

LEADS STEP: LISTEN

The Four Checks

Run these four checks before you give advice to someone who is struggling. Job's friends sat with him in silence for seven days and did well. The trouble began when they started to explain (Job 2:13).

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| 1 | Presence | Do I understand what this person is facing? Have I listened long enough to say the problem back in words the person would accept? |
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| 2 | Blame | Am I making the cause too simple? Am I assuming this person brought the trouble on? |
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| 3 | Humility | What do I not know? What would change my advice if I learned more? |
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| 4 | Motive | Is what I am about to say for this person, or for me? Do I want to help, or to be finished with the conversation? |
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How to use: if any check fails, ask one more question and keep listening. Advice can wait a day. Presence cannot.