

# LISTENING FOR MENTAL MODELS

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When it comes to understanding and changing people's mental models of youth ministry, the first step is to listen for those mental models. They will emerge when people share stories about their own experience of youth ministry. In the following exercise, you're going to listen to several groups of people as they share these stories.

**01** Hopes that were fulfilled:

**02** Expectations that failed:

**03** What do these reveal about this person's mental model of youth ministry (the way he or she thinks youth ministry should be)?