

Non-Empathic Responses

are generally non-helpful and can increase feelings of aggravation on the part of the receiver.

Remember - they won't care what you know until they know that you care. Empathy first!!

The examples are in response to a friend complaining:

"This 'shelter-at-home' order is ridiculous. I just don't believe this whole virus-thing is that bad!"

Agreeing/Colluding: Agreeing with the person making the complaint in a way that infers the third party (absent person) is wrong or bad.

"For real. Our government is out of hand. This is totally unreasonable."

Advising: Providing suggestions or solutions.

"Maybe you should start a protest." or "I recommend you get over it and tucker down."

Interrogating: Using questions to change their feelings or behavior.

"Have you considered what could happen if you don't align?"

Evaluating/Psychoanalyzing: Telling the person what you think their motives are.

"You don't take responsibility seriously do you... you know that's selfish, right?"

Preaching/Teaching: Telling the person what s/he ought to do, lecturing, persuading with logic.

"You best suck it up and stay in, unless you want to be part of the problem."

Down Playing: Minimizing the other person's reality.

"Staying home isn't that bad. Home is where the heart is, right?"

Distracting: Laughing at or escaping your feelings.

"Time to catch up on the last episodes of <your favorite TV series>!!"

Denying: Invalidating the other person's experience of reality.

"Don't be silly. This is the best thing our government can do for our well-being."

Judging: Criticizing the other person's point of view.

"How dare you call it ridiculous."

Blaming/Shaming: Making the other bad or wrong.

"People like you threaten the well-being of those who are vulnerable."

Comparing: Contrasting the other with a person who demonstrates preferential behavior.

"You need to be more like Susan. She's making the most of it."

Ridiculing: Making a person feel foolish, or using sarcasm.

"You really think this is ridiculous? You are ridiculous."

Threatening: Tell the person what the consequences will be if they (don't) do something.

"If you don't stay home, you're going to die or live with the shame of being responsible for another person's death."

Empathy: Reflect back feelings, thoughts and Universal Needs

"Are you feeling irritated (or angry) because you believe this 'shelter-in-place' is an over-reaction and you'd really like life to be normal again? Are you missing friends, fun, work, and a sense of financial security?"



Love Smart
The game of creating win/wins!