

# EMPATHIC LEADERSHIP



## WHAT IS EMPATHY?

"Empathy is respectful understanding of what others are experiencing"

Empathy is a choice. It requires us to know ourselves. It helps us to connect with others.

## LISTENING WITH EMPATHY:

Reject Urge to Give Advice & Opinion

Empty Your Mind

Listen & Understand

## EMPATHIC COMMUNICATION

it is to speak last, to listen for what the other is feeling, and to reflect to express connection.

### REFLECTIONS

**Repetition:** simply repeating a word or part of what was said without adding anything new

**Rephrase:** stay close to what the person is saying by taking some part of what they said and substituting this with a slight rephrase

**feelings:** "sounds like you're really frustrated right now"

**content:** "sounds like the pressure is too much for you right now"

**double-sided:** "you can't imagine not drinking with your friends, and at the same time you're worried about how it's affecting you"



### COPING

Explore individual's past successes, and reframe situation positively

"Despite all your problems, you still cope somehow. How do you do it?"

### EXCEPTIONS

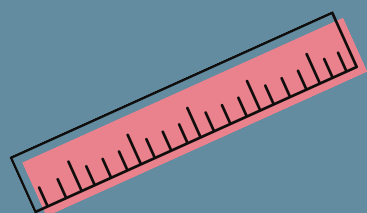
increasing awareness of current/past successes

"When are the times you manage to get some work done?"

### SCALING

Where are you now vs. where you need to be. What will help you move up that one point?

"On a scale of 1-10..."



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