



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 evaluate.

Learning to Discern

- ◇ God cares about our decisions.
- ◇ We are free to make our own decisions.
- ◇ Our feelings are important data to consider.
- ◇ Self-interest and personal fulfillment should not drive our decision.
- ◇ Decisions lead to more decisions.
- ◇ Life experience can be trusted.
- ◇ It's ok to make mistakes.

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

2.

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

Servant Leadership



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

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