有做錯，但老師仍然處罰你。」
- 重點不在於他是否有錯，而在於明白對方，反映他的感受，所以千萬不要對對方的說話作出批判。

# 試試看

- 同學乙每天一放學就跑去玩具店，在店舖窗櫥外注視新出的超合金機械人，每次走的時候，都會說：「我才不希罕！這機械人一定不好玩！」
- 深層感受：吃不到的葡萄是酸的，掩飾無奈的感覺
- 「聽起來你也很喜歡這機械人丫，但你感到無奈，因為沒足夠的錢買自己想要的東西，是嗎？」

# 試試看

- 同學甲一邊做功課一邊說：「唉！老師為何給我們這麼艱深的英文功課！我真的不想做了。」
- 深層感受：覺得力有不逮、十分苦惱
- 「你做功課時覺得很吃力，因為老師給你們的題目很深，你期望有人可以幫助你！」

# Invite Discussion

## 2 Types of Questions: Close vs. Open

- How do you see the situation?
- How do you feel about what I said?
- What is your perspective on this?
- What do you want to happen?
- How do you feel if we could move forward from here?
- What options do you think are open to us?

# 詢問型 Responsive

以了解他人立場、需求、願望、意見及感受為目標的行為

1. 做過護理之後，你現在感覺怎麼樣？
2. 這樣幫你按摩，你的感覺如何？
3. 你認為有什麼地方不理想？我想知道你的想法
4. 你為何亂翻我的醫療用品，你想找什麼？
5. 經過我這樣的說明後，不知道你對心導管檢查是否還有其他想了解的部份呢？

# 提示型 Discrepancy

指出過去的約定與現況或未來有所出入的行為

1. 我們本來是說好今天要做復健, 而你現在又說無法配合, 我想知道原因
2. 你答應我要學習自我復健的技術, 我現在要來教你, 你卻又拒絕, 我想知道是為什麼呢?
3. 你昨天答應我要一起去看展覽的, 怎麼臨時爽約了? 可以告訴我原因嗎?
4. 大家是已有共識, 例行會議開會不要遲到, 等會遲到的夥伴來找我, 我想了解遲到的原因
5. 醫生跟你說好預定明天要去做電腦斷層檢查, 那為什麼你現在不願意簽同意書, 是對檢查有疑問還是另有其他的原因, 希望你能告訴我

# **“I” Statements**

- **“I have something I’d like to discuss with you that I think will help us work together more effectively.”**
- **“I’d like to talk about ..... with you, first I’d like to get your point of view.”**
- **“I need your help with what just happened. Do you have a few minutes to talk?”**
- **“I think we have different perceptions about \_\_\_\_\_. I’d like to hear your thinking on this.”**



# Shift from Blame to Contribution

How others  
contributed to  
the problem

- They said.....
- They did.....
- They denied.....
- They promised.....

How I  
contributed to  
the problem

- I forgot to .....
- I thought that .....
- I assumed .....
- I neglected .....

# Sandwich Technique 三明治風格



1. Positive Feedback
2. And... Suggest to Improve
3. Resulting Benefits

1. “I like how you follow through with your responsibility,
2. and I suggest you pay more attention to details.....,
3. this way, our project will benefit from your valuable contributions and be successful.”

# 諒解型 Empathetic

既表示原諒對方，又說明白我需要的行為

1. 我知道你現在還很疲憊，我可不可以只用你幾分鐘時間
2. 我知道你不喜歡這樣排班方式，**但**在人力不足下，希望你盡量配合
3. 我了解你所受的打擊很大，**不過**我還是希望你能勇敢地渡過這一段時期
4. 我能體會你現在很興奮，**但**現在是中午休息時間，可不可以請你把音量放小
5. 我明白你現在很不舒服，**可是**吃藥會幫助你早日康復，希望你能把藥吃了再休息

# 直言型 Negative Feeding Assertion

以言辭提醒對方，他的行為對你有不良的影響。直言的內容必須指出 四項要點：a.對方行為；b.行為後果；c.我的感覺；d.我的希望

1. 你沒交評值報告，我就沒辦法做總整理，你這樣做讓我很為難、無法交差，希望你以後有問題隨時提出，該做的事準時完成
2. 你沒經我的同意就亂翻車上的醫療用品，造成我工作上的不便，我很不喜歡這種不被尊重的感覺，請你以後經過我的同意再使用
3. 為什麼你要偷翻我的日記？我很討厭別人侵犯我的隱私權，我希望你能多尊重別人，以後別再做這種事
4. 你沒經過同意就擅自進入護理站，造成同仁工作不便，我們不喜歡你這種行為，請你以後到走廊上的椅子等人
5. 你沒事先問過我就私自更改我的排班時間，這樣使我覺得不受尊重，也使我的時間規劃受到干擾，請你以後先詢問過我再換班

# 警戒型 Consequence

告誡對方若不改弦更張，會有什麼後果，同時也給對方修正的機會

1. 你如果再多吃醬瓜的話，對你的血壓控制很不好，請你遵守飲食禁忌規定
2. 我在為你打針，你一直亂動，可能造成針頭斷裂，傷害到你，我不希望發生這樣的事，希望你能忍耐一下
3. 我在教你英文，你再也不認真聽課，我不敢保證這次月考會及格，請你對自己的功課負責一點
4. 如果你再不按時吃藥，那就無法發揮藥效、有效的控制症狀，同時身體也不容易復原，耽擱出院的日期，你不希望這樣的事情發生吧！為了身體健康請你定時吃藥
5. 你經常自行停用高血壓的藥物，不但造成血壓的不穩定還可能導致中風等嚴重的合併症，所以請你一定要遵從醫師的指示，  
按時服藥，別再自己停藥了

# The Wise Appeal

1. **“I understand that you want me to ... because ...”**
2. **“I have an issue with this because ...”**
3. **“Could I please ...?”**

# 1on1 with Direct Management

- **Typical 30 minutes weekly or biweekly**
- **Accomplishment since last meeting**
  - CCP Clear, Concise, Prescriptive (call to action)
  - Seek feedback, clarify what support is needed
  - Walking solution, proactive in problem discovery/solving
  - Not task completion, need to show Impacts w/ numbers
- **Current priority and time allocation**
  - Align expectation, avoid surprises
  - Above the line vs. below the line
- **Future Career Development**
  - Career goal in 1 to 3 to 5 years
  - What it takes to move to the next level/role
  - Training, hard/soft skill development



# Body Language Skills

## 無聲語言的應用

### SOFTEN

Smile

Open arms

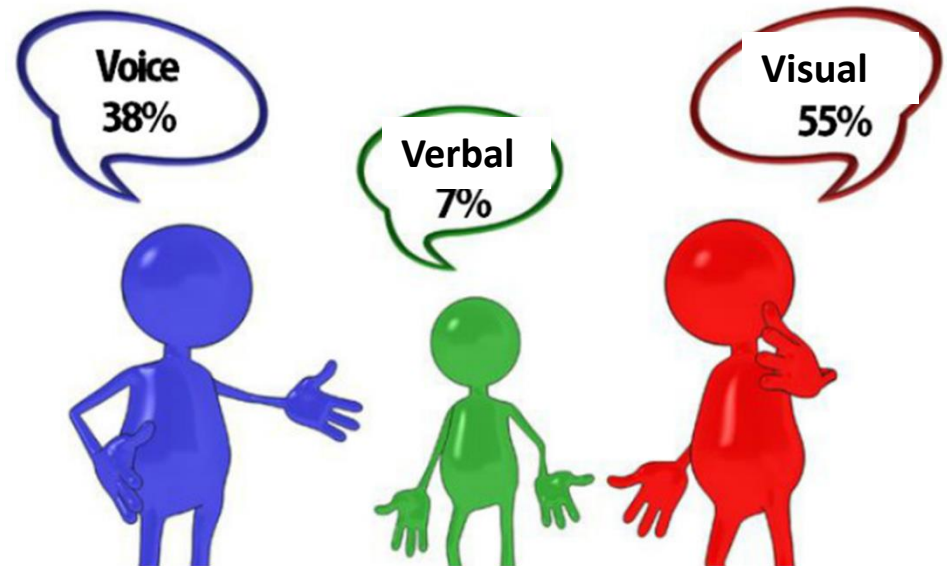
Forward

Touch

Eye contact

Nod

- 身體姿勢
- 面部表情
- 空間距離
- 與他做同樣的動作  
可以進入他的世界  
感覺他的感覺



# 良好溝通的原則

- 雙向溝通
- 專心傾聽
- 虛心發問
- 樂於讚美
- 多多微笑
- 訊息簡潔
- 適時重複
- 溝通情境的變化
- 針對溝通事實，不牽涉其他
- 先尊重對方
- 適當時間控制
- 以平常心及坦誠的態度
- 盡量用肯定語句

## SOLAR

Sit slightly forward (前傾)：身體上半部適當向對方前傾

Maintain an Open, relaxed posture (開放)：肩膀放鬆、雙手自然垂擺

Look into the other person's eyes (眼神接觸)：眼神適當注視對方

Pay Attention in order to ... (注意力)

Reflect what they are saying (積極聆聽)

# Character Praises

## Praise, Shout outs

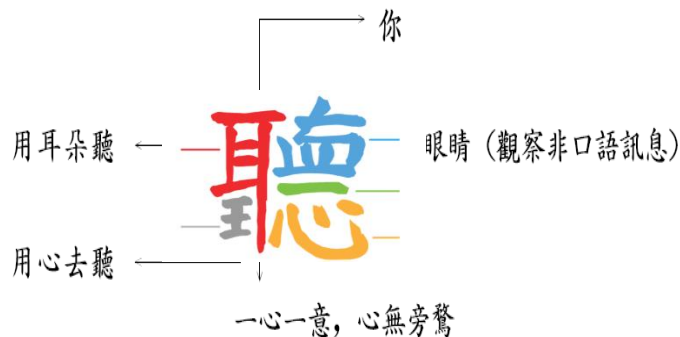
- Avoid simply saying “very good”, “nice job”, “awesome” ...
- Be specific, descriptive, use **Character words**:  
“I like how you are so **generous** with your time helping ...”  
“Thank you for demonstrating your **strong sense of commitment**”

# Discipline the tongue

Everyone should be quick to listen,  
slow to speak and slow to become angry.

你們各人要快快地聽，  
慢慢地說，慢慢地動怒。  
雅各書1：19

**LISTEN  
SILENT**



(阿德勒(Adler, R. B.)等:《心聲愛意傳千里——如何增進溝通》)

# 少開金口, 多說金話

Hold your tongue unless  
you have something positive to say

**Proverbs 25:11 A word fitly spoken is like apples of gold in settings of silver.**

**多說金話** 箴言25：11 一句話表達得合宜，  
就像金蘋果放在銀盤中。

**Proverbs 17:28 Even a fool is counted wise when he holds his peace; When he shuts his lips, he is considered perceptive.**

**少開金口** 箴言 17:28 愚拙人緘口也算聰明；  
他默不作聲就是智慧。

# Express Affirmation

## Appreciation

“Thank you for going above and beyond your call of duty.” “I’m grateful for your support.”

## Affirmation

“I like how you organized this. You demonstrated responsibility, strong ethics, ...”

“Catch them do right”, instead of “Catch them do wrong”.

Positive, Proactive, Professional, Polite, Praise, Prepared with character words.

## Acceptance

“I am listening. I respect you. You are right. I understand. What do you think? “

## Authentic

“What if we... Perhaps we can ... I feel encouraged when you share honest feedback.”

Genuine. Common ground. Be mature and overcome Peer Pressure.

## Apology

“I am sorry. I was wrong. It was my fault. I jumped to conclusion.” 360 degrees feedback.

# 解決衝突的九步曲

## Conflict Resolution Journey 1 to 9

1 Unity 『合一』

2 方面和睦, 2面影響

3 和睦為居所, 假設, 成功, 回應, 步驟

4 G, 4H, 效果, 認知, 溝通, 口語的訓練, 用例

5 EQ說話秘技, 情緒處理, 溝通原則, 5 種策略

6 个先決條件去化解衝突

7 技巧, 7 steps of J.O.Y. 通往幸福的七步

8 Blessings in Beatitudes 八福

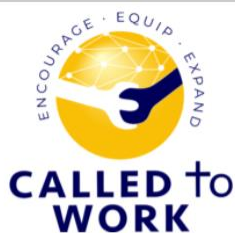
9 Fruit of the Spirit 圣灵的果子



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with practical resources



Equip

Equip leaders  
to grow workplace ministry maturity



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Expand networks  
to leverage existing  
workplace ministries

# Welcome to our Called To Work journey in 2019 Workplace Ministry Movement!

## • Global

For God's glory, Elaine's

- 1<sup>st</sup> Lausanne Global Workplace Forum-Manila in June
  - Launched Theology of Work Chinese website/Board-March
- 9 talks in 11/1-11/3  
- 26 talks in November  
- 130+ talks in 2019

## • National

- 8<sup>th</sup> Work as Worship-Dallas in February; **5/15/2020 Friday!**
- DTS 30<sup>th</sup> anniversary Equipped conference-Dallas w/ Tim Keller, Tom Nelson in March
- Made To Flourish “Common Good”-Kansas in October
- 5<sup>th</sup> WorkMatters Conference-Arkansas in October

## • Regional

- 1<sup>st</sup> Chinese Light Up Workplace conf.-Silicon Valley-meeting 8/24 goal of 50 groups
- 12 hours Prayer and Worship Facebook HQ-Silicon Valley live streaming in October
- 1<sup>st</sup> at-Cloud Level Up 2020 Workplace conference-Silicon Valley in November
- 6 Called To Work talks record high at Chinese Mission Convention-Baltimore in Dec.

## • Local

- 7<sup>th</sup> year of Sorrento Valley Career Fellowship weekly Tuesday Noon-1pm
- 1<sup>st</sup> Kairos Church Called To Work/Leadership series in Jan-Mar
- 1<sup>st</sup> Chinese Evangelical Church Called To Work series in Sept-Nov

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