

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..."* *"You sound/look like..."*
"It can be hard when...." *"I can hear..."* *"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