

LESSON #6

LISTENING SKILLS

INTRO:

- Listening is one of the most _____ ways of caring, but it doesn't come naturally.
- Lk. 10:38-42
 - Mary:
 - Martha:
 - Jesus responded by distinguishing between
 - _____ → Mary
 - _____ → Martha

CORE PRINCIPLE – Caring is _____.

- Hurting people often need to:
 - _____ themselves
 - _____ in someone
- Take time to _____ and _____.
- Being relational requires:
 - Moving past _____ conversation
 - Investing _____ to get to know others
 - It is more than:
 - _____ or merely hearing.
 - It is listening to the _____.
 - It involves:
 - Knowing and listening to the _____ behind the words
 - Reading between the lines
- Our body language and comments usually make it clear when we are:
 - In a hurry
 - Indifferent
 - Preoccupied
- People don't care how much you know until they know how much you _____.
- People don't want to be taken on as a project or a problem to be solved.

CARE CONSIDERATIONS

- Listening requires _____.
 - It takes patience and _____ - _____ to listen with the intent to hear.
 - Our minds move faster than the speed at which people talk.
 - Our natural tendency is to be quick responders vs. good listeners.

- Good listeners
 - use reflective listening techniques.
 - comment to affirm listening.
 - limit distractions.
 - maintain eye contact.
 - are sensitive to body language.
 - give encouragement that is connected to the conversation.

- Listening requires _____.
- Listening is difficult when our personality traits clash.

- Listening requires _____.
- You cannot listen and speak at the same time.
- Being preoccupied with our thoughts impairs our ability to listen and causes us to tune out.
- It's tempting to offer what appears to be an easy answer.
 - Things are rarely so simple.
 - Lives are complex.
- Being quick to offer a suggestion focuses on solving the problem vs. loving the person.
- The best thing we can do is:
 - Calm our _____.
 - Avail our _____.
 - Silence our _____.
 - Be purposeful about _____.
- Be accepting of silence.
 - The issue often is not that God isn't speaking, but rather we are not _____ and _____ to His voice. Ps. 46:10

KEY POINTS

- Prioritize _____ over tasks.
 - _____ down.
 - _____ down.
 - _____ forward.
 - Minimize _____ and _____.
 - Let others _____ the conversation.

- Listen with your _____.
 - You hear with your ear; you listen with your heart.
 - There is a lot more behind the words than what is said.
 - A passing comment may really be a care and prayer request in disguise.
 - Listening is one of the most powerful ways of letting people know they _____ and you _____.