

## A Guide to Empathetic Listening

- Be present, engaged, alert and provide your full attention. Think of your body language.
- Ask probing, Socratic questions but remember not to talk over people.
- Repeat what you think the other person is feeling or trying to say.
- Try and vocalise shared or common feelings and experiences and direct the conversation this way.
- Probe or point out the difference in conclusions.
- It's important to distinguish the valid concerns of the person you are speaking to and the conclusions that they draw.
- Do not discount the other person's feelings.
- Do not be baited by the other person.
- Indicate you are listening by offering invitations to say more and eye contact
- Don't interrupt, interrogate or change directions.



## Types of Socratic Questions

- Why do you say that?
- Why do you assume this?
- What would be an example of that?
- What is another way of looking at this?
- What are you implying?
- What do you think would result from this?

