

Study Pack #7 Getting the Data

Five Elements to Encourage Change:

2. Getting the _____

You have to be a skilled _____, someone with a good ear to hear what people are struggling with.

You cannot _____ a problem until you know what the problem is.

Begin to gather data, discovering thoughts, ideas, struggles, actions, and attitudes that are contributing to that need for _____.

Getting the Data:

- Listen _____
- Listen _____
- Listen _____

You can show that you want to understand their problem by listening attentively, gaining _____ information.

Effective shepherds _____ well in conversations.

Be _____ listeners. Build trust and confidence, so that they can follow the guidance that you give them.

Ask questions that _____ what's been said.

Use gestures that communicate _____ to them.

Summarize what has been _____; make sure you know exactly what they're dealing with.

Be observant of nonverbal halo data and _____ halo data. (*Non-verbal: folded arms, a scowl; Verbal: voices raising, avoiding questions or deflecting, exaggerating*)

Ask clarifying _____ but be very careful not to clarify with third parties unless necessary. Don't make the circle of knowledge greater than it needs to be.

Avoid some common mistakes:

- Jumping to _____
- Misinterpreting _____
- Addressing only _____ behavioral issues
- Going to your _____ zone

What's their motivation?

Is this person being motivated by the _____? (arrogance, deceit, lying, manipulation, etc.)

Or are they being motivated by the _____? (desire to be like Christ, self-control, getting closer to the Lord, finding wisdom, having confidence in the Lord, etc.)

IMPEDIMENTS AND FACILITATORS		
	To the Former Sinful Ways	To the New Holy Ways
I M P E D I M E N T S	Add:	Remove:
F A C I L I T A T O R S	Remove:	Add:

***Turn in Impediments and Facilitators Chart before taking Test #3**