Empathy

What Empathy is:

Listening without judgement

Guessing their feelings and needs

Holding Space

Putting yourself in their shoes

Deep listening

Reflecting back what you heard them say

Validating their feelings

Offering your Presence

What Empathy is not:

Advice giving – "I know, why don't you try this…."

Commiseration – "That's terrible. Nobody has the right to do that to you."

Consoling – "It wasn't your fault, somebody should have told you."

Correcting – "That's not what I did, you remember it wrong."

Educating – "Well you won't be doing that again will you."

Evaluating - "Maybe you were just trying too hard."

Fixing - "You ought to see someone about that, I know a good…."

Interrogating - "What happened? When did this start? Who was there?"

One-upmanship - "You think that's bad, you should hear what happened to me…"

Shut – down - "Never mind, you'll feel better tomorrow."

Sympathising - "You poor thing, that's terrible, how awful for you."

Story telling - "That reminds me of a time when…"