Being an Empathetic Listener

Empathetic listening happens when one responds to their conversation partner in ways that can increase shared understanding and trust.

Characteristics of empathetic listening include:

- Acknowledging your conversation partner by facing them during conversation
- Resisting distractions
- Noting verbal and nonverbal communication of your conversation partner (ex: being aware of the language they use and the gestures they use)
- Being empathetic to the speaker’s expressed thoughts and feelings

Focusing Skills: Focusing on/being attentive to the person you are helping

- Maintain and maximize eye contact (note: in some cultures, making direct eye contact is uncomfortable)
- React responsively to each situation
- Employ “I” language instead of “you” language (ex: “I felt…when you…because…”)

Encouraging Skills: Encouraging/motivating your conversation partner to talk

- Repeat what is said to encourage more elaboration
- Ask questions that require more than a yes/no answer
- Demonstrate your genuine interest in what is said (ex: ask relevant questions)
Reflecting Skills: Reflecting the other speaker’s perspective

- Summarize and paraphrase what you have heard
- Be non-evaluative when offering interpretations of feelings
- Provide personal examples

Nonverbal Behaviors which Compliment Empathetic Listening

The SOFTEN technique offers a set of behaviors that can communicate one is listening to their conversation partner.

S – Smiling
O – Open posture
F – Forward lean
T – Taking notes
E – Eye contact
N – Nodding