

Empathy Skills

a checklist everyone can use

Does using empathy in a conversation feel difficult?
These skills require practice!
Use this simple guide to remind you how it works.

1

Listen

Using our non-judgmental communication skills as a safe person in a safe person for an open, comfortable conversation about how the person is feeling.

2

Name it

Doing our best to specifically identify what emotion(s) the person is feeling.

3

Ask

Confirm if our best guess about the person's emotion is correct or if the person is feeling something else.

4

Reflect

Accessing our memories to a time in our lives when we felt that same emotion(s) the person is experiencing now.

5

Feel it in the body

Siting with that feeling for a brief period of time and consider what part of our body reacts: a gut feeling? dry mouth? a pounding headache that will not go away?

6

Share empathy

Saying it: share the feeling that person confirmed is taking place for them. Resist giving advice or telling the person what to do: validate the feeling is real for the individual.

Keep learning!

Check out this great resource: <https://cmha.ca/news/how-to-really-listen-a-checklist>

