WORKSHEET 8

HEAR

Receiving Conversations Well

“Everyone should be quick to listen, slow to speak and slow to become angry.” — James 1:19

HEAR is the receiving side. Receiving feedback or challenge well is a leadership skill, and on this staff it is a ministry.

Use HEAR to stay grounded, curious, and constructive, so the person speaking leaves feeling heard, not handled.

H — Hold Space

What does it look like to stay present and regulated in this moment? (Let them finish the sentence.)

E — Explore Facts vs. Stories

What are the facts? What might be my interpretation, or theirs?

A — Ask & Acknowledge

What questions could deepen understanding? What can I acknowledge as true before I respond? (If needed: give me a day to process, and let us come back to this.)

R — Respond with Responsibility

What response reflects leadership and ownership, without the word “but”?