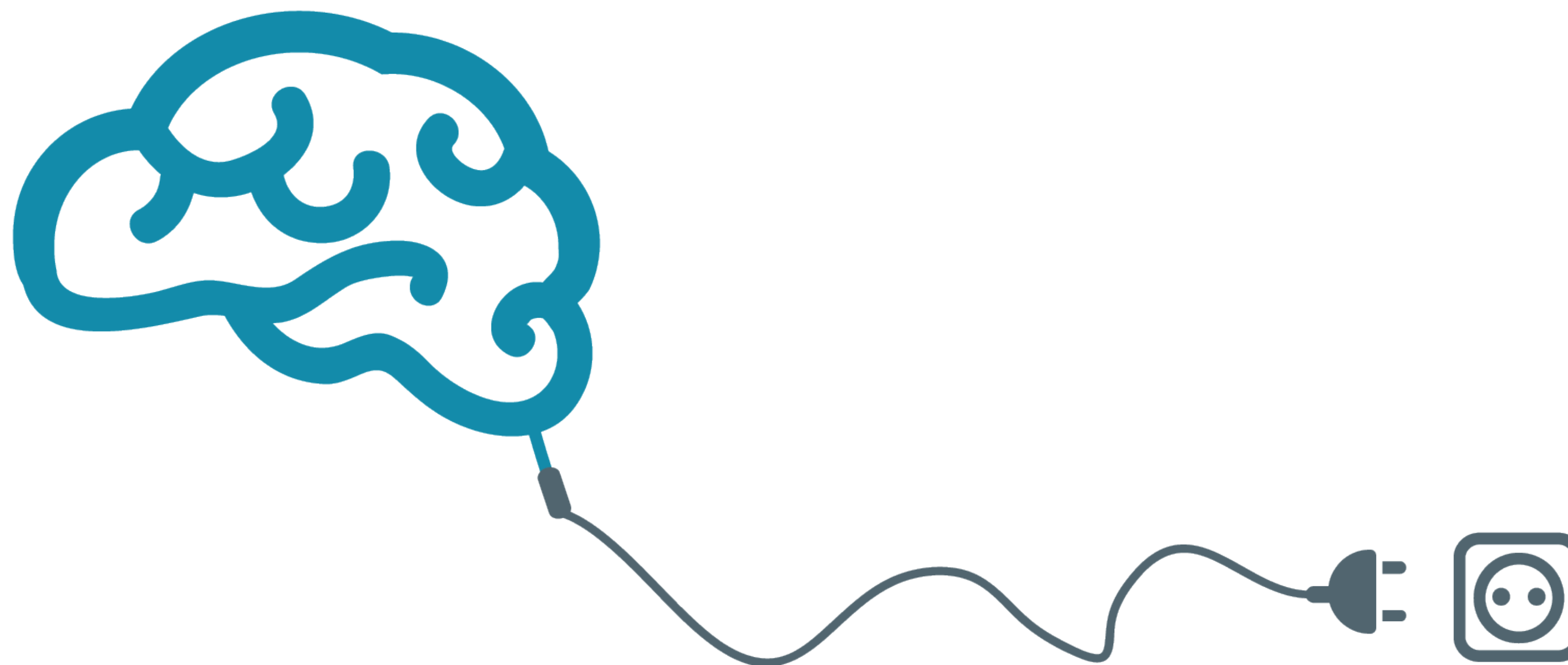


satiTM
your safe space to share

what is wrong with the way we

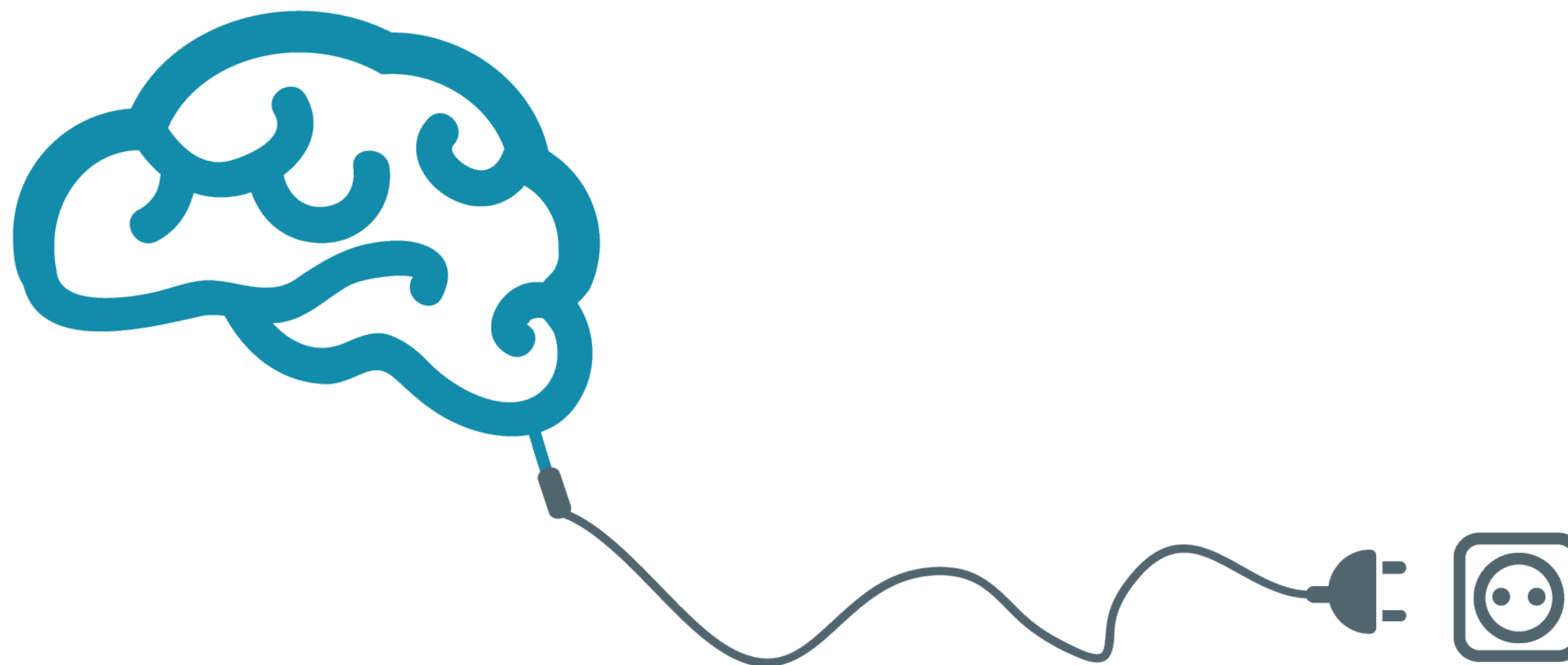
Listen?

most of the time when we are talking to another person,
our logical sense is turned on, this means that we
start to judge another person's story or situation base
on our own understanding.



this means that we start to

- judge the other person
- think that the person is acting irrationally
- trying to find the silver lining for the person
- trying to solve the problem for the person
- trying our best to sound smart
- most of the time listening to half of the story



so what is

Empathetic Listening?



#heartwithears

to be an **empathetic listener** is to **use our heart to listen** to another person's story or situation. We **do not impose** our understanding and advice on another person, however we **show compassion and humility** to them, to **help them feel safe**.

how to

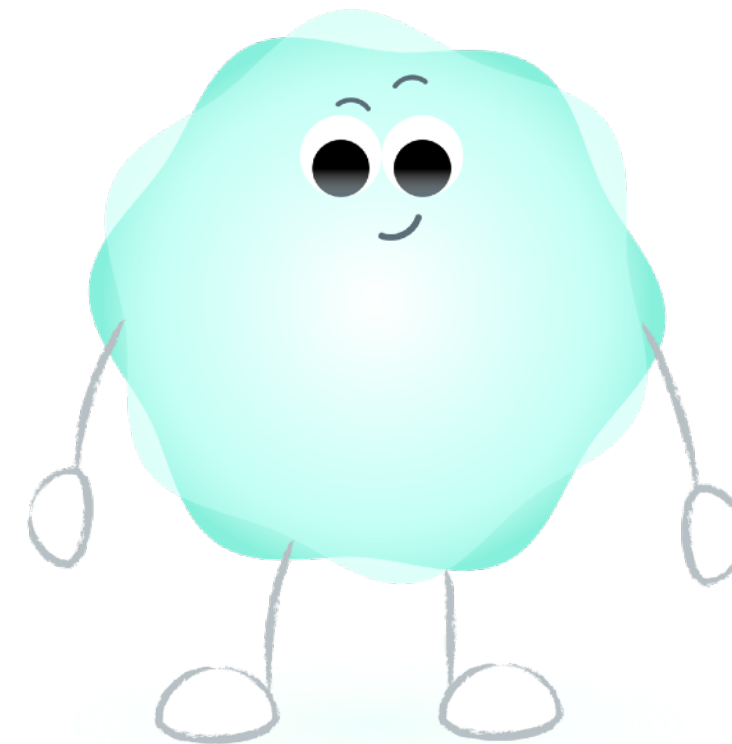
Prepare Ourselves?

am i ready?



- am i in a good headspace?
- am i willing to genuinely listen?
- can i give as much time as needed?

am i prepared?

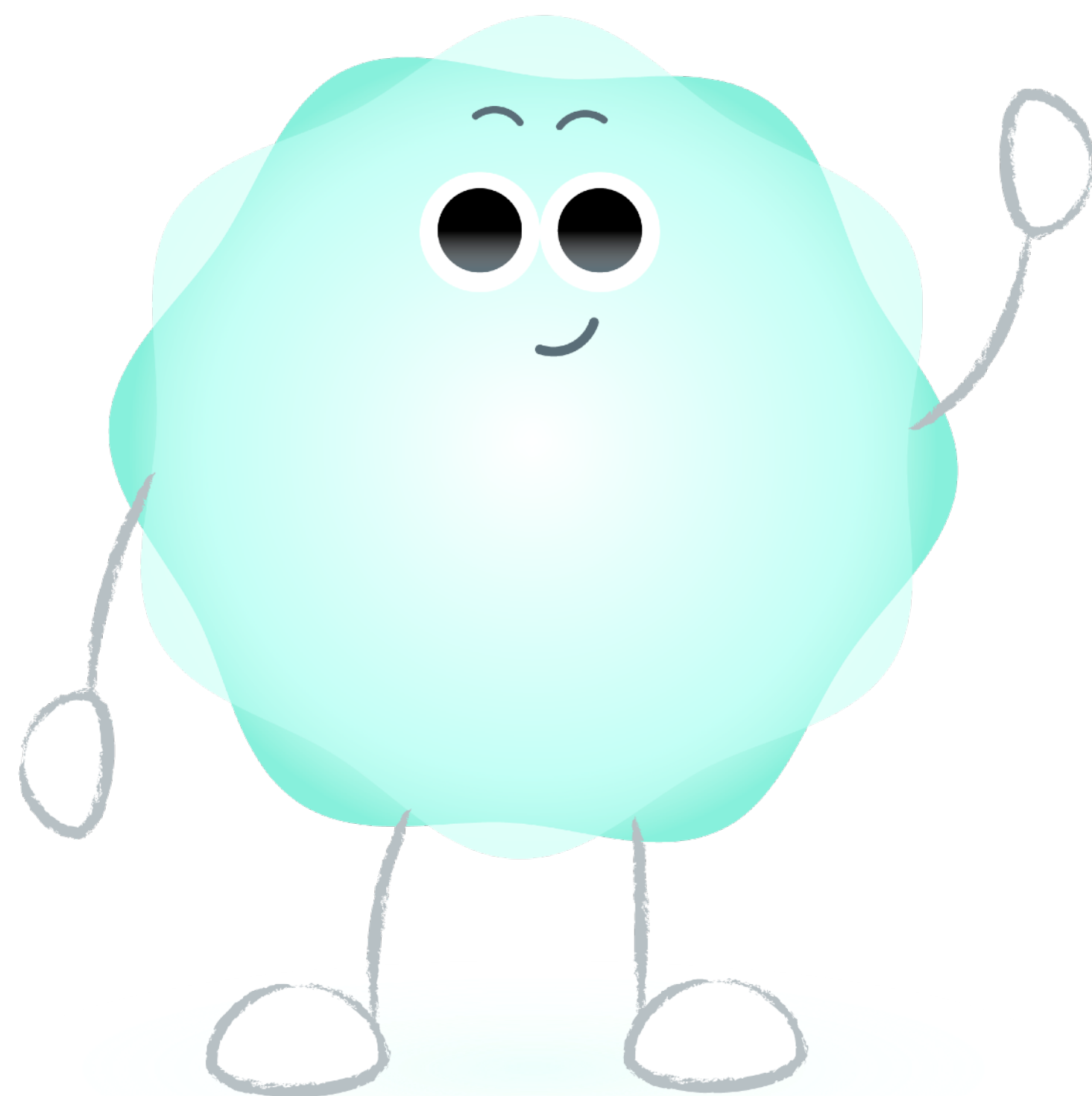


- do i understand that if i ask how someone's doing,
the answer could be: "no, i'm not"?
- do i understand that you can't fix someone's problems?
- do i accept that they might not be ready to talk? or they
might not want to talk to me?

picked my moment?



- have i chosen somewhere relatively private and comfy?
- have i figured out a time that will be good for them to chat?
- have i made sure i have enough time to chat properly?



How to ask?

- be relaxed, friendly and concerned in your approach
- help them open up by asking questions like, “how are you?” or “what’s been happening?”
- mention specific things that have made you concerned for them, like, “you seems less chatty than usual. how are you?”

however, in the case they are not ready to talk

- if they don’t want to talk, don’t criticise them
- tell them that you are still concerned about changes in their behaviour and you care about them avoid confrontation
- you could say: “please call me if you ever want to chat” or “is there someone else you’d rather talk to?”

How to listen?

- take what they say seriously and don't interrupt or rush the conversation
- don't judge their experiences or reactions but acknowledging that things seem tough for them
- if they need time to think, sit patiently with the silence
- encourage them to explain: "how are you feeling about that?" or "how long have you felt that way?"
- show that you've listened by repeating back what you've heard (in your words) and ask if you have understood them properly





How to encourage?

- ask: “what have you done in the past to manage similar situations?”
- ask: “how would you like me to support you?”
- ask: “what’s something you can do for yourself right now? something that is enjoyable or relaxing?”
- you could say: “when i was going through difficult time, i tried this ... you might find it useful too”
- if they’ve been feeling really down for more than 2 weeks, encourage them to see a health professional. you could say: “it might be useful to link in with someone who can support you. I’m happy to assist you to find the right person to talk to”
- be positive about the role of professionals in getting through tough times

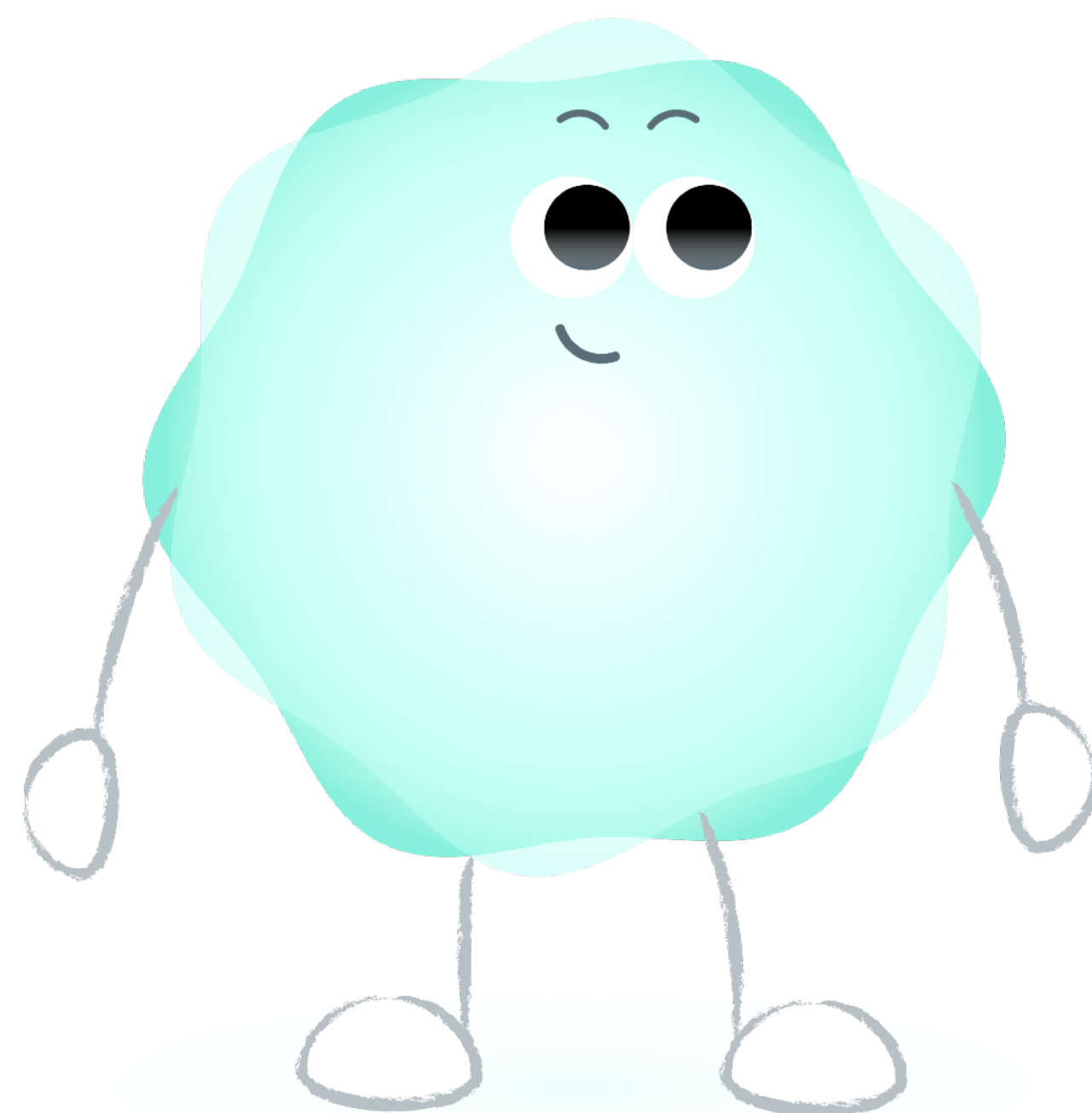
Should I Check-in?

- pop a reminder in your diary to call them in a couple of weeks
(if they are really struggling, follow up with them sooner)
- you could say: “i’ve been thinking of you and wanted to know how you’ve been doing since we last chatted”
- ask if they’ve found a better way to manage the situation
(if they haven’t done anything, don’t judge them, they might just need someone to listen to them for the moment)
- stay in touch and be there for them *(genuine care and concern can make a real difference)*



sympathy ~~x~~ empathy

it is very important for us to understand that sympathy and empathy is not the same.



sympathy	empathy
you can acknowledge and feel sorry from a distance	putting yourself in another person's situation
automatic response	understanding the situation
using your head to evaluate	listening with your heart to create connection
finding silver lining	providing emotional support

“empathy fuels connection, and sympathy drives disconnection.”

Brené Brown, Social Psychologist

[video link: Brené Brown on empathy](#)

is the person showing empathy or sympathy?

scenario:

3 friends are walking up the stairs, when one of the friend falls down:

sympathetic friend will stand still, look down, and ask if you are okay, or anything is broken

empathetic friend will go down to you, ask if you are okay, and find ways to support you

sympathy



sympathetic friend:
are you hurt?
can you still move?
good that your leg isn't broken.



empathetic friend:
i am here! you must be hurting.
it is okay, i am here for you now.
you can let me know where is it hurting.
i will help support you

empathy



we need to work together to help create a **safe space in our community**



your heart
shows that you care



your ears
shows that you are listening

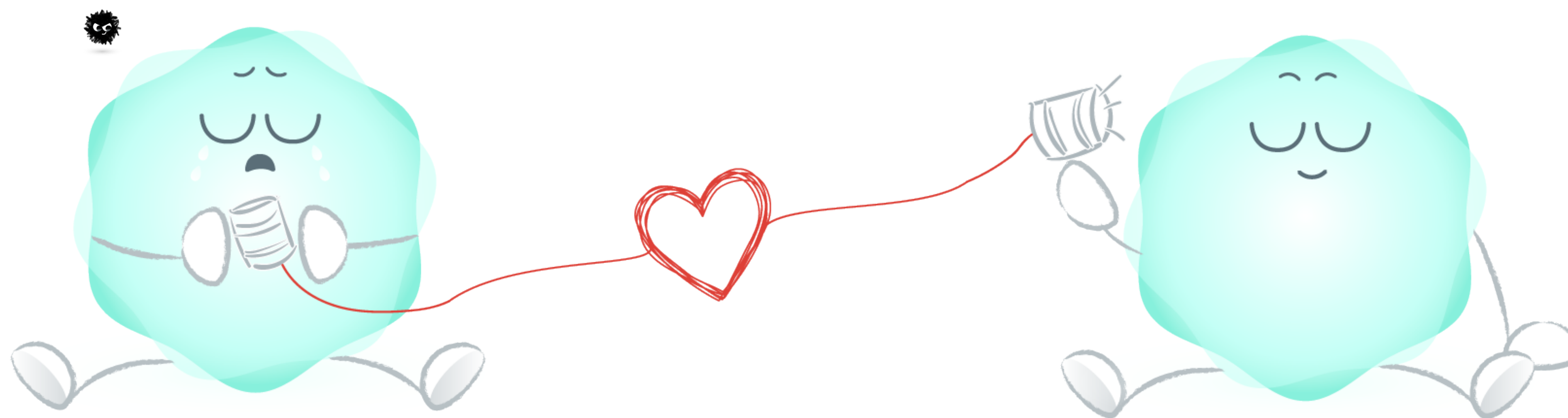


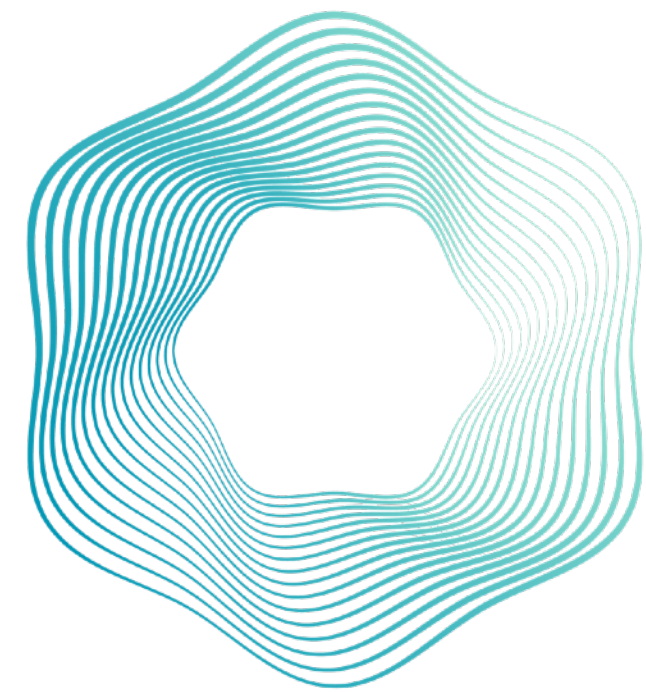
your eyes
shows that you are connecting



**“As many are advocating for a cleaner energy and greener planet;
we want to advocate for an empathetic society”**

- Sati App





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