

Empathetic Listening

Attend to the moment
Attend to the conversation

“Multi-tasking” or “rapid refocus” does not work

Empathetic Listening

Read the speaker. Observe the emotions behind the words

Pay attention to the speaker - to facial expressions – to body language

Respond to the emotion as well as the words

Empathetic Listening

Be non-judgmental

Don't minimize or trivialize

Honor the vulnerability

How?

by being open to their perspective
their experience



Paraphrase what you perceive the speaker to be saying

Attempt to clarify their meaning & emotion

Empathetic Listening

cognitive empathy refers to understanding other people's perspectives

affective empathy emotional response to other people's feelings

Ted Talks:

https://www.ted.com/talks/joan_halifax?language=en Joan Halifax

https://www.ted.com/talks/brene_brown_on_vulnerability Brene Brown

<http://www.empathymuseum.com/>

This was website which has several different sections/audio/videos related to empathy