

# Empathetic Listening

## DO:

- Listen with the eyes, as well as the ears, mind and heart.
- Have a sincere desire to understand.
- Seek first to understand, then to be understood.
- Be H.A.R.D. – Honest, Appropriate, Respectful, Direct.

## DON'T:

- Listen with the intent to reply.
- Project your autobiography by evaluating, judging, probing, advising, or interpreting.
- Use empathetic listening as a technique.

## Five steps to learning Empathetic Listening:

1. Mimic: Repeat the message back to the sender.
2. Rephrase the message in your own words.
3. Reflect feelings.
4. Rephrase message and reflect feelings.
5. Learn when not to reflect.

## Remember:

- The deepest need of the human soul is to be heard.
- The ticket to judgment is understanding.
- Understanding is not the same as agreeing.
- Empathetic responses will backfire if the attitude behind them is wrong.



Anonymous