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