

EMPATHY

Speaker shares what's alive for them.

Listener Responds with:

- **Silent Listening:** Be present and give undivided attention
- **Empathy Guess:** See below
- **Reflection:** "I heard you say... Was that accurate?"
- **Direct inquiry:** "What would you like me to know?"

EMPATHY GUESSES

Are you feeling... I wonder if you're feeling... I imagine you're feeling... I'm guessing you're feeling... It sounds like maybe you're feeling... It seems as if you're feeling... Perhaps you're feeling...	AND	Are you needing... I wonder if... is something you're caring about. I imagine you would have liked... I'm guessing you're wanting... It sounds as if you really wanted... It seems as if you were really hoping for... Is... important to you? Are you looking for... Are you hoping to have... Are you longing for... Would you have liked... Would you prefer... Were you wishing for...
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EMPATHY FORMATS

EMPATHY GROUP/PAIR

Agree to duration and location, typically 30 to 60 minutes in person or by phone.

Divide time among people wanting to speak and get empathy.

Person most in need of empathy generally goes first.

JOURNALING

Write something on your mind.

Review what you've written. Identify and write out what you're feeling and needing.

INTERPRETATIONS

Abandoned	Criticized	Inadequate	Mistrusted	Ripped-off	Unimportant
Abused	Deprived	Insulted	Misunderstood	Rushed	Unloved
Attacked	Discounted	Interrupted	Neglected	Smothered	Unseen
Belittled	Disliked	Intimidated	Overpowered	Suffocated	Unsupported
Betrayed	Disrespected	Invalidated	Overworked	Taken for granted	Untrusted
Blamed	Distrusted	Invisible	Patronized	Threatened	Unwanted
Bullied	Dominated	Isolated	Pressured	Trampled	Unworthy
Caged	Dumped-on	Judged	Provoked	Tricked	Used
Cheated	Hassled	Left-out	Put-down	Unappreciated	Victimized
Coerced	Harassed	Let-down	Put-upon	Unheard	Violated
Cornered	Ignored	Manipulated	Rejected		Wronged

Also the phrases:

I'm feeling like..., I'm feeling that..., I'm feeling as if..., I'm feeling you/he/she/they/it...

NON-EMPATHIC RESPONSES

<p>Advise You should... If I were you, I'd... Why don't you... If only you...</p> <p>Diagnose You're being... You're not being realistic. You don't get it. It's because you always...</p> <p>Analyze Your problem is... You're reacting this way because... If only you had...</p> <p>Tell a Story, One-Up That reminds me of a time when... The same thing happened to me, except... That's nothing, listen to this...</p> <p>Correct, Explain Away That's not what happened. What really happened was... I/He/She/They never said that... What you don't understand is that...</p>	<p>Deny Feelings, Minimize, Distract Quit feeling so sorry for yourself. Cheer up, it's not so bad. It could have been worse. Don't worry about it, let's do...</p> <p>Sympathize, Reassure You poor thing. How unfortunate! It wasn't your fault. I know you tried the best you could. It will all turn out OK.</p> <p>Investigate, Interrogate Why did/didn't you...? What were you thinking? What could you have done differently? When did this start? How did you find out? Why would he/she/they do that?</p> <p>Educate This could be a learning experience. In time you'll realize... Statistics show that... I just read an article that says... Everyone I know thinks that...</p>
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