

THE

L.O.V.E.

A P P R O A C H

THE L.O.V.E. APPROACH

10 BARRIERS TO LISTENING



1. Being Distracted
2. Thinking of My Answer
3. Interrupting
4. Pacifying
5. Lightening Up or Joking
6. Focusing on Facts
7. Finishing Sentences
8. Defending Myself
9. Judging
10. Sympathizing, not Empathizing

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L = Listen and Learn

O = Open Options

V = Vision and Value

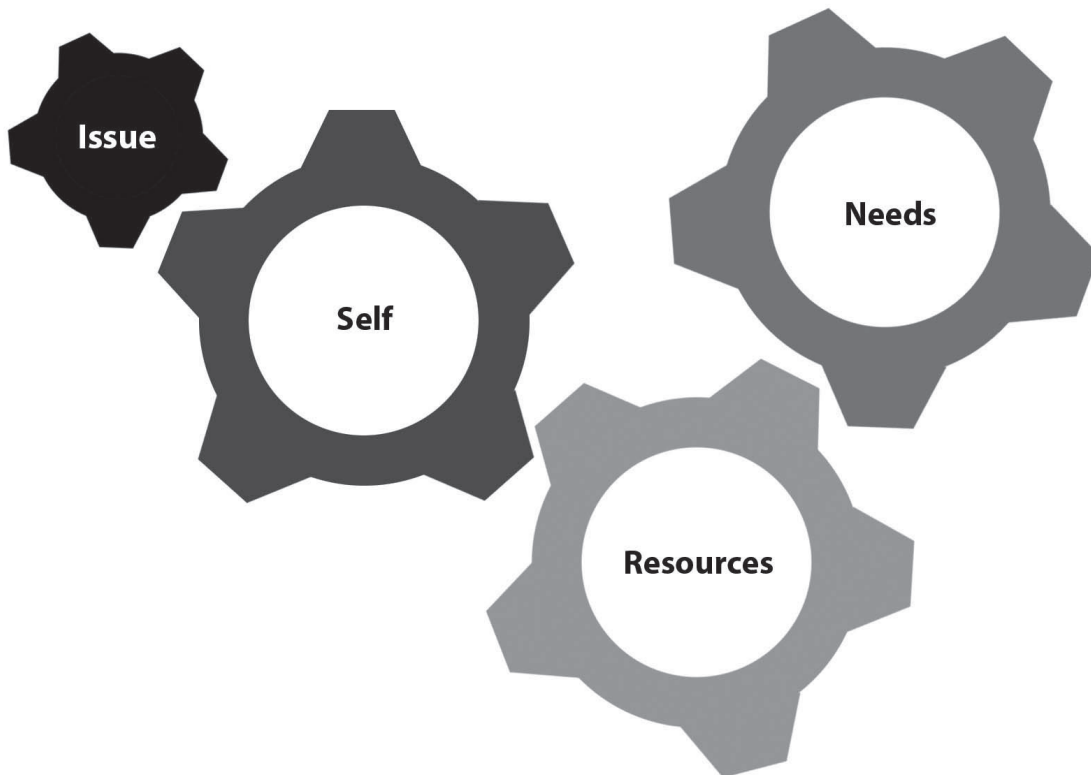
E = Extend and Empower

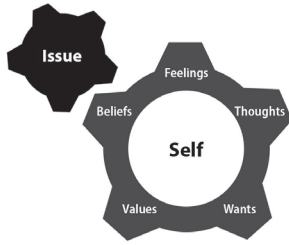
THE

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APPROACH

THE L STEP: LISTEN AND LEARN LISTENING AND LEARNING WHEELS





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THE L STEP: LISTEN AND LEARN

SELF WHEEL & POINTERS



- Feelings are physical. For example, a quicker heartbeat may accompany a feeling of fear or anxiety.
- Feelings and Thoughts are sometimes confused. "I feel that . . ." is really a Thought, not a Feeling.
- Feelings are neither right nor wrong, but an action based on feelings may be right or wrong.
- Thoughts and Beliefs may be correct or incorrect, and sometimes they need clarification.
- Feelings influence Thoughts, Beliefs, and Wants, and Thoughts, Beliefs, and Wants influence Feelings.
- Values and Beliefs (what we hold most dear) are often not easily expressed.
- Wants may be the area most difficult to share (it makes us most vulnerable, especially in personal relationships).



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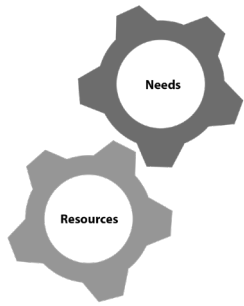
THE L STEP: LISTEN AND LEARN GOOD QUESTIONS TO DELVE DEEPER USING THE SELF WHEEL



Here are some questions you can ask to delve deeper into more areas of self-awareness as you are Listening and Learning:

- Tell me more about your situation (or about your feelings, your thoughts, your wants, your values, your beliefs).
- How did that statement/situation/event make you feel? (Did you feel angry? Did you feel sad?)
- What did you think or conclude at that point?
- What did you want deep down at that point?
What do you want deep down now?
- What do you value most? Do you value the relationship?
What do you hold most dear? How do you value the other person(s) involved in this situation?
- What are your religious beliefs (or beliefs about God) related to the situation/event/problem?

Note: If your question yields a “yes” or “no” answer, or a one- or two-word answer, simply ask, “Tell me more about that” or “Help me understand more about that.”



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THE L STEP: LISTEN AND LEARN RESOURCES AND NEEDS WHEELS



Some of the **resources** you may hear as you listen might include recognizing that the person:

- is in a safe and healthy physical environment
- is intellectually sharp and thinking through the issue clearly
- has lots of information and tools to use in solving the problem
- has support from family and others
- is physically and emotionally strong
- is not being abused or threatened by another person
- is not addicted or mentally ill
- has a strong sense of right and wrong
- has a strong spiritual and faith foundation
- has good communication skills and can express himself or herself fully
- feels valued and loved by God and by others

Some of the **needs** in the person you are listening to are the reverse of these resources.

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THE O STEP: OPEN OPTIONS 5 PROBLEM-SOLVING BEHAVIORS



- **The Coach/Partner**—I'll be involved with you step by step
- **The Bystander**—I'll observe, but it's totally up to you
- **The Analyzer**—I'll tell you all the pros and cons
- **The Right Answer Man**—I'll tell you exactly what to do
- **The Buddy or BFF**—I'll support you whatever you decide

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THE O STEP: OPEN OPTIONS CHARACTERISTICS OF BETTER OPTIONS & WHY THEY MAY NOT BE CHOSEN



4 FACTORS THAT CHARACTERIZE A BETTER OPTION

- It is well thought-out
- It is consistent with their true values and beliefs
- They feel free to choose it (no anger, fear, pressure, coercion)
- They have the resources and support they need (it is doable)

7 REASONS PEOPLE CHOOSE AN OPTION THEY LATER REGRET

- Intense feelings (so they can't process the options clearly)
- Fear and uncertainty (so they don't act at all)
- Either/Or thinking (so they can't see both/and, or multiple options)
- Poor understanding of the pros and cons of each option
- Options don't match their own values and beliefs
- Pressure/coercion (so they cannot choose freely)
- Perceived lack of support (so they rule out certain options)

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THE O STEP: OPEN OPTIONS **5 RELATIONSHIP-BUILDING TIPS**



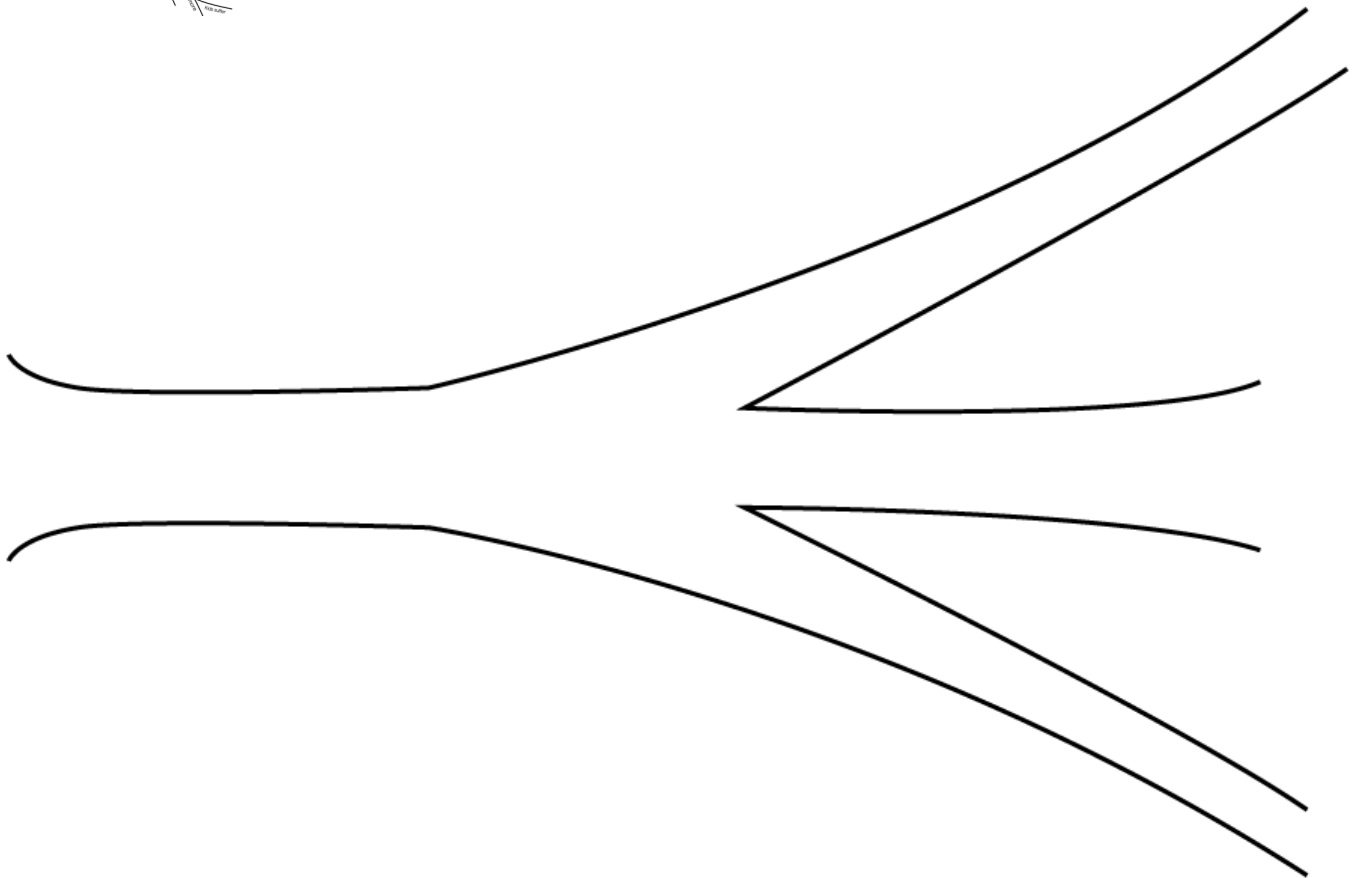
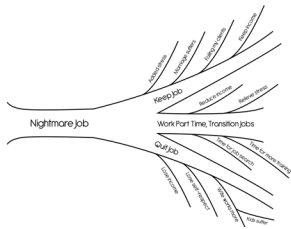
1. Be factual, informative, and objective (non-emotional).
2. Be involved and active.
3. Be person-centered.
4. Be personal.
5. Be loving, caring, and nonjudgmental.

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THE O STEP: OPEN OPTIONS **OPTIONS TREE**

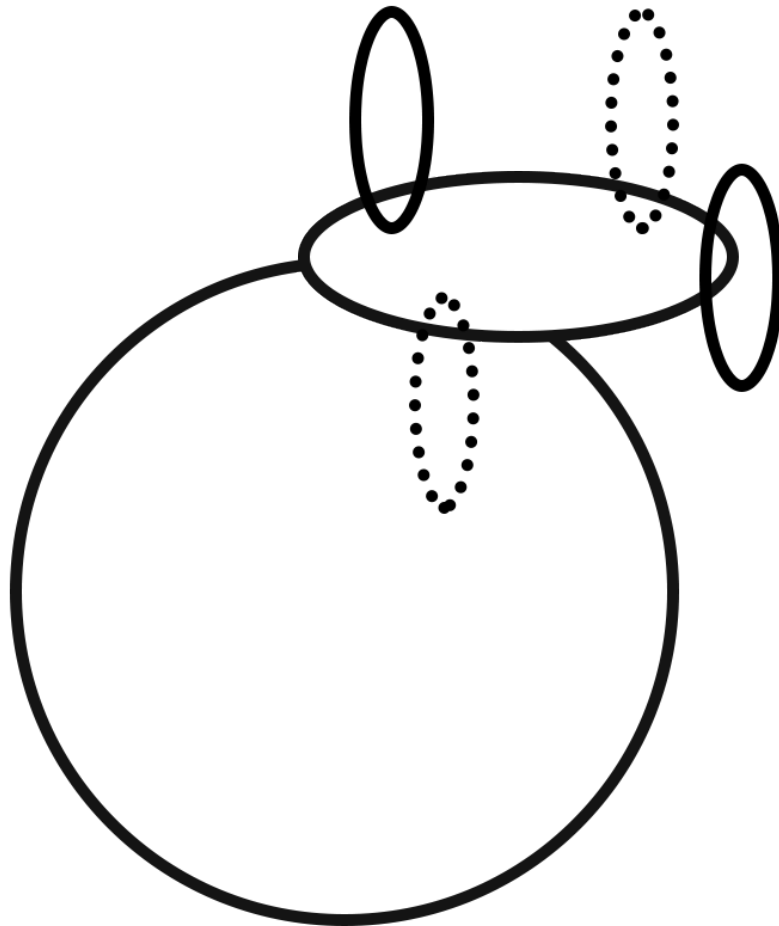
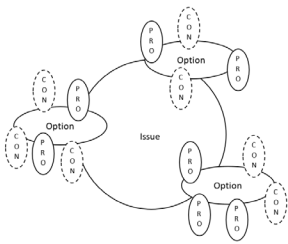


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THE O STEP: OPEN OPTIONS OPTIONS BRAINSTORM



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THE V STEP: VISION AND VALUE



VISION OF SELF: WHO AM I?

You are created in the image and likeness of God.

You are worthy of love and respect.

You are a unique creation, made for a purpose.

VISION OF GOD: WHO IS GOD?

God is a God of mercy, forgiveness, healing, and redemption.

God helps YOU when you call on Him.

God's grace is sufficient.

IS THERE A BETTER WAY: GOD'S PLAN

What Would Jesus Do (WWJD) in this situation?

What is God's plan in this situation?

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THE E STEP: EXTEND & EMPOWER

MAKE A PLAN



Action Steps:

1. What action will be/needs to be taken?

Who will do it?

When will it be done?

Where will it be done?

Why does it need to be done?

2. (Next Step) What action will be/needs to be taken?

Who will do it?

When will it be done?

Where will it be done?

Why does it need to be done?

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THE E STEP: EXTEND & EMPOWER **MAKE A PLAN**



Resources Needed & Where to Find Them:

1. Financial

2. Information/Research

3. Support People

- Churches

- Agencies

- Community Resources

(Education, Medical, Social Services, Counseling, etc...)

4. Sources

(Online, Phone Numbers, Key Contacts, Networks?)

Follow-Up with Coach/Partner