

Communicating Empathy

A futureAlign Resource Guide



What is empathy?

Empathy is the ability to understand or feel what another person is experiencing based on their perspective. To be clear, empathy is not necessarily agreement. In other words, you must truly putting yourself in another person's shoes.

What is the value of empathy?

Empathy is a key skill for building trust, influencing, and resolving conflicts.

So much of life, both at work and at home, is about building effective relationships. The key to strong relationships is providing empathy.

How To Communicate With Empathy

YOUR MIND

- **Be curious and open**

Approach the conversation with a desire to understand the other person's perspective. Despite your best intentions, jumping to problem-solving may get in the way of connecting.

- **Be aware of your own bias and perceptions**

We all have different experiences, which color our interpretation of people and situations. Proactively recognize your biases so you can listen without judging.

- **Seek to acknowledge, not agree**

Your goal is to make the other person feel heard, not to convince them of your perspective.

YOUR BODY

- Sit or stand with an open posture with hands relaxed at your sides and shoulders open.
- Relax face muscles and connect with your eyes.
- Sense your body's connection to the floor and allow it to help you feel grounded and steady.
- Focus on a slow and relaxed breathing tempo.
- Nod to acknowledge you're listening.

Align people around the future that's possible.