

Listening to the true feelings of the other person

Listening to the true feelings of the other person means fully hearing their thoughts and their entire story.

At this point it is not about you. It is about giving time and allowing the other person to express their emotions.

How it works

Step 1. State that you will listen carefully to the other person's story. Listen with full attention, show understanding, ask open questions, allow silences, and regularly check with the other person to ensure you understand them well.

Step 2. Follow the other person's logic. Their feelings are not 'true' or 'wrong'. It is how they perceive the situation. Stay on their train of thought and check this from time to time.

Step 3. Show the other person that you empathize. "I can understand this must be hard for you." This gives the other person the space to express their emotions.