Empathy: Methods, Levels & Scripture

Verbal Empathy

- Show desire to comprehend
- Discuss what is important to the client
- Refer to clients feelings
- Add on to implicit client messages
Empathy

• Next 5 slides from
• http://xnet.kp.org/permanentejournal/fall03/cpc.html
Recognizing presence of strong feeling (ie, fear, anger, grief, disappointment);
Imagine how the client might be feeling;
State your perception of the client’s feeling

- "I can imagine that must be ..."
- (Could also be “can’t imagine...”)
- "It sounds like you're upset about ...
- (This could be specific "him leaving" or general “that”.)
Legitimizing that feeling;

• "I see."
• "I understand."
• "That’s a good point."
• "I can see that you feel strongly about that."
• "I can understand how you could see it like that."
Respect the client’s effort to cope with the predicament
Offer support and partnership

– "I'm committed to work with you to ...“
– "Let's see what we can do together to ..."
Nonverbal Empathy

- Direct eye contact
Nonverbal Empathy

- Forward-leaning body position
Nonverbal Empathy

- Open arm position
Nonverbal Empathy

• Pacing
Levels of Empathy

• Feelings, content, deficit & possible action

• Feelings, content, and deficit

• Feelings and content

• Content or feeling only

• Questions or denial
No Empathy

- Response is
  - Question
  - Denial
  - Reassurance
  - Advice

  “You did what?”
  “Don’t get upset”
  “It will be all right”
  “Tell her what you think”
Level 1 Only Feelings or Content

• All else ignored
• “This is upsetting”
• “It happened”
Level 2
Both Feelings & Content
Level 3: Feelings, Content & Deficit

• Deficit—what the client feels is missing in their life
Level 4: Feeling, Content, Deficit & Action
John is looking frustrated, Mary should say:

A. Let me help you.
B. Let’s talk about it.
C. Why are you rejecting me?
D. You look frustrated now. We can talk later.
If a woman cries, a man should

A. Tell her the situation is not so bad.
B. Explain why she should not be so upset.
C. Cry with her
D. Agree that the situation is upsetting
Listen and
Accept
Exercise
Purposes:

- To listen without taking things personally
- To respond with acceptance and understanding.
- To help to listen without fixing things or devaluing emotions.
Procedures 1:

- Client 1 who is most emotionally expressive choose topic to discuss about which you have argued before.
- Client 1 asks Client 2 to just listen to them.
- Client 2 listens to client 1 without offering suggestions or minimizing feelings.
Procedures 2:

• Client 2 give eye contact.
• Client 2 can respond acceptingly to feelings ex, that must be difficult, I am sorry that is happening to you.
• Client 1 pushes the envelope getting emotional.
• Client 2 listens but does not attempt to defend to change anything.
Observations:

• Observe how you feel after expressing your feelings.
• Observe how you feel when the other is upset.
• Observe then kinds of things you are tempted to say when feeling deeply.
• Observe how you are tempted to respond when no response other than listening is required.
Scriptural Idea:

- James 1: 19 My dear brothers, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry, (NIV)
Respond Empathically

• Steve returns to his roommate Chris and says, that is the 3\textsuperscript{rd} job interview from which I have been turned down this week, I bet I will blow the rest of them.
  1. Don’t worry the rest will go fine
  2. I wish I had ½ as many interviews
  3. I am really sorry what will you do?
  4. That tough, it is really important to you to get a job.
I Peter 3:8

• Finally, all of you, live in harmony with one another; be **sympathetic**, love as brothers, be compassionate and humble.
2 Corinthians 11:29

• Who is weak, and I do not feel weak? Who is led into sin, and I do not inwardly burn?
It is right for me to feel this way about all of you, since I have you in my heart; for whether I am in chains or defending and confirming the gospel, all of you share in God's grace with me.
Acts 21:13

• Then Paul answered, "Why are you weeping and breaking my heart? I am ready not only to be bound, but also to die in Jerusalem for the name of the Lord Jesus."
Romans 12:14-16

14 Bless those who persecute you; bless and do not curse.
15 Rejoice with those who rejoice; mourn with those who mourn.
16 Live in harmony with one another
"That's it, I'm leaving. I hate my husband, he hates me and so does my mother in law. I don't know where I'm going or how I can support myself but I can't stand it one more minute and I don't care what anyone says."

1. "You can't leave. You don't have any money. The holidays are coming up. You'll get over this in a few days. You're just angry."

2. "You sound really desperate. Can you tell me what happened?"

3. "When my ex was acting like a jerk I used to check into a hotel and wouldn't tell him where I was. One time he called the police on me and filed a missing person's report."

"I'm worried about Lisa (age 14). I don't like the friends she hangs out with. Whenever I criticize them she just rolls her eyes and won't talk."

1. "Don't worry. Lisa's a good kid. She has good judgment about things"
2. "You're such a worry wart. Lets get a pizza."
3. "I hear your frustration and your fear. Tell me exactly what worries you."