Make room for another voice.

A 20-minute conversation for a church team or small-group leadership team. Use it to hear every person and agree one practical next step.

Prepare / 2 minutes

Choose one shared question: “What would help us serve people better this month?” Ask someone to facilitate and someone else to keep brief notes. Avoid personal or confidential examples.

Listen / 8 minutes

Give each person a minute to speak, with the option to pass. Everyone else listens without interrupting. Invite quieter voices before returning to those who have already spoken.

Understand / 5 minutes

Ask clarifying questions. What is the common theme? Where do experiences differ? Reflect back what you heard before proposing a solution.

Choose / 5 minutes

Agree one small action, one owner and a time to check back. Ask what support that person needs. Keep the action within your team’s authority and capacity.

Turn listening into action.

Complete this together. At your next meeting, review what happened and what you learned.

One thing we heard

The action we will try

Who will take the lead, and who will support them?

When will we check back?

What changed, and what will we do next?

Develop another facilitator: invite someone else to lead this conversation next time, with support and feedback. This exercise is a starting point, not a substitute for pastoral care or addressing a serious concern through the appropriate church process.