

# EMPATHY SKILLS TRAINING

1/2 DAY

At one point or another, almost all of us have had the experience of interacting with others who lack passion. Although they are technically accurate, their lack of concern can leave us unsatisfied and unhappy with their interaction. This course is designed for people who must communicate empathy as part of their everyday workday, regardless of their personal feelings about others, the number of times they have heard the “Same Story”, or the experiences they have previously had.

At the end of the course, participants should be able to:

- Explain why empathy is important
- Describe how tone of voice and other verbal cues impact a person’s experience
- Demonstrate reflective listening
- Use techniques for listening better to challenging speakers
- Show compassion for disheartened, confused and disgruntled colleagues or client
- Develop an action plan to improve their empathy skills

The following outline highlights some of the course’s key learning points. We can modify content as needed to meet your business objectives.

## COURSE CONTENT

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### WALK IN MY SHOES: UNDERSTANDING THE IMPORTANCE OF EMPATHY

This training begins with a discussion about empathy: what it is why it’s important, and how you now when it’s happening. Next, participants will complete an empathy-skills assessment to get a baseline understanding of their ability to empathize with others’ feelings and concerns.

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### NAME THAT FEELING: RECOGNIZING EMOTIONS

The next part of the course focuses on four core emotions and how to recognize them. Working through a series of activities, participants will practice feeling what others feel. Furthermore, they will learn the importance of being mindful and present when trying to understand and decode emotions.

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### THE COMMUNICATION JUNGLE: WHY SOME PEOPLE ARE BETTER AT CONNECTING

Everyone does not emote in the same way and knowing how to listen with empathy to different types of people is a practiced skill. Using a truncated version of Business Training Works’ signature tool, The Communication Jungle, in this workshop segment, participants will identify their preferred knowledge of others, group members will discuss several steps they can take to adjust their approach to showing empathy toward others.

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### READING BODY LANGUAGE: NONVERBAL CUES EXPLAINED

Sometimes what is said is not what is meant – something careful students of body language know. This lesson reviews the importance of non-verbal communication signals and tactics for listening to non-verbal messages. Participants will also learn how to use eye contact, gestures, and pacing to establish rapport and build trust nonverbally.

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#### A LITTLE LESS TALK: A MODEL FOR BETTER LISTENING

This part of the course focuses on listening skills. Participants will learn how to focus on the speaker, confirm what is being said (or not said), and respond appropriately. To build skills, group members will then participate in several rounds of practice listening, during which they will pinpoint their biggest challenges and areas that require additional attention.

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#### CHALLENGING PEOPLE: COMMUNICATING COMPASSION WHEN THERE'S NO PASSION

Some people are easier to empathize with than others. This final part of the course focuses on demonstrating empathy when the going gets tough. Participants will work through a series of real-world case studies to show what they've learned and practice their skills.