

Summary Empathic communication

For whom is empathic communication important?

Leaders, parents, coaches, teachers and people who work with groups of different interests. And, for sure, for those who want to expand their communication adventures.

What does it mean?

Empathic communication is the will and the responsibility to understand the other person without the need to sympathize. You sense, listen and observe without your interpretation mode taking over. The first step is to listen without prejudice, without the need to advice or to interpret.

What is the aim?

To understand before being understood. To give the other person freedom to be himself and to speak. That the other person has the freedom to think and act freely.

When to implement?

In different situations, such as: dialogue, coaching, conflicts, enhancing nonviolent communication, parenting, HR development and in situations to broaden your own mentality.

This method of communication can be used together with other skills. This way you can enhance freedom and make your communication both flexible and extended.

When are you NOT communicating empathically?

When your listening is negated, pretended and selective.

Your attitude when listening and answering is advising (without being asked). You are interpreting, searching, prejudicing and filling in. Your behaviour shows no interest, is negated, with dismissive mimic, think about or reflect when you encounter your allergy?

How to do it?

Simplify your mindset. "Seek first to understand, then to be understood" (Quote Steven Covey).

"To "hear", you need attention and readiness to listen with your heart" (Interpretation Benedictus by Odilo Lechner).

Then you can learn tricks how to get into the mood;

- Active listening and silence
- Sit or stand with open attitude at the same level
- Invite with your face
- Mimic (positive)
- Make open questions with the same word you heard
- Reflect what you see
- Use reformulation and reflect

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