

Study Group

May 2016 Listening Guide



Heart Level Conversations

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Ron Blue's Key Ideas:

1. Listening – you cannot deal with a significant issue without understanding someone. It is wise to be willing to ask God for wisdom and then listen.
 2. Engage the couple – if it's a hard conversation, it's often hard between a husband and wife, too.
 3. Asking questions is vital – “What's going on?” “Why do you want to do this?” “What is your thinking?” “What is it that you want to accomplish?” “Have you sought counsel?” “What do you think God wants you to do?”
 4. Remember that Jesus came in grace and truth.
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Hooks for a Heart Level Conversation: The “LOVE” Acronym

Level – you need a level of relationship with the person that you're having a hard conversation with.

Overview – you need to objectively and non judgmentally give the facts of the situation and check for acceptance.

Value – make sure the person you're talking to knows that you value them greatly and check for acceptance.

Empathy – be sure you're on the other person's frequency or wavelength “What's in it for me?”

Everyone wants to be heard, taken seriously, and not judged.

A non-financial discussion gives you the right to have a financial discussion in the long run. Discipleship focuses on the entire person.

Women, in particular, want to know that they are being heard and that they are valued. The husband/wife balance is really key. A few key empathy related questions could be: “Why is that important to you?”

In the story of the woman at the well, Jesus valued someone that society did not value. Ultimately, you know it's gone well when you've been able to give people hard news and they still send referrals!

An important question is, “What would you like to accomplish?” Asking it helps you build a bridge with your client and then help them to get there.

Case Study: Inheritance

“Who is the next steward and are they prepared?” is a key question. This discussion can open the door to other important discussions where wisdom becomes paramount. It is wise to remember that money is a tool, and God is not limited with money. Trust God to speak into your conversations with wisdom.

A valuable moment for a Kingdom Advisor is the day that you realize that you are not the Holy Spirit, you are just a facilitator.

Case Study: Marriage

A common marital issue is when one partner dominates the other and doesn't allow for the other spouse to speak freely. Sometimes applying the LOVE model means actually directing attention to the non-involved spouse with non-verbal cues. At some point, it's a good idea to say, "I'm really curious..." and then, finally, to enter into the conflict, gently, and apply the LOVE model by earning the trust of both parties.

Case Study: Lifestyle Issues

Sometimes clients are planning to build a big home and it's not a financial issue. It is wise to consider vision-casting questions such as, "How are you raising the bar on your child's contentment level?"

Proverbs 29:18 "Where there is no vision, the people cast off restraint."

Another lifestyle related question is around helping children or grandchildren out by buying them homes, even for a good reason. In this case, you can ask questions about the future lifestyle that you are creating for them that they cannot support or sustain on their own.

Conclusion

Remember, these are non-financial conversations. If we don't get into the heart, we don't get into the real answer. It is a privilege to be a financial advisor; especially knowing we are representing the grace and truth of Christ and help them in their walk with the Lord.

Proverbs 20:5 "The thoughts of a man are like deep water, but a man of understanding draws them out."

Asking the right question lets you know which tool is right to pick up.

It's never a question of whether we have these conversations, but rather of when and how we have them. God put us in these relationships on purpose to be able to have these hard, heart-level conversations.
