

Empathy

Non-Empathetic Responses	Empathetic Responses
<p>Dominating:</p> <ul style="list-style-type: none">- Just get on with it.- This is what you need to do.- Be part of the solution, not the problem.	<p>Understanding:</p> <ul style="list-style-type: none">- It sounds like you are saying...- What can I do to help?- I want to make sure I understand, can you tell me about...?
<p>Avoiding:</p> <ul style="list-style-type: none">- Stop worrying.- You will be fine.- I am sure it will all work out.	<p>Recognizing:</p> <ul style="list-style-type: none">- That is a tough situation.- Thanks for telling me.- How are you dealing with that?
<p>Judging:</p> <ul style="list-style-type: none">- Are you serious?- I would not have done it that way.- I am surprised you did that!	<p>Accepting:</p> <ul style="list-style-type: none">- I hear you.- I can see where you are coming from.- I appreciate your perspective.