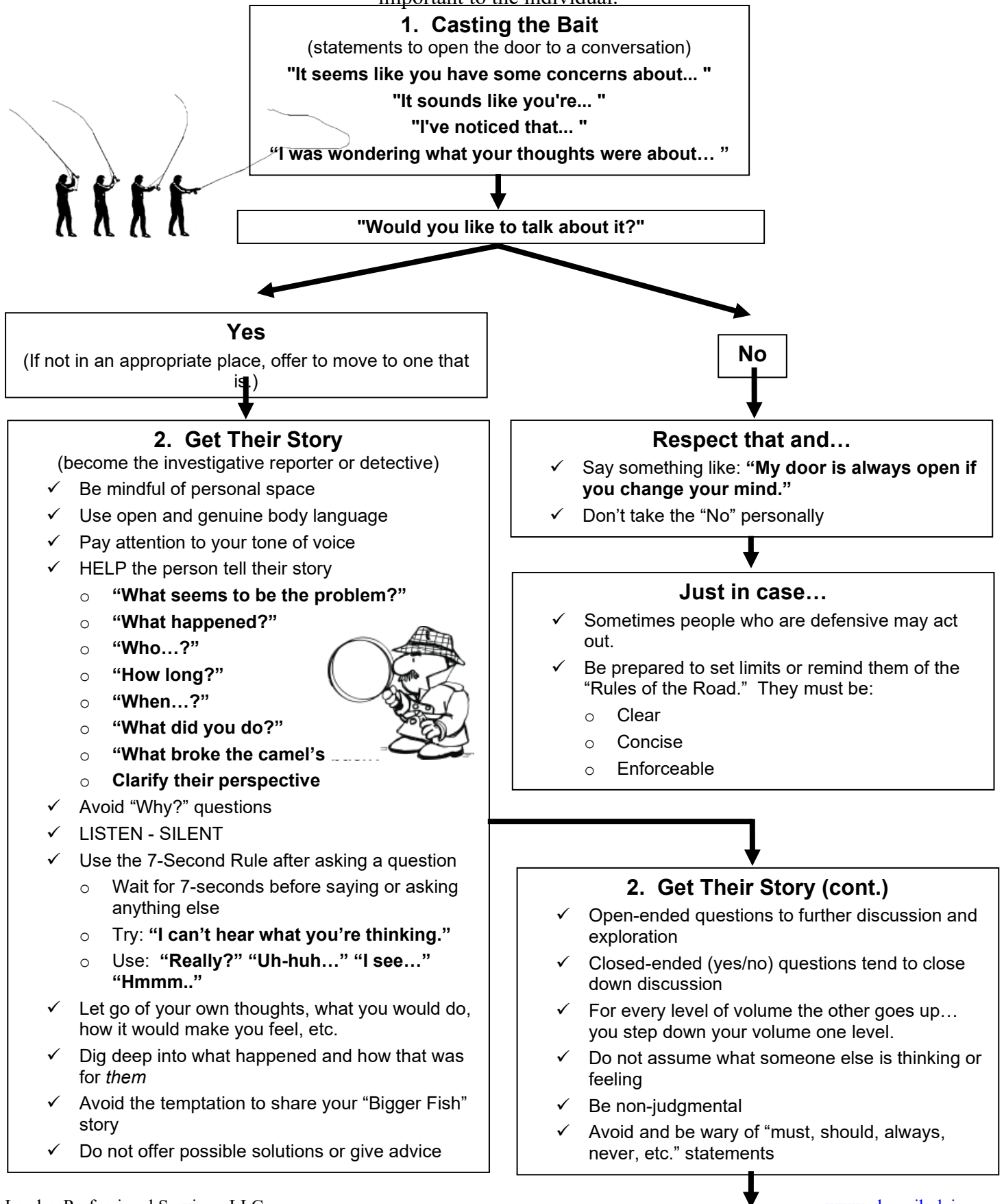


# The Five Steps of Empathic or Active Listening

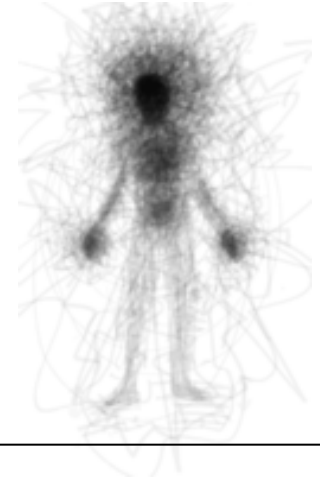
To be used when a person is emotionally charged (positive or negative) and/or when the subject matter is deeply important to the individual.



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### 3. Validate

- ✓ Ask: **“How did that make you feel?”**
- ✓ The “Big Four” emotions
  - Anger
  - Sadness
  - Fear
  - Joy
- ✓ Be prepared to explore how their emotions are affecting them
- ✓ VALIDATE the person’s feelings
  - **“It makes sense you feel...”**
  - **“I think I would feel ‘X’ if that happened to me, too.”**
  - **“I think anyone would feel ‘X’ if that happened to them.”**



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### 4. Define the Problem/Issue/Barrier: Reflective Statement

- ✓ The Formula Reflective Statement: **“You feel X because Y.”**
- ✓ Variants
  - **“If I understand this right, you’re feeling X because of Y.”**
  - **“It seems like the problem is...”**
  - **“What you’re saying concerns you the most is X and its making you feel Y.”**
- ✓ Focus on specific concerns

A PROBLEM  
WELL DEFINED  
IS HALF  
SOLVED

Yes

No

↓

### 5. Resolution

- ✓ Explore alternatives to present situation
- ✓ Help clarify issues, challenges, opportunities
- ✓ What can be done or has to change?
- ✓ What are constraints? (SOPs, etc.)
- ✓ **“What is the BEST thing I/you/we can do under the circumstances?”**
- ✓ Identify specific behaviors to change
- ✓ Identify specific actions to take and who will take them and when (WWW: Who? What? When?)
- ✓ Enter into an agreement or plan

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### Go back to Step 2 or 3

- ✓ It isn’t unusual for someone to reframe what they think or feel when they hear a problem reflected back for the first time.
- ✓ Continue until you get to “Yes” and can move on to resolution

