

Empathy

Empathy is the ability to understand and connect with another person's feelings and experiences. It involves actively listening and recognizing their emotions. As well as offering a safe space for them to express themselves without judgment.

Do's

- Listen attentively and without interrupting.
- Show understanding and acknowledge their feelings.
- Reflect or paraphrase what you observe.
- Summarize the key points, both facts and emotions.
- Ask thoughtful, open-ended questions.

Don'ts

- Compare their situation to others or talk about worse scenarios.
- Give unwanted advice.
- Minimize their feelings or the situation.
- Become overly emotional yourself.
- Ask intrusive questions.
- Demand they see it from another perspective.
- Analyze their emotions or act as a psychologist.