



INTERNATIONAL DAY OF LISTENING

What empathy is NOT

Quizzing : “Did you do what I told you to do?”
“Did you take the medicine when you were supposed to?”

Judging or Guilting : “Why did you do that?”
“That doesn’t seem worth worrying about.”
Well, that was a dumb thing to do.
“I can’t believe you did that!”
“I told you this is what would happen.”

Advising or Fixing : “You shouldn’t have said that.”
“You should have taken the medicine like you were supposed to.”
“Maybe you should . . .”

Placating : “Oh, well, tomorrow is a new day.”
“That’s not so bad.”

Denying or Discounting : “I can’t believe you’re upset about that.”
“That’s nothing!”
“Shouldn’t you just be glad that you have a job?”

One-upping or Kidnapping the empathy: “If you think that’s bad . . .” “You should hear what happened to me!”

Educating : “There’s a good book you should read about that.”

Analyzing : “This seems to happen to you a lot.”

Consoling : “That’s too bad. I’m sure tomorrow things will go better.’

In response to someone saying, “I’m so tired, I couldn’t get any work done.”

One-upping “I’m so tired myself. I couldn’t get any work done either.”

Empathy Blockers:

From <https://parentcoordinator.org/files.wordpress.com/2017/12/empathy-art-of-listening-2016-e1512143151429.jpg?w=740>

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