

## **THE SKILL OF LISTENING**

**You are not listening to me when -**

- You really don't care about me**
- You say you understand before you know me well enough**
- You have an answer before I've finished speaking**
- You cut me off mid sentence**
- You finish my sentences for me**
- You become critical of my vocabulary, grammar or accent**
- You are desperate to tell me something**
- You switch to talking about your experiences**
- You make my story seem unimportant**
- You are communicating to someone else in the room**
- You are distracted by the sounds or voices of others**

**You are listening to me when -**

- You enter quietly into my private world without disturbing it**
- You try to understand what I am really saying**
- You are patient even when I am not making any sense**
- You grasp my point even when you don't agree with me**
- You stay with me even though you are tired and busy**
- You encourage me to make my own decisions and choices**
- You do not take my problem from me and try to sort it out**
- You allow me to deal with things in my own way**
- You refrain from giving me advice**
- You resist the temptation to tell me what to do**
- You remain sensitive to my actual needs and desires**

THE PURPOSE OF EMPATHY

ACTIVATING  
EVENT

BELIEF OR  
EVALUATION

CONSEQUENTIAL  
EMOTION

**E**

**+**

**E**

**=**

**E**

CIRCUMSTANCES

PERCEPTIONS

FEELINGS (AFFECT)

TRIGGERS

KNOWLEDGE  
UNDERSTANDING

SIGNALS (*External*)

- \*5 Senses
- \*What I Say
- \*What I Do
- \*Intuition

ASSUMPTIONS  
SCHEMAS  
CORE BELIEFS  
E. L. EXPERIENCES

- \* Physical
- \* Hormonal
- \* Chemical
- \* INDICATE INTERNAL  
CHANGES