

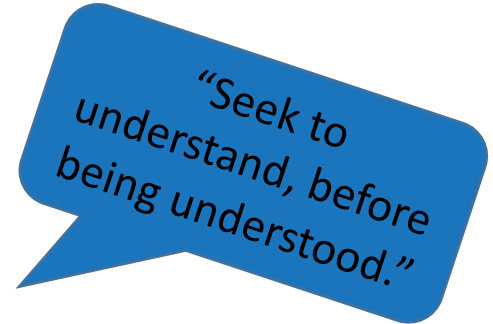
Empathetic Listening

Adapted from the Crisis Prevention Institute



Tips

- **Be nonjudgmental.**
- **Give the person your undivided attention.**
- **Listen carefully (to feelings and facts).**
- **Show that you are listening carefully.**
- **Don't be afraid of silence.**
- **Restate and paraphrase.**
- **Follow up.**



DON'T:

- **React emotionally. Stay calm and focused on the other person.**
- **Offer suggestions or advice. This is a hard one!**
- **Talk about yourself. Even if you have had the same experience, don't tell your story. A simple "I have been there" can do the trick.**
- **Have on background noise like TV, radio, or other potential loud sounds that will distract you from listening.**

From Listening: The Do's and Don'ts and How To Master It
by Anne Loehr <https://www.anneloehr.com/2018/06/21/listening-dos-donts/>

DO:

- **Remove distractions.**
- **Pay attention to the context and quality of the silence before responding.**
- **Refer to the person's words, ask questions, and clarify comments as needed.**
- **Keep that nonjudgmental and respectful spirit and give the person time to respond.**
- **Check with the person to see if they have further questions or comments.**
- **"Listen with your ears, eyes, and heart."**

-Kim Warchol

What are ways you listen in your day-to-day life?

Which strategies work best for you?



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<https://www.crisisprevention.com/Blog/7-Tips-for-Empathic-Listening>