

LEADS STEP: LISTEN

The Three Questions

Ask yourself these three questions before a meeting or a hard conversation, especially with someone whose background differs from yours. Write one line for each before you walk in.

1 **Expectations** What expectations may shape this conversation, mine and the other person's?

2 **Posture** What posture will help me listen? Where should I sit, when should I speak, and what should I leave unsaid?

3 **Help** Whom can I ask if I am unsure how my words will land?

How to use: after the meeting, note which answer turned out to be wrong. "Let every person be quick to hear, slow to speak" (James 1:19, ESV).