



POPOP WORKSHOP #1

# ON THIN ICE



LISTENING PRINCIPLE

# SUPPORTING OVER SOLVING

PRINCIPLE

FROM  
SOLVING

WHAT IS IT

Listening to identify problems and give solutions

EXAMPLE

Other: "I'm really struggling with work"

You: "You should read 'Happier At Work'"

IMPACT

Like being told by a person on the street that you need to be saved by God. Creates relational distance, and communicates that you don't know how to listen.

HARD BECAUSE

Problem solving is valued at work, but easy to misapply in relationships.

FROM  
SUPPORTING

WHAT IS IT

Listening to meet a person exactly where they are

EXAMPLE

Other: "I'm really struggling with work"

You: "That sounds hard. I'm here to listen."

IMPACT

Like having a good doctor who asks questions to figure out what's going on. Creates more connection, and makes the person feel taken care of.

TIPS

Don't try to fix, solve, or coach. Just listen.

# WHAT DOES SUPPORT LOOK LIKE?



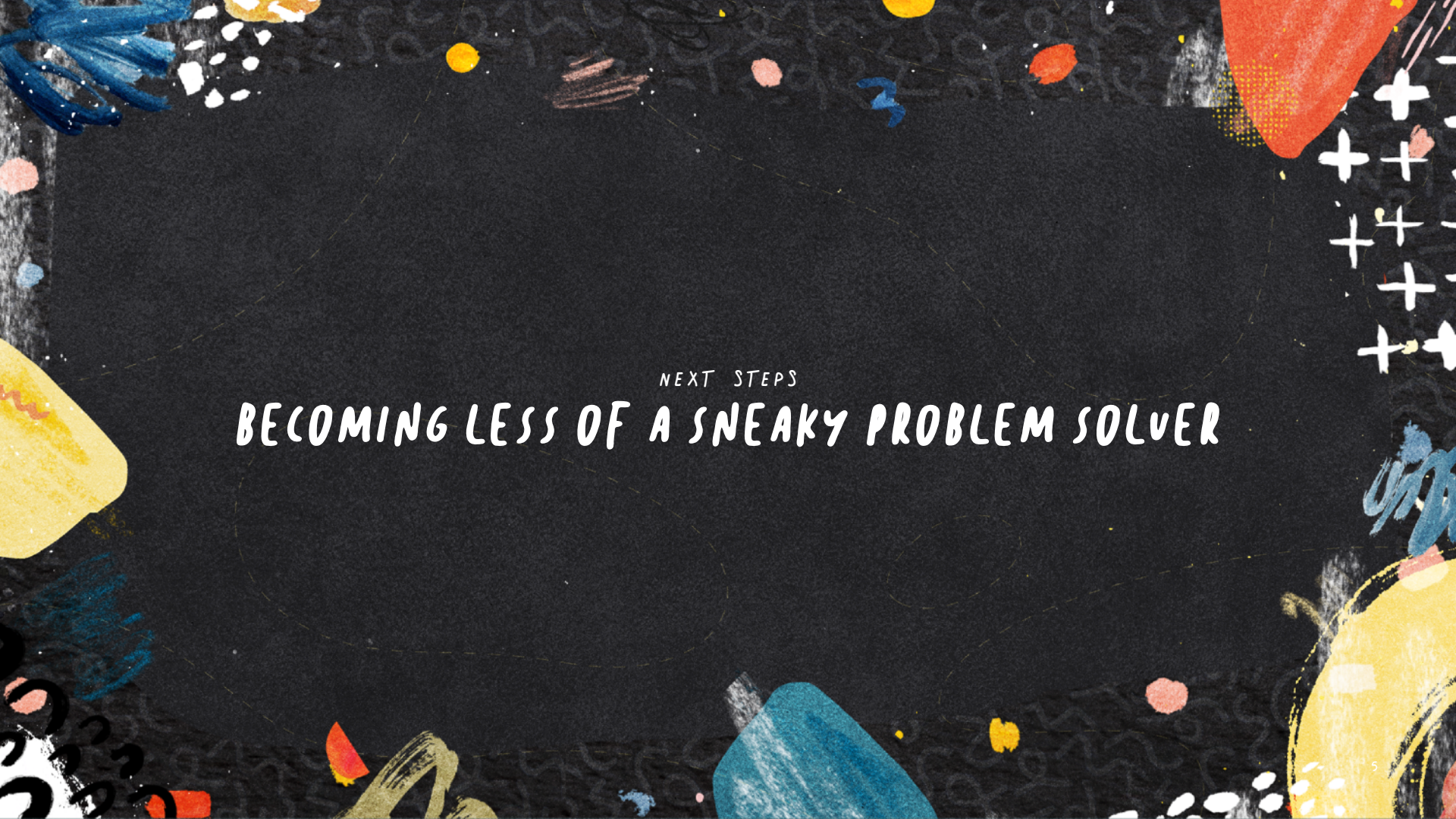
## VALIDATION

Capture the essence and heart of every conversation with confidence, no matter how many details are shared.



## FOLLOWUP QUESTIONS

ASK questions that create connection by bringing in context from your own life in a way that inspires others to want to share in return.



NEXT STEPS  
BECOMING LESS OF A SNEAKY PROBLEM SOLVER

# BECOMING LESS OF A SNEAKY PROBLEM SOLVER

1. The big takeaway: always ask this question first  
"Do you need me to listen to or to help you problem-solve?"

2. Check out the Mini Essays and Journal Prompts in the Notion Page

