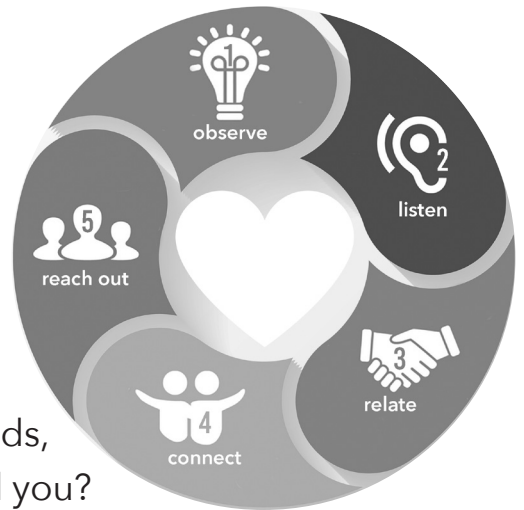


THE EMPATHY WHEEL



1. observe

Carefully watch for clues when you see or talk to someone. What does his/her body language (the movement of the head or hands, facial expressions and posture) tell you?



2. listen

Listening is more important than talking when we are trying to practice empathy. When we actively listen, we focus on what someone is saying, ask questions to clarify and make sure we understand their message.



3. relate

When we try and find common ground, or look for shared life experiences, its easier to understand what someone else might be thinking or feeling.



4. connect

When we understand someone else's feelings, even though they might be different than ours, we withhold judgment and try to imagine walking alongside them or "walking in their shoes".



5. reach out

Most importantly, empathy takes place when we desire to respond to someone's need because we have learned to care about them, even though they may look or act differently than we do. Practicing empathy changes the way we perceive others and also affects the way we see and feel about ourselves.