



Whether in personal or professional relationships, the words we say and the words we hear have the power to shape our entire lives and the lives of other people. Kathleen Edelman shares a simple framework that will instantly improve our communication with clients, family, and friends.

Our challenge to speak kind words to each other

Ephesians 4:29

“Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen.”

Every word you use is a word you choose.

Are we speaking life words or death words to others and to ourselves?

Unwholesome words: anything that works against the words each temperament needs

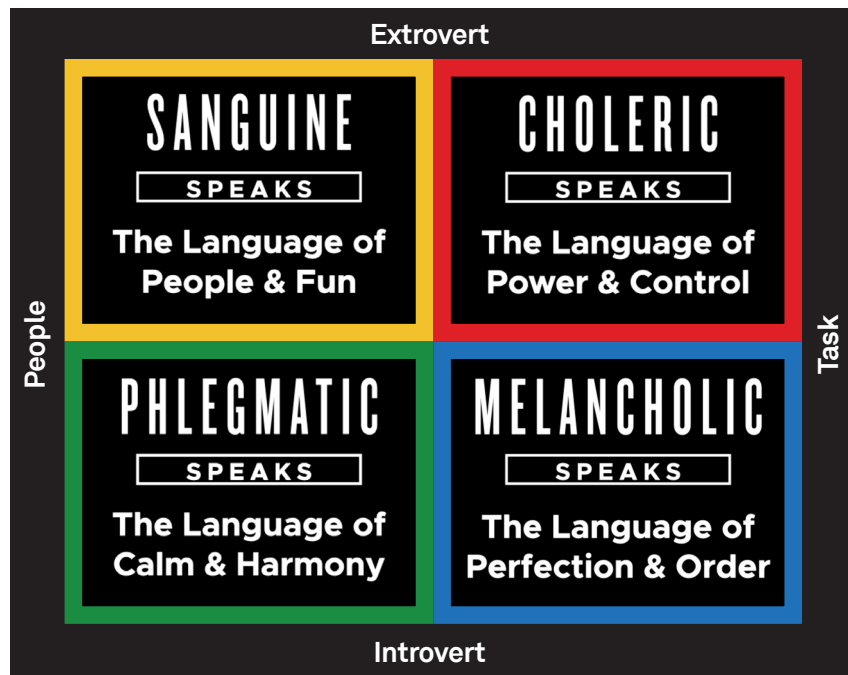
Temperament

Determines the words you speak and the words you hear

Your innate wiring from God; unchangeable; God has a purpose in your design

Different from personality, which evolves over time

Why you do what you do



Your dominant and secondary temperaments will line up horizontally or vertically.

Learn the language each temperament naturally speaks.

Kingdom Advisors is the leading advocate for the Christian financial industry.

We offer a step-by-step process to confidently deliver advice that aligns with Christian values.

Study Groups connect like-minded peers for encouragement, best practices, and accountability.



Unique wiring of each, not shared by the other three

Sanguine: uniquely wired to see the best in people and circumstances first

Choleric: uniquely wired to be visionaries who can see and achieve goals

Melancholic: uniquely wired to anticipate obstacles and creatively problem solve

Phlegmatic: uniquely wired to be calm and kind in the midst of chaos

No temperament is better than any other. Accepting your temperament will allow you to be your best authentic self, the “you” God intended you to be.

Learn to live out of our strengths

Identify our calling and purpose there.

Admit and manage our weaknesses.

Sanguines

Strengths: joyful, encouraging, inspiring, affectionate, popular, expressive, great storytellers

Weaknesses: compulsive talker, loud, hates to be alone, interrupts, scatterbrained

Cholerics

Strengths: decisive, delegates well, self-directed, independent, confident, driven

Weaknesses: bossy, impatient, quick tempered, arrogant, dislikes tears and emotions

Melancholics

Strengths: analytical, empathetic, perfectionist, creative, enjoys solitude, logical, musically inclined, artistic

Weaknesses: moody, critical, withdrawn, skeptical, insecure socially

Phlegmatics

Strengths: kind, diplomatic, even-tempered, patient, tolerant, great listener

Weaknesses: unenthusiastic, indecisive, no sense of urgency, resists change, stubborn

Stay in your strengths by practicing this exercise:

I have a **tendency** to (be) _____, but I will **choose** to (be)

_____.



Your temperament determines the words you say
to yourself and to others

Sanguines

Often speak with animated, fun, exaggerative, people-oriented words

"That sounds fun!"

"Come join in!"

"Oh, I totally forgot!"

Cholerics

Often speak with bold, bossy, confident, controlling, bottom line words

"I'll do it!"

"Hurry up!"

"Follow my lead."

Melancholics

Often speak with detailed, analytical, compassionate words

"I've been giving it some thought."

"I don't trust them."

"Are you sure that's safe?"

Phlegmatics

Often speak with sarcastic, easy-going, patient, kind words

"No big deal."

"I'm good with whatever."

"Can it wait until tomorrow?"

We have to listen to understand. Most people listen to reply.

Most miscommunication is not intentional. We need to be very intentional with our words.

Your temperament determines the words you need to hear

Innate needs			
SANGUINES	CHOLERICS	PHLEGMATICS	MELANCHOLICS
NEED	NEED	NEED	NEED
Approval	Loyalty	Harmony	Safety
Acceptance	Sense of Control	Feeling of Worth	Sensitivity
Attention	Appreciation	Lack of Stress	Support
Affection	Credit for Work	Respect	Space & Silence



Innate needs			
SANGUINES	CHOLERICS	PHLEGMATICS	MELANCHOLICS
NEED	NEED	NEED	NEED
Approval Acceptance Attention Affection	Loyalty Sense of Control Appreciation Credit for Work	Harmony Feeling of Worth Lack of Stress Respect	Safety Sensitivity Support Space & Silence

Sanguines

Need

Approval
Acceptance
Attention
Affection

Which sounds or looks like

Being liked for who they are, without needing to change
Being invited and included
Having your full focus, especially eye contact
Being noticed or acknowledged

Cholerics

Need

Loyalty
Sense of control
Appreciation
(inward)
Credit for work
(outward)

Which sounds or looks like

Being prioritized, knowing you have their back
Everyone pulling their weight, following the plan
Being valued for their unique strengths
Being valued for their contributions

Melancholics

Need

Safety
Sensitivity
Support
Space & silence

Which sounds or looks like

Being able to trust their surroundings and relationships
Being understood
Being offered or provided help
Having time to decompress, process, or think

Phlegmatics

Need

Harmony
Feeling of worth
Lack of stress
Respect

Which sounds or looks like

Everyone getting along and everything going smoothly
Being valued for their unique strengths
An absence of conflict and combative words
Being asked for their thoughts or opinions



Becoming fluent in another language

Learn to speak another language to someone whose temperament is different than yours “to lift them up according to their needs and benefit all who listen.”

Eliminate grey area between two temperaments by intentionally speaking words that come from the other person’s language.

Practice:

Apply it as often as possible.

Ask. “This is what I wanted to say. How would you like to hear it?”

Revisit mistakes/conflicts

What part did I play?

What could I have said or done differently?

Knowing your temperament (and that of your spouse, child, colleague, client...) changes every conversation.

Three things you can do:

Pause – Think about the words you will use.

Show grace – God’s designs are not defects. We need to work together as a whole.

Celebrate the differences.

Discussion Questions

- 1 What stood out to you from this teaching?
- 2 Kathleen defines unwholesome, unhelpful words as “anything that works against the words each temperament needs.” How do you respond to this definition? How might your communication be impacted by applying this perspective?
- 3 Do you know someone who speaks the language of other temperaments fluently? How does that person intentionally choose their words according to what others need?

Personal Reflection

- 1 In what ways and with whom am I intentional about the words I choose to use?
- 2 How do the innate needs of my temperament shape my motivations in how I communicate?
- 3 How might I begin applying this communication framework to how I speak? To how I listen?

I Said This, You Heard That – Workbook

Kathleen Edelman’s workbook is designed to accompany her free 6-session teaching series on YouTube. Available for purchase on Amazon.