To be of Service: The Art of Listening, Discernment & Decision-Making

ORGL 535 - Amy Collier Carroll

Making a Decision - 3 Easy Steps

01

LISTEN

"Be silent in your mind, silent in your senses, and also silent in your body."

02

DISCERN

"Discernment is essentially a process of stripping away false desires and finding the desires at the core of ourselves."

03

DECIDE

"A good decision usually takes us to places we don't expect."

Listening to Silence

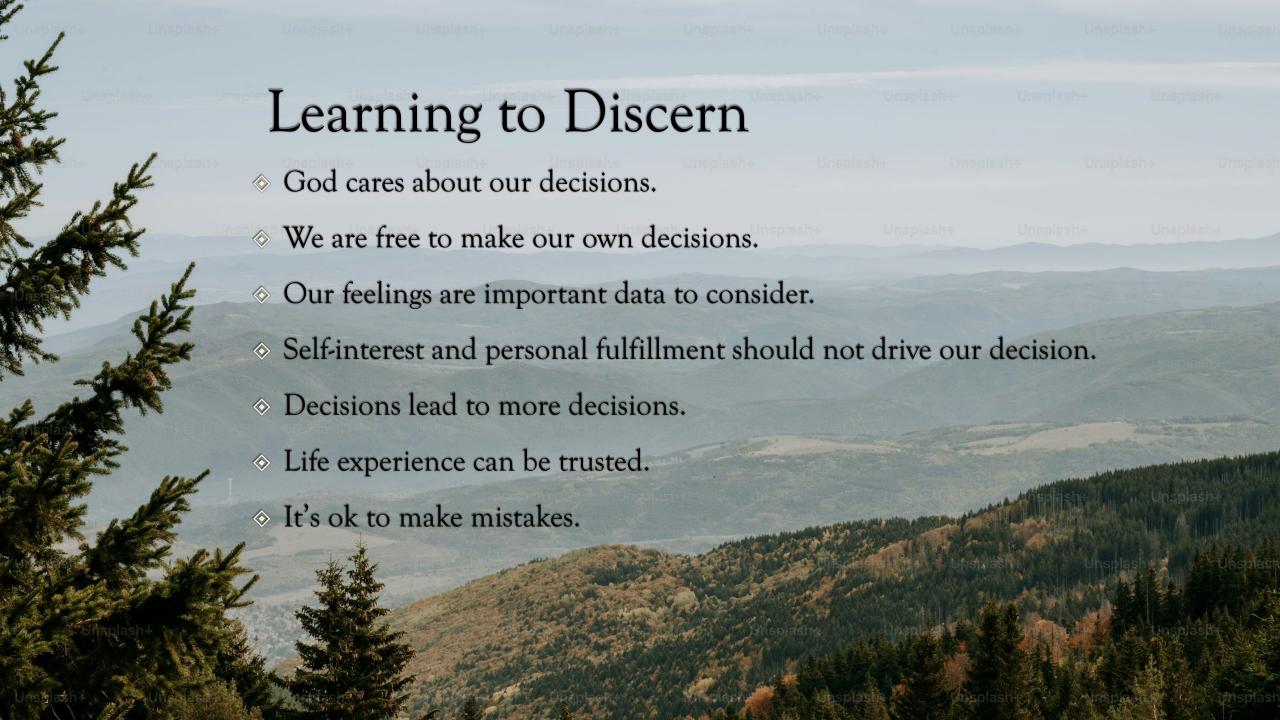
- ♦ All spiritual traditions value silence.
- ♦ It is around us and within us.
- ♦ A commitment to silence is a commitment to truth.
- ♦ Silence keeps us intimately bound with the truth of our being.
- ♦ It must be cultivated.
- ♦ Silence is healing.
- ♦ Silence is wisdom.

Listening to Others

- ♦ Listening acknowledges the value of another.
- ♦ It builds relationships and loyalty.
- ♦ Active listening requires discipline.
- ♦ It improves our effectiveness.
- ♦ It promotes cooperation.
- Our listening patterns are shaped in childhood.
- ♦ People have many biases and barriers to effective listening.
- Listening skills can improve with practice.

Improving Your Listening

- ♦ Find common interests.
- ♦ Focus on what is being said.
- Work at listening.
- Focus on the central ideas.
- Record the speaker's main points.
- Resist external distractions.
- Hold your rebuttal.
- ♦ Keep an open mind.
- Summarize.
- Practice, analyze and valuate.



Understanding the Struggle

- ♦ We all experience inner conflict and spiritual turmoil.
- Distress and anxiety are common sources of confusion.
- ♦ It helps to remember we are loved and we are imperfect.
- ♦ It can help to talk to a trusted advisor.
- ♦ Discernment is a personal process.
- ♦ It requires patience.

The Examen

1.
PRAY FOR
LIGHT

GIVE THANKS EACH DAY

3.

REVIEW THE EMOTIONS OF THE DAY

The Examen (cont.)

4.
PRAY
FROM AN
EMOTION

5.
PRAY FOR
TOMORROW

Decisions, Decisions

- Make discernment a priority
- Spend time in prayer
- ♦ Don't act impulsively
- Consult with someone you trust
- ♦ Imagine the outcome



A LEADER'S IMPACT IS MEASURED BY HIS EFFECT ON FOLLOWERS.

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