**MONDAY MANNA**
**Nov 2, 2026**

## WILLINGNESS TO ASK QUESTIONS

**By Rick Boxx**

As my wife Kathy and I were returning our rental car at the airport and trying to catch a flight home, we were pleased by our interaction with the two friendly young men who served us at the rental counter. One of these young men asked a very brave question.

He asked, “Was there anything at all that we could have done better?” This seems like a simple question, but the way he asked the question caused me to pause and reflect on my entire experience. I wondered how many times this inquiry opens the door for negative responses.

Fortunately, ours had been an excellent experience, as I informed the young man. We had absolutely no complaints. However, I suspect that one question, when consistently asked, has garnered great insight for their organization. Some companies and organizations might prefer not invite customer feedback, fearing they will hear about bad or unsatisfactory experiences. But how can you improve if you do not allow customers to tell you about areas that could be improved?

It would be like a chef at an exclusive restaurant who will listen only to compliments, but never to comments from diners who are not pleased with the food they have been served. Sooner or later, the establishment’s rave reviews will fade away.

The importance of being willing to accept advice and suggestions is a recurring topic in the Bible, especially in the Old Testament book of Proverbs. For example, Proverbs 1:5 teaches, “Let the wise listen and add to their learning, and let the discerning get guidance.” There is an adage that states, “You are either getting better or getting worse.” If that is true – and I believe it is – we should always be open to receiving input on how we can improve the services or products we provide.

Here are some other valuable insights I have found in Proverbs:

**Encourage counsel from multiple sources.** Sometimes, if we want to have what we are doing affirmed, we will be tempted to seek out an individual we know will confirm what we want to hear. However, by soliciting wisdom from a number of people, we are more likely to receive the information we need. “For lack of guidance a nation falls, but many advisers make victory sure” (Proverbs 11:14). “Plans fail for lack of counsel, but with many advisers they succeed” (Proverbs 15:22).

**Always strive to be learning and improving.** Growth, both professionally and personally, involves a desire and willingness to never stop learning. This can be a byproduct of both experience and the interactions we have with others, especially those who have expertise and

insights that we lack. “Listen to advice and accept instruction, and in the end, you will be wise” (Proverbs 19:20).

**Never fear the friction of constructive criticism.** If you are needing to sharpen a blade, whether on a knife or a pair of scissors, it needs to rub up against another hard surface. You cannot sharpen a blade with a piece of cotton or rubber. It requires friction from another hard object. “As iron sharpens iron, so one man sharpens another” (Proverbs 27:17).

If you want to add to your wisdom, ask brave questions and listen carefully to the answers.

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## Reflection/Discussion Questions

1. Can you think of a recent example of a time when you were sincerely invited to offer your feedback regarding what your experience was in patronizing a certain business? If so, how did you respond?
2. Why is it uncommon to hear a company representative ask, “Is there anything at all that we could have done better?”
3. How easy is it for you to request sincere feedback on how you are doing, whether at work or in your home? Explain your answer.
4. What does an invitation for someone to provide their feedback tell you about a company or an individual who has been working with you in some way? Does their openness to your comments make you more inclined to do business with them again?

## Challenge for This Week

Set aside some time this week to consider how receptive you are to advice and constructive criticism. Are you actively welcoming insight from others on how you can improve both professionally and personally?

Invite a mentor, trusted advisor or members of your small group to point out any blind spots you might have – even if it seems difficult to do so. Regard this as an opportunity for growth.

## NOTE:

If you have a Bible and would like to read more, consider the following passages:
Proverbs 12:15, 13:1, 19:27, 20:18, 24:5-6, 27:9; Ephesians 4:15; Galatians 6:1-2