

Coaching Skills for Deep Empathy

Types of Empathy

Cognitive – intellectually understanding rather than feeling someone’s experience

Emotional – feeling someone’s experience based on our own experiences

Compassionate – being compelled to respond to another’s experience



5 Ways to Incorporate Empathy into Your Work



1. Be humble.

Don't rush to judgment just because you think you know better.



2. Expand your vocabulary.

Nuance is important – what do the words “enthusiastic” or “wistful” say that “happy” and “sad” don't?



4. Let go of being right.

Don't jump in with an “easy” answer to someone else's problems.



3. Listen for more than words.

Tone and facial expressions say a lot too.



5. Practice self-compassion.

Working with others takes a toll on you. Check in with yourself, and let things go.