

Steps for Empathy

- 1 Stop what you are doing
- 2 Give full attention and listen
- 3 Give appropriate eye contact/body language and facial expressions
- 4 Try and find the feelings behind the words
- 5 Tentatively suggest the feeling behind the words
Empathic phrases may start like this:
"I'm wondering..." "You seem..." "It sounds as though..." "I can hear..."
"You sound/look like..." "It can be hard when..." "I can see..."
- 6 Allow them time to tell their story if they want to, or walk away/be silent as they wish
- 7 Do avoid questioning, commanding, advice, or instructions
- 8 Do use gentle touch if appropriate
- 9 Keep focused on the person's feelings
- 10 Avoid fixing it or over-reacting