



**COGNITIVE EMPATHY.** Understand the person's perspective.

- *What perspective comes across? How do you connect with this perspective?*



**EMOTIONAL EMPATHY.** Feel with the other person.

- *What emotion(s) come across? When did you have a similar emotion?*



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**EMPATHIC CONCERN.** Understand the person's perspective, feel with them, and care to help.

- *How does the story move you to action?*
- *How are you going to apply what you learned about empathy?*

**ENGAGE ACTIVE LISTENING.**



- *How present are you? What are you hearing?  
What are you seeing? What are you thinking?  
How are you feeling?*