

4-D EMPATHY GAME PLAN

DETECT

- Notice shifts in other person's energy
- Pay attention to body language, facial expressions, etc.
- Be aware of shifts in your own energy
- Something is different / something is off
- "Is this normal for [Name]?"
- "How does [Name] usually show up?"
- "Based on what I'm picking up, what do I believe [Name] may be feeling, thinking, and experiencing?"

DEACT

- Pause (don't act or react)
- "Please give me a moment so I can give you my undivided attention."
- Take a deep breath
- Shift your focus & attention to the present
- Get into an Empathetic State of Mind (curious, open, non-judgmental)
- Remember that what people experience is real to them
- "Where am I right now?"
- "What do I need to let go of in order to be fully present?"

DISCOVER

- Meet person where they are
- Listen intently and non-judgmentally
- Tune in to your heart / soul (rather than your head)
- Dig deeper, like an archaeologist
- Ask open-ended, exploratory questions
- "When _____ happened, how did you feel?"
- "What did you think about _____?"
- "What do you wish would have happened?"

DISCUSS

- Articulate your understanding of what they're thinking, feeling, and experiencing
- Rephrase using a combination of your own and their words
- Be genuinely grateful that the person shared with you
- "It seems that..." or "It sounds like..."
- "What I'm hearing you say is..."
- "You sound _____. Are you?"
- "Thank you for sharing your thoughts, concerns, and feelings with me."
- "I really appreciate you expressing your feelings and thoughts..."