Coaching Skills for Deep Empathy

Types of Empathy

**Cognitive** – intellectually understanding rather than feeling someone’s experience

**Emotional** – feeling someone’s experience based on our own experiences

**Compassionate** – being compelled to respond to another’s experience

5 Ways to Incorporate Empathy into Your Work

1. **Be humble.** Don’t rush to judgment just because you think you know better.

2. **Expand your vocabulary.** Nuance is important – what do the words “enthusiastic” or “wistful” say that “happy” and “sad” don’t?

3. **Listen for more than words.** Tone and facial expressions say a lot too.

4. **Let go of being right.** Don’t jump in with an “easy” answer to someone else’s problems.

5. **Practice self-compassion.** Working with others takes a toll on you. Check in with yourself, and let things go.