

# 6 KEYS TO EMPATHY



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## LISTEN THROUGH THEIR EARS – BE PRESENT.

What are they hearing?  
How might they interpret this?



## GET IN THEIR HEAD – PAY ATTENTION TO THEIR POINT OF VIEW.

What might they be thinking?  
What logic might they be using to interpret the situation?



## NOTICE THEIR WORDS – MATCH WITH SIMILAR LANGUAGE.

What are they saying?  
What defining words, quotes and insights stand out?



IMAGINE

## VIEW THINGS THROUGH THEIR EYES – IMAGINE YOU ARE SEEING WHAT THEY SEE.

What are they seeing?  
How does this tie into their view of the world?



## FEEL THROUGH THEIR HEART – IMAGINE YOU ARE FEELING THE SAME THING.

What emotions might they be feeling?  
How does this impact their actions?



## WATCH THEIR ACTIONS – BE PRESENT AND PAY ATTENTION.

What are they doing?  
What actions and body language are you observing?



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