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### Leadership Begins with Listening

by Tim Tripp

As the pandemic continues to ease (for good, I hope), the fallout from it becomes more visible. It seems that people are hurting on a grander scale than imagined and that is no surprise. Isolation, major changes in routine, the loss of loved ones, wages, support and many other things all add to the stress of the time. Stress multiplies anxiety, anxiety triggers depression and depression creates a darker picture of the world around. People suffering from this are more likely to change their habits, change churches, change doctors or shop at a different store seeking an ease from their frustration. If it is safe to do so, they might express the reasons for their frustration if asked. Those reasons can be a helpful (and painful) view into an organization about which they might be expressed.

Effectively hearing these reasons will require an intentional leadership within these organizations to glean from the frustration expressed, the little nuggets of wisdom and insight that could serve to be valuable. I offer three things leaders can do when people offer critique or express frustration regarding the organization they lead.

The first thing is to listen. The kind of listening required here is more than just attentive. It is more than just allowing someone to “blow off steam.” This kind of listening is what Stephen Covey, in his book “The Seven Habits of Highly Effective People,” calls empathic listening. This kind of listening involves more than just hearing the words that are being said but intentionally uniting the content of their speech with the speaker’s back story, with what they are currently going through and with the emotion that brings the words to the surface. It is listening with ears and with heart. It is less about whether their perception is right or wrong and more about understanding what led them to their perception. It is not listening to correct but listening to understand where the words come from.

The second thing is to repeat your understanding of the content back to the speaker in your own words. Not repeating them sarcastically or with the intent to show hypocrisy or impugn motives. This spoken understanding should include not only a comprehension of the content of the speaker’s words but also of the feelings that motivated the words to be spoken.

The third thing (after thanking the speaker for their feedback) is then to process the information given. Personal attacks, contempt and belittling may be discarded as unhealthy. However, what else was expressed that might be the target of helpful change, focus or adaptation? How can things change that might improve service and grow the business, church or organization? Those nuggets, as difficult as they are to mine out, can be gold in exposing weaknesses and shortcomings. The leaders who are effective in listening, understanding and processing these elusive nuggets will likely gain an edge in their effectiveness that can be gained in no other way.

Historically, times characterized by chaos and stress are the times when the greatest and most revered leaders emerge. Those men and women were called upon to lead through crisis. Those who did it best were those who listened well. Wisdom would dictate that one does not ignore critique and correction. Hear it, reflect on it, process it. Leadership begins with listening.

### DIOS LE BENDIGA! (God Bless You!)

by Aris Ortiz

Thank you God, for your Love for us. Thank you Father, for not forsaking us. Thank you Lord, for sending Your Only Begotten Son to save us. Thank you Oh Merciful, for guiding us with Your Holy Spirit. Thank you All Powerful, for providing us for all our needs. Thank you, The One and Only, for our family. Thank you All Almighty, for giving us hope for eternal life.

Thank you Divine Trinity, for my West Side Family!

## Gathering Times

Sunday Morning 10 Am Worship  
& Kids for Christ  
ages 1yr-5th grade

In- Person Adult/Teen Bible Study  
Wednesdays 6:30pm - Room 3 & Cornerstone

Friendship Cafe and Conversational Christianity  
Sunday Mornings at 8:45

In- person Adult Bible Study  
Sunday Mornings at 9am

## West Side News

### Community Thanksgiving Service

This afternoon, Tim Tripp will be the keynote speaker for the Russellville Community Thanksgiving Service which will be hosted by Russellville First Assembly of God and taking place at 5pm. Along with this, there is a fundraiser benefitting Help Network, our local non- profit organization dedicated to offering a hand up - not a hand out to those in need. Donation buckets will be available here for those who wish to donate but may not be able to attend the service.

Wednesday Night Adult Bible Class will not meet Nov. 24th but will resume as scheduled the following week.

### Camp Caudle Christmas!!

It's a wonderful time of the year, and we have different activities like readings of the Christmas story, cookie making, crafts, writing letters to Santa, and hayrides! There are more details and activities to come, but it's high time to save the afternoon of December 4th on your calendars!

This is a fundraising event for Camp, so there is a cost per child coming to participate - \$15 for the first child, \$10 more for a second child, and register three for \$30!

We are also looking for volunteers to help out with this event - if you have helped in the past, or are interested in coming out to help, please let Marcus McCormick know. Sign-up sheets are available on the Starting Point desk. Send Marcus a Facebook message, or text at (512)-296-7567, or an email at [marcus@campcaudle.org](mailto:marcus@campcaudle.org)

Sign up for WS emails at  
[westsidear.org/subscribe](http://westsidear.org/subscribe)

## Week of: 11-14-2021

**Weekly Giving:** \$10,111

Attendance

**Weekly Budget:** \$ 13,820

Sunday AM - 226

**YTD Giving:** \$ 607,644

Wednesday PM - 124

**YTD Budget:** \$ 635,708

## Family Illness and Recovery

Margaret Grant continues to improve and undergoing physical therapy once more. Please keep her in your prayers for continued strength and renewed health.

Tami Robinson is currently undergoing chemo treatments. Please keep her in your prayers for strength, both physical and emotional. Continue to also pray for complete healing.

Jonah Vanderheiden is home following his most recent hospitalization. Please keep him in your prayers for his asthma to be controlled and his health to improve.

Mary and Tommy Ancel, sister and brother - in- law of Wanda Reed have both been battling covid. Please pray for ease of symptoms and complete recovery.

Joel Delgado, infant great-grandson of Kay Larson, is hospitalized again with serious health complications. Please continue to pray for the doctors that are working with him, for correct diagnosis, and prompt and successful treatment. Pray for his parents as well to be strengthened and comforted in all areas.

Dena Moore's father, Roscoe Moore, is hospitalized in Fort Smith with artery blockage and a small abdominal aortic aneurysm. He is facing open heart surgery as well as several other procedures. Please pray for complete healing.

Ongoing prayer requests:

Jesse Boshears - cousin of Chad Crain

Sofia Juarez

Sid Womack

Helen Stephens

**Love. Share. Disciple.**