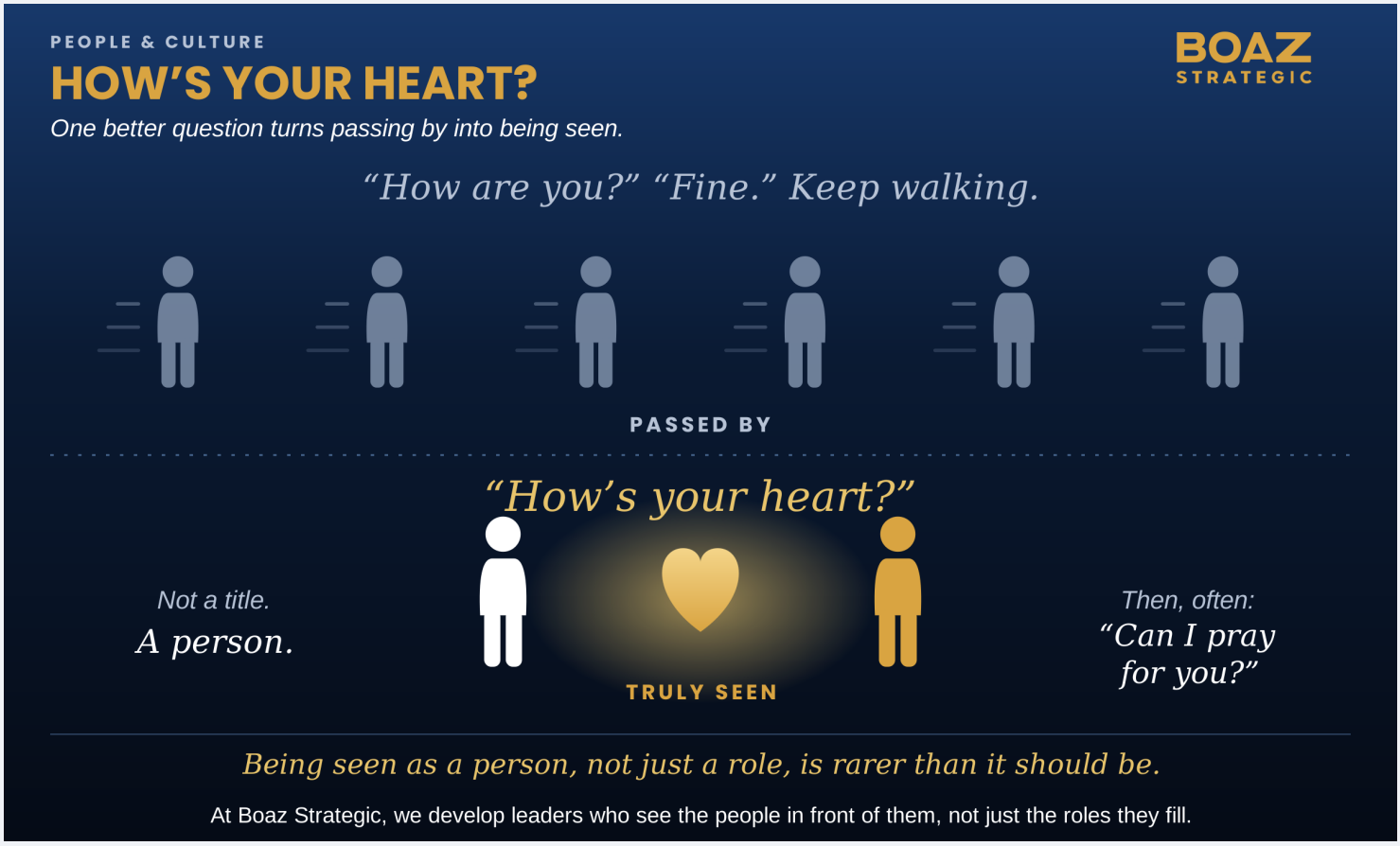


Do they feel passed by, or *truly seen?*

> *How's your heart? — Mike Guillen*

Mike Guillen owns Hope Heating & Air and runs Day of Hope, serving the community every month.

If you've met Mike, you've probably been asked one question that goes deeper.

Instead of stopping at "how are you," he also asks, "How's your heart?" People are sometimes caught off guard. Mike just explains that he really wants to know. That's usually all it takes to open the door.

Often the conversation leads further: "Can I pray for you?" Asked, and done right there with them.

The impact is the same whether he's asking a stranger, a client, or an employee. The question doesn't care about someone's title. It simply helps them be seen and heard.

What if more leaders tried this with their own people, the employees they pass in the hallway a dozen times a week without stopping?

Being seen as a person, not just a role, is rarer than it should be. It's also simple to give.

At Boaz Strategic, we develop leaders who see the people in front of them, not just the roles they fill.