



Use LIFE skills to empower others

To empower others, listen, inquire, focus, and encourage.

LIFE skills	Key points
Listen (instead of talking)	<ul style="list-style-type: none"> • Be interested, giving your full attention. • Look interested. • Sound interested. • Target understanding (not judging). • Use the 80/20 Rule. • Listen respelled = Silent.
Inquire to provoke reflection* (instead of advising)	<ul style="list-style-type: none"> • Ask open-ended questions: What’s going on? How is God using this in your life? • Ask closed questions: Is this an action you want to take? • Make inviting statements: “Tell me more about...” • Avoid “why” questions. • Effective inquiry means the other person talks at least 80% of the time.
Focus others on achieving their goals through SMART action* (instead of suggesting)	<ul style="list-style-type: none"> • Specific: What do you mean by ___? • Measurable: How will you know when you’ve achieved your action step? • Attainable: How doable is this? • Relevant: How will this action step help you achieve your goal? • Timebound: When will you do this?
Encourage others by showing you CARE (instead of critiquing)	<ul style="list-style-type: none"> • Clarify: Can you give an example? What do you mean when you say...? • Affirm: Good job on achieving your goal of reducing time on email. This frees up time for you to work on priorities. • Restate: So, you’re saying... • “Encouragers”: Yes. I see. Tell me more.