

ASK COACH TAKESHI



Takeshi Takazawa coaches and trains Japanese Christian leaders.

Question: What's important to remember when listening to Japanese Christians?

Takeshi: Use your mouth, heart, eyes, head, and posture.

- Mouth: Use *aizuchi*. Say “*hai hai*” and “*aa so.*”
- Heart: Target understanding.
- Eyes: Don't maintain continuous eye contact. At times, look down.
- Head: Focus on what they're not saying.
- Posture: Sit beside the person.

**WITH COACHING YOU CAN
EMPOWER OTHERS TO...**



Pursue God's Calling • Balance Life
Build Relationships • Focus • Work Smart



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Want to encourage and empower others? Listen to them. When you listen, be interested, look interested, and focus on what they're saying, not on what you want to say.

To Encourage and Empower Others, Listen

I like being listened to. When someone *really* listens to me, I feel heard, understood, and affirmed—and consequently, encouraged and empowered to pursue God's calling. How about you? How do you feel when someone really listens to you?

I think you're like me—you like to be listened to. And as missionaries, we both understand that in ministry, listening to others is vital. When we listen to others, they feel understood, encouraged, and empowered. When we listen, relationships deepen. But listening is hard; talking seems easier. So, we sometimes are quick to speak and slow to listen, something James challenges us not to be.

How can you listen more effectively? Read the 3 guidelines for listening given below. For each guideline, ask yourself, “How am I doing?” Then, identify and commit to taking one concrete step to improve your listening.

Guideline #1: Be, look, and sound interested. In other words, find the person interesting and use culturally appropriate posture, facial expressions, and tone of voice.

**...be quick to listen,
slow to speak...
(James 1:19, NIV)**

Guideline #2: Target understanding the person, not judging what's being said. Listen deeply. Listen to what's on her heart.

Guideline #3: Use the 80/20 Rule. Listen 80% of the time; talk 20% of the time. To keep the person talking so you *can* listen, ask open-ended questions. Ask questions like: What is God calling you to be? If you accomplished your goal, what would it look like? How do you feel? What can you do?

Take action to be a better listener. Use listening to encourage and empower others. To learn more, visit <http://closethegapnow.org>

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