

EMPATHY at WORK

EMPATHY AND HOW TO INCREASE IT

3 Types of empathy:

- A. **Cognitive** - you 'get' how they see it, use the same language and mental models
- B. **Social empathy** - sense what they sense, feel what they feel...rapport and chemistry
- C. **Empathic concern** - compassion and wanting to help

The Empathy N.E.T.

1. Name their challenge/issue and what they're feeling
2. Empathise with them
3. Transform or support them (not always necessary)

1. Name it: use your listening skills

- Tell me more
- What are you facing
- What's challenging you
- I might be wrong, but I've noticed that...
- It might be me, but recently...
- I'm curious, tell me more about...
- That's interesting, tell me more

2. Empathise with them: help them feel heard

- So what you're feeling is...
- That's fascinating/difficult/challenging/tough/surprising...
- So what you're saying is...
- So to paraphrase, what's going on is...
- So what's happening here is...
- That's tough/difficult/worrying etc...I know how you feel...

3. Transform it*: offer support (not always necessary)

- How can I support you?
- How can we move forward?
- What can we do next?
- What's next for you?
- How can you/we/I improve/change/alter the situation?
- What happens next?

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YOUR 30 DAY EMPATHY PLAN

Daily questions

- Who did I/can I approach with empathy today? Team, client, colleague, manager
- Who did I REALLY listen to today?
- What did I learn? How did things conclude/move forward? Any next steps?

1. Was I curious?
2. Did I listen?
3. Did I use N.E.T.?

USE THE 30 DAY EMPATHY PLAN to record your results

Daily statements to increase your empathy

- I'm highly empathetic
- I'm a fantastic listener
- I'm genuinely interested in people
- I can listen without having to solve a problem
- I understand how people feel
- I'm curious about how people feel
- I ask questions to understand how people feel

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EMPATHY LIST

Add named people below: fill this list with people you wouldn't naturally gravitate towards, understand or befriend

Your team	Your bosses & managers
Colleagues	Clients and suppliers

YOUR 30 DAY EMPATHY PLAN

Day	Was I curious?	Did I listen?	Did I use N.E.T?
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30	-----	-----	-----

EMPATHY at WORK

Use this page for your notes.

What was challenging about this practice?

What did you enjoy?

What feedback did you receive - did anyone notice the difference?

Do you intend to continue beyond day 30?