

## Empathy IS...:

**Noticing** another person, and being **curious** about their feelings: *"Hey there, how are you doing?"*

**Identifying and naming** possible feelings: *"Hey, you look upset/sad/frustrated/happy"*

**Acknowledging** that their feelings are real, whether you agree with them or not: *"Wow, that would be upsetting/awesome/disappointing..."*

**Validating** that strong feelings can be hard sometimes: *"I can see how it would be hard to want something and not get it or have to wait"*

**Really Listening...** without jumping in with opinions or other 'empathy is not' comments!

**Body language.** Non threatening, non judgemental and quiet tone, compassionate facial expression, and open stance.

**Allowing** a person to feel fully how they feel. Sometimes just being with them and **accepting** them for who they are... warts and all.



## Empathy Is NOT:

- Fixing it:** *"I think you should just..."*
- Knowing:** *"I know exactly how you feel..."*
- Logical:** *"That's no reason to be upset...."*
- Advising:** *"I think you should just..."*
- Interrogating:** *"How did this happen?"*
- Explaining:** *"She only said that because..."*
- Correcting:** *"That's not how it happened..."*
- Educating:** *"I hope you've learned a lesson..."*
- Consoling:** *"It wasn't your fault"*
- Commiserating:** *"He did that? What a jerk!"*
- One upping:** *"You think that's bad..."*
- Blaming:** *"If you hadn't been so rude..."*
- Sympathizing:** *"You poor thing! I feel awful..."*
- Stopping someone from feeling:** *"Don't be upset"*

