

COMMUNICATION  
SKILLS:  
EMPATHY



Empathy is about  
finding echoes  
of another person in  
yourself.



Empathy is about standing in someone else's shoes, feeling with his or her heart, seeing with his or her eyes.

Not only is empathy impossible to outsource and automate - without it the world does not become a better place.

# 3 Components of Empathy



## The ability to:

1	Be Aware	By letting go of our own views and prejudices we are able to perceive that there may be something going on for someone else which is completely contradictory to our view of the circumstances. This awareness requires letting go of our tendencies towards self centeredness.
2	Understand	By “walking a mile” in the shoes of our partner we are able to understand the source of the feelings they are experiencing. This is step 2 (after awareness) because it allows us to comprehend how they have arrived at the conclusions and feelings that they have.
3	Accept	By accepting that the feelings of another are as valid and justified as our own we open the door to connection, trust validation and partnership.



Empathetic people display some or all of the following:

- Attentive to emotional clues,
- Listen - are slow to interrupt or interpret,
- Seek to understand,
- Display sensitivity & consideration,
- Are willing to come to your aid,
- Offer useful, use-able feedback;
- Inspire other people to bring out their best.



- \* Be the detective.....
- \* Dump your perception of the situation,
- \* Listen to understand,
- \* Avoid giving solutions,
- \* Take lots of time,
- \* Actively display your concern,
- \* Get into their shoes



<b>1</b>	Identify where you need to be more empathetic both personally and professionally.
<b>2</b>	Ask a partner or friend to suggest ways you can be more empathetic towards them.
<b>3</b>	Decide on your personal guidelines for empathy and implement them into your day.