

# Phrases for Empathizing

**Empathy is...** understanding and feeling what someone else is feeling from their perspective. "Walking in someone else's shoes."

## ✓ How to do it

1. Listen to catch the feeling
2. Show that it is a guess
3. Check for understanding

### PRO TIP

When listening for emotion, remember that *all* feelings are real and valuable, even uncomfortable ones

Example emotions

😞 Guilty 🌈 Hopeful 😡 Annoyed  
😰 Anxious 😌 Calm 😞 Lonely  
😄 Excited 🤯 Overwhelmed  
💕 Loved 😞 Disappointed 😞 Bored  
😳 Embarrassed 😡 Angry

### WHEN RESPONDING

#### Start with

Reflect back what feeling you hear

It sounds like you're feeling ...

It's understandable to feel...

I hear that you're feeling...

#### End with

Check for understanding

... is that how you feel?

... did I get that right?

... is that what you're saying?

## Responding with empathy builds connection

Example

"I finally got through all the emails that have been sitting there. It seems like everyone has what they need now finally."

✓ Builds empathy

"It sounds like you're feeling relieved now that you have that done. Is that true?"

✗ Does not build empathy

"I'd be happy if I were you. I love it when I finally get things done."