

**NORTH LAKE PRESBYTERIAN CHURCH  
DEACON TRAINING**

**LISTENING SKILLS**

Here are some suggestions on how to present yourself when meeting with a member of your congregation.

1. Sit slightly forward.
2. Maintain an open, relaxed posture.
3. Listening may be more than just hearing the words being said; hear me, not only with your ears, but also with your eyes, touch and your heart.
4. Look into their eyes, but take your cue from the person you are speaking with. (Different races and cultures may consider eye contact impolite or even disrespectful.)
5. Reflect what the person is saying to you.
6. While meeting with a person in pain or distress you are Jesus in the Flesh to them.
7. Always maintain confidentiality.
8. Both open and close with prayer.

**WHAT A FELLOW CHILD OF CHRIST WANTS WHEN THEY REACH OUT TO YOU**

1. I want you to call me and let me know I exist.
2. Tell me you are there and that you care.
3. Ask how I feel and then let me tell you how I feel.
4. Let me express my anger and loneliness, and let me cry if I need to.
5. Ask me if I want to be touched with a hug or a prayer, and then let me decide; when I say no accept it, when I say yes do it.

Psalms 46:1 (NRSV) God is our refuge and strength, a very present help in trouble.

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**LJM**