



Empathic Communication

Body Language	Listening	Recognizing Emotion	Verbal Response	Action Response
<ul style="list-style-type: none"> ▪ Maintain eye contact ▪ Body position – front or angled to the side ▪ Nodding & smiling appropriately ▪ Moving closer to the person if you are sitting far apart ▪ Open & encouraging stance – not crossing arms / sitting back in chair 	<ul style="list-style-type: none"> ▪ Staying attentive & focused on the other person ▪ Not interrupting ▪ Refrain from interjecting with your opinions ▪ Putting away distractions e.g. mobile phone / laptop ▪ Listening with the intent to understand, not to reply 	<p>Inquiring about emotions</p> <ul style="list-style-type: none"> ▪ “How did you feel?” ▪ “When _____ happened, what was your reaction?” ▪ Identifying emotions ▪ “It sounds like you are feeling _____” <ul style="list-style-type: none"> – Frustrated – Happy – Angry – Joyful, etc ▪ “When you were saying that, you looked ____ (emotion) to me. Am I on the right track?” <p>Emotional Navigation</p> <ul style="list-style-type: none"> ▪ “When you felt _____, what did you do?” ▪ “How did you manage?” 	<p>Reflecting</p> <ul style="list-style-type: none"> ▪ “So what you are saying is _____, and _____.” ▪ “You said _____, and you experienced _____ (emotions).” <p>Paraphrasing</p> <ul style="list-style-type: none"> ▪ “In other words, what happened was _____, and you felt _____.” <p>Staying with emotions</p> <ul style="list-style-type: none"> ▪ “Tell me more about why you felt _____.” ▪ “I’m so glad you shared that with me.” 	<ul style="list-style-type: none"> ▪ Being comfortable with silence in the conversation ▪ Staying with the person instead of rushing off ▪ Not immediately offering suggestions, reassurance, or possible solutions to the problem ▪ Offering help & support ▪ “May I offer a suggestion?” ▪ “What can I do to help?” ▪ “How can I support you?”