* Empathy = Being Present / Listening
* Empathy = Out of myself
* Empathy = Present with you.
* Empathy = Following
* Empathy before honesty
* Empathy = Slower pace of conversation
* Sympathy = Back in myself
* ***“It sounds like that must've been a really difficult time for you”.***
* ***“I understand…. I’m sorry to hear what you went through”….*** (repeat back what they said to you)
* Tell me about that – ask for clarification
* This must be a difficult time
* I am really saddened to hear of your loss,
* this is obviously a difficult time for you
* I cannot say how sorry I am to hear about what happened

**Affirming statements**

* I really respect your effort
* Sounds like you are…
* I can tell you really care about your wife
* I imagine that must be
* I can understand that must make you feel
* This is why I love my job….I get to help people in a wat that very few people do
* Don’t worry….were going to get this done for you today
  + Sympathy = Sitar….some of the strings just vibrate when you play the other strings. (They are “Sympathetic) Client says my dad died…. I say my dad died too (Sympathy) so when I hear something that happened to you I feel something resonating in me that was similar…. That sympathy…. Sympathy is a universal human need and it lets us know were not alone….
  + Empathy = your fully present ….has the quality of following…. It's not leading. The client tells you about their spouse dying ….You might say….” It sounds like that must've been a really difficult time for you”. When you provide empathy the client will arrive at their own insights without you.
  + Empathy is not
    - investigating (Leading)
    - sharing my own story.
    - Advice or suggestions
  + empathy before honesty…. Before I bring my story before I make a declarative statement…. I need to be totally present with you first
  + you typically need to slow the pace of the conversation down when you're in empathy to give people time to go inside and formulate the words about what they're feeling
  + (Before you give advice – check in) I'm thinking of something that might be really helpful for you if I share with you
* instead of just saying I understand… Say…. I understand (Im sorry to hear what you went through) and then repeat back what they said to you. This gives the client the assurance that you actually do understand and that shirt empathizing

How do you know what people are feeling

* you could ask them but were often expected to just know
* people often hide their feelings or unsure of what they are in the first place
* one approach is logical… If someone is laughing you can deduce that they are happy
* you can also put yourself in their shoes using your imagination
* another way is your brain has an emotional reading reflex it's called the mirror neuron system your brain automatically mirrors the toner facial expression of the person you're talking with this is where you can experience emotional contagion so can your client