

5 STEPS FOR EMPATHY REPAIR

STEP 1



IMPROVE YOUR LISTENING SKILLS

- Listen with less judgement and defensiveness
- Be more tolerant of partner's method of communication

STEP 2



BE ON A MISSION TO BETTER UNDERSTAND YOUR PARTNER

- Use empathy as a tool of inquiry
- Ask the right questions for increased understanding

STEP 3



GIVE EMPATHIC FEEDBACK RESPONSES

STEP 4



ATTEND TO THE BODY LANGUAGE OF BOTH YOURSELF AND YOUR PARTNER

- Read facial expressions
- Make sure there is good eye contact
- Use touch appropriately to convey emotion
- Pay attention to physical stance and what it conveys
- Be aware of prosody

STEP 5



COMMUNICATE WITH LOVING CONTEXT

- Be aware of HOW you are saying what you are saying
- Ask yourself how your partner will probably respond BEFORE you say it
- Be sensitive to how you might better say it given what you know about your partner