Empathy is a respectful understanding of what others are experiencing

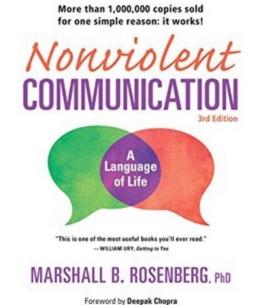
"When ... someone really hears you without passing judgment on you, without trying to take responsibility for you, without trying to mold you, it feels damn good!"

Instead of offering empathy, we tend to give advice or reassurance and to explain our own position or feeling.

With empathy, we give others the time and space they need to express themselves and feel understood.

Careful of:

- Advising: "I think you should ... " "How come you didn't ... ?"
- One-upping: "That's nothing; wait'll you hear what happened to me."
- Educating: "This could turn into a very positive experience for you if you just ... "
- Consoling: "It wasn't your fault; you did the best you could."
- Story-telling: "That reminds me of the time ... "
- Shutting down: "Cheer up. Don't feel so bad."
- · Sympathizing: "Oh, you poor thing ... "
- · Interrogating: "When did this begin?"
- Explaining: "I would have called but ... "
- Correcting: "That's not how it happened."



Endorsed by Tony Robbins, Arun Gandhi, Marianne Williamson,

John Gray, Jack Canfield, Dr. Thomas Gordon, Riane Eisler, and others

