

# THE ART OF LISTENING & ASKING QUESTIONS

FAITH UNLEASHED CONSULTING

# OBJECTIVES FOR TODAY:

- Review Scripture and Research on listening and asking questions
- Explore what it means to be a good listener and assess your skills
- Importance of asking questions
- Holding Space Exercise

## OUR DEFINITION OF A LEADER...

A leader focuses on inspiring and developing people to achieve their God-given full potential, while holding them accountable for results.

# SCRIPTURE & RESEARCH

- *“My dear brothers and sisters, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry.”* (James 1:19)
- *“To answer before listening, that is folly and shame.”* (Proverbs 18:13)
- *“Listen to advice and accept instruction, and at the end you will be counted among the wise.”* (Proverbs 19:20)
- *“The purposes of a person’s heart are deep waters, but one who has insight draws them out.”* (Proverbs 20:5)
- *“Let the wise listen and add to their learning, and let the discerning get guidance.”* (Proverbs 1:5)

# SCRIPTURE AND RESEARCH, CONT'D

- When speakers feel that listeners are being empathic, attentive, and non-judgmental, they relax and share their inner feelings and thoughts without worrying about what listeners will think of them. (*Barriers and Gateways to Communication* Harvard Business Review)
- An article from Ohio State University's Fisher College of Business argues that leaders who ask powerful, open-ended questions AND listen can achieve improved organizational learning and better strategic clarity. Questioning isn't just "curiosity" — when done well, it becomes a tool for growth, alignment, and insight.
- One of the largest opportunities for leaders today is to carve out time to review who is leading their teams, how they are developing those leaders to improve engagement and what their pipeline for team leadership looks like. (*It's the Manager*, Jim Clifton and Jim Harter)
- A recent analysis by Zenger Folkman found that leaders rated in the top 10% on listening had employee engagement scores in the 76th percentile and overall leadership-effectiveness scores in the 92nd percentile — a dramatic difference compared with less-skilled listeners.
- A communication study at Gonzaga University concluded that listening is a "multidimensional construct" (verbal and non-verbal) and that these behaviors strongly influence one's leadership potential. The study argued that leadership is about behavior — not personality or title — and that good listening deserves as much weight as more "traditional" leadership skills.

# REFLECTION

Place an asterisk by two of the biblical scriptures or statements that specifically resonate with you.

# LISTENING ASSESSMENT

Complete the assessment

# LISTENING ASSESSMENT

Questions 1-3 are about being an active listener

Questions 4-7 are about being an empathic listener

Question 8 is all about preparation

# WHAT'S THE BIG DEAL ABOUT QUESTIONS?

Genesis 3:9

“The LORD God then called to the man and asked him:  
Where are you?”

Questions transform, rather than merely inform



PEEL THE ONION

**EMPTY THE CUP**



## QUICK QUESTION...

**Key Question:** If you want to be an effective listener, how much **talking** should you do?

**Answer:** About 20 %

# Question Funnel

Use Often



Use Sparingly

## THE QUESTION FUNNEL



# EVALUATION FORM



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FUEL Your Leadership Cohort starts February 22nd!

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