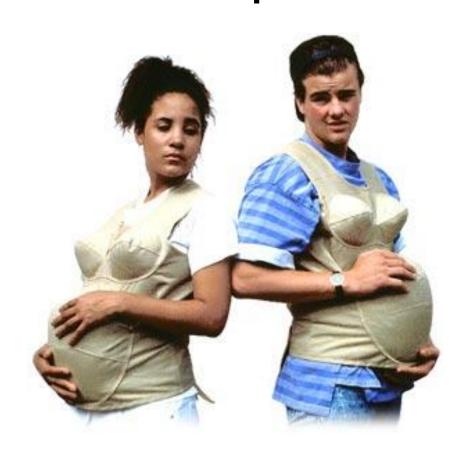
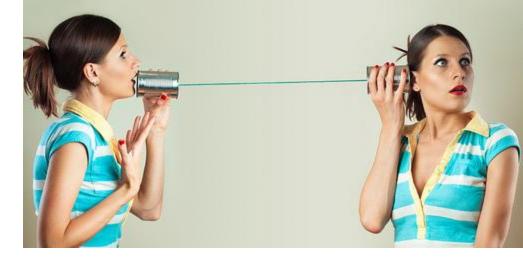
Empathy: Methods, Levels & Scripture



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 ..."



Direct eye contact



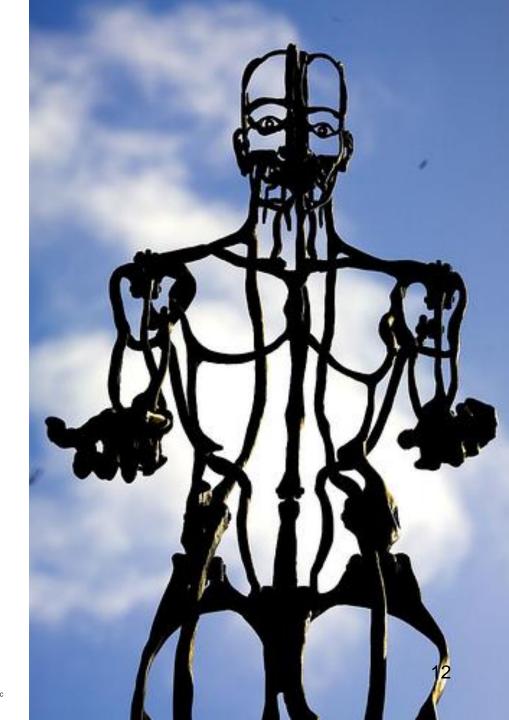
Nonverbal Empathy

Forwardleaning body position



Nonverbal Empathy

Open arm position



Nonverbal Empathy

Pacing



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Levels of Empathy

- Feelings, content, deficit & possible action
- Feelings, content, and deficit
- Feelings and content
- Content or feeling only
- Questions Denial 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.

20

If a woman cries, a man should



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)

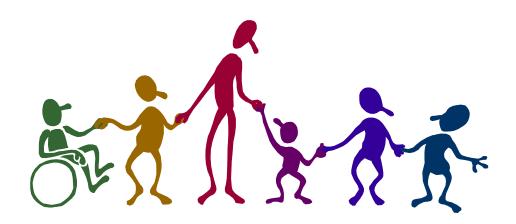


Respond Empathically

- Steve returns to his roommate Chris and says, that is the 3rd 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?



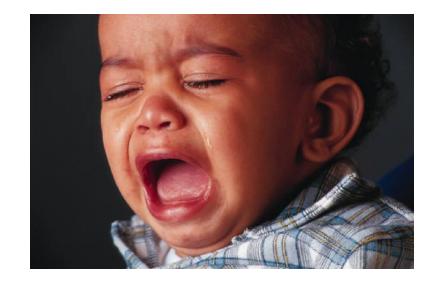
Philippians 1:7

 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

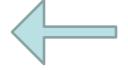
- 14 Bless those who persecute you; bless and do not curse.
- 15 Rejoice with those who rejoice; mourn with those who mourn.
- 16 Live in harmony with one another



"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." 34



"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."