



1) DESCRIPTION OF THE TOOL

Name of the tool : Empathic Listening

EMPATHIC LISTENING - is a structured listening and questioning technique that allows you to develop and enhance relationships with a stronger understanding of what is being conveyed, both intellectually and emotionally. As such, it takes active listening techniques to a new level.

We'll explore how honest and effective use of empathic listening can help you to win the trust of team members, and address the root cause of workplace problems.

Time: 60 minutes

2) OBJECTIVES OF THE TOOL

Objective 1- Listen patiently

To use empathic listening, listen patiently to what the other person has to say, even if you do not agree with it. It is important to show acceptance, though not necessarily agreement, by simply nodding or injecting phrases such as "I understand" or "I see."

Objective 2- Try to get a sense of the feelings that the speaker is expressing, and stay mindful of the emotional content being delivered as well as the literal meaning of the words.

Objective 3- Think of yourself as a mirror. Repeat the speaker's thoughts and feelings back to them. Encourage the speaker to continue with their message by interjecting summary responses.

Tip:

When you're listening empathically, keep your own emotions in check and do not allow yourself to become emotionally involved. Remember: understand first, evaluate later.

Finally, keep in mind that by earning the speaker's confidence, you are allowing them to communicate more freely. In doing this, you create better outcomes for the speaker, for yourself, for your team, and for the company as a whole.

Where you've earned this trust, make sure you don't betray it.

SKILL - COMMUNICATION

TOOL- EMPHATIC LISTENING

3) CONNECTION OF THE TOOL WITH THE SKILL

Communication is a subject that is a lot more nuanced than you might think. Having good communications skills isn't just about being able to write and speak. When we say that a communicator is effective, we are basically saying that they are capable of getting the undivided attention of their audience and successfully passing their message across. It doesn't matter whether what is being communicated is part of a daily memo or a speech at the company's general meeting; the need for business communication is real and urgent. There are lots of tools that can be used to communicate with your audience effectively. Additionally, there are other tools that can help you learn and practice the art of communication and approach perfection.

4) RESOURCE MATERIALS

-a meeting room for minimum 2 persons , a comfortable space for sharing

5) HOW TO APPLY THE TOOL

Listening – Summarising – Follow-up (LSF)

A common way to achieve empathic listening is the LSF technique. It stands for Listening – Summarising – Follow-up (LSF).

By really listening to someone else and summarising in your mind what he's saying, the listener is able to use paraphrasing to show the other that he's heard what has been said. Paraphrasing is part of summarising; it's aimed at one or several key words that accurately portray the story.

It can also have a powerful effect to repeat the words that the speaker has been using. By applying summaries again and again, the listener gets a clearer picture of what the other person is speaking about. This enables him to ask specific questions that follow up on the topic.

The LSF method is a cyclical process and continually repeats itself. Also acknowledge emotions you notice during the conversations as well as the other's body language. For example: 'I see this really affects you' or 'While you're telling me this, I can still see how angry it makes you.'

Empathic listening can be applied anywhere and any time.

A manager conducting a performance appraisal with his employee would do well to ask him about his motivation or things that might be bothering him. Understanding the employee's motivation enables the manager to work towards common goals and potential solutions.

A management meeting is another good place to employ Empathic Listening and really listen to each other's viewpoints and try to understand the others' arguments.

But it's also a good tool to achieve proper cooperation and effective communication during **face-to-face meetings between employees**.

Here are important **steps** to take to accomplish that:

1. Create a comfortable space for sharing

Giving the speaker a safe place for the discussion can make them more likely to confide in you. For example, if you're in a group meeting and notice that someone is struggling with sharing something with you in front of the entire team, you could ask them to meet one-on-one after the meeting. Consider explaining to them that you care about their wellbeing, which is why you just want to create a more comfortable setting for that conversation.

2. Focus on the other person's viewpoint

Focusing on the other person's viewpoint allows you to better acknowledge their feelings. Even if someone's talking about something that you also experienced, such as an event at work, it's

important that you put your experience aside and focus on their thoughts. Consider keeping your input to a minimum or speaking up only when they ask you direct questions. You can also reassure them that you're focusing on the conversation by saying something like 'I hear you'.

3. Put down all devices

Avoiding distractions during a conversation is essential to showing respect to the speaker. Whenever possible, put down your phone or turn off any other displays that may distract you from what the other person is saying. You may also close the doors or the blinds to make sure no one interrupts you.

4. Refrain from criticism

Being encouraging is essential to making people comfortable around you and making them want to share their secrets or thoughts with you. You can accomplish that by refraining from giving them unsolicited advice. Instead, show them that they can rely on you in any situation and, although your role is to be objective and fair to everyone, you understand their point of view.

5. Use and focus on body language

Active listening involves focusing on what the other person has to say and how they show their emotions. Someone's body language can tell you a lot about how comfortable they are around you. It's also important that you use open, positive body language throughout your conversation. To do that, remember not to cross your arms and maintain passive eye contact. You can also nod your head from time to time to show that you're processing what they're sharing.

6) WHAT TO LEARN

The importance of empathic listening

There are many benefits of using empathy when building professional relationships in the workplace, for example, with colleagues. Here are some benefits of becoming an empathic listener:

Better professional relationships

If you demonstrate that you can actively listen to others and thoughtfully respond to their questions, others may find you more reliable and approachable. This often leads to many situations, in which you can build trust and get to know your colleagues, clients or even your employer. As a result, people who are empathic listeners can create more positive interactions in the workplace that, for example, help them advance their careers and network within their field.

Acting considerately

Developing strong active listening skills is essential to acting kindly and compassionately in your day-to-day life and at work. You can use this ability to support others when they're struggling. For example, if a colleague is struggling to accept that their project failed, you can talk to them to encourage them to try again and continue believing in their skills.

Increased productivity

When you demonstrate that you're a reliable and considerate person, you can impact how others perceive you or create a healthier and more positive environment in the workplace. This is important especially when you engage in a lot of teamwork. Co-workers who trust each other typically find it easier to collaborate because they're more productive and open with each other.

Better problem solving

Workplace challenges frequently require you and your team to find solutions to different problems. If you know that others see you as someone resourceful, compassionate and considerate, you may feel more comfortable sharing your opinions and ideas with them. As a result, your team may have more solutions to choose from, which can help make the project you're working on more successful.

Phrases for empathic listeners

When you're in a situation where someone is speaking to you in confidence, consider using these phrases to show them you're listening empathically:

"I understand what you're saying."

"I'm sure that must be challenging."

"I identify with what you're going through."

"Thank you for sharing this with me."

"How did that experience make you feel?"

"I appreciate that you trust me with this information."

"I have had a similar experience."

"I can see why that is bothering you."

"I support the decision you make."

"I am happy to help with whatever you need me to."

"How can I best support you right now?"

