

EMPATHY: Ways We Stay Connected to Feelings & Needs

- **Give your full attention** to another by either silently or verbally connecting to their feelings and needs.
- **Be willing to set yourself aside** and completely enter the other's world with acceptance and respect.

NOT EMPATHY: Ways We Disconnect with Feelings & Needs

- **SYMPATHY:** Bring attention back to yourself. *"Oh, I am so sorry, I feel terrible for you."*
- **ADVICE:** We assume the person needs information. *"Well, what you could do is. . ."*
- **EXPLAIN / ANALYZE:** We believe we know why someone feels the way we do and think knowing why will change their feeling state. *"You're just feel bad because . . ."*
- **CORRECT:** We try to point out someone's mistake in interpreting. *"He didn't do that to hurt you, he was just in a hurry."*
- **CONSOLE:** *"It will be okay. You're okay, everything will work out."*
- **TELL A STORY:** *"The same thing happened to me. This one time . . ."*
- **PUSH AWAY FEELINGS:** We might be uncomfortable so we tell others not to feel what they feel. *"Come on smile, don't be sad." "Just calm down and take a deep breath"*
- **INVESTIGATE / INTEROGATE:** *"Why did you do that? What made you feel that way?"*
- **EVALUATE:** We decide if another's emotional response is appropriate or not. *"You are over reacting. This is no big deal."*
- **EDUCATE:** *"What I see about the situation is . . ."* *"The reason you feel like that is. . ."*
- **ONE-UP:** *"That's awful, but something even worse happened to me and I was devastated."*
- **DIAGNOSE:** *"Sounds like you had a panic attack. I know some good herbs for anxiety."*
- **DEMAND:** *"If you don't get control of your emotions, I'm leaving!"*
- **DENIAL OF CHOICE:** *"It's a hard thing, but we all have to do it."*
- **NOD & SMILE** *You feel uncomfortable and just want to get out of the situation.*