

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.

03

Ask

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

04

Reflect

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

05

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?

06

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>

