



## Steps for Empathy

- 1 Stop what you're 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, e.g. "It sounds like... ", "You seem..."
- 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

### Empathic phrases may start like this:

"I'm wondering... "

"You seem... "

"It sounds as though... "

"You sound/look... "

"It can be hard when... "

"I can hear... "

"I can see... "

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