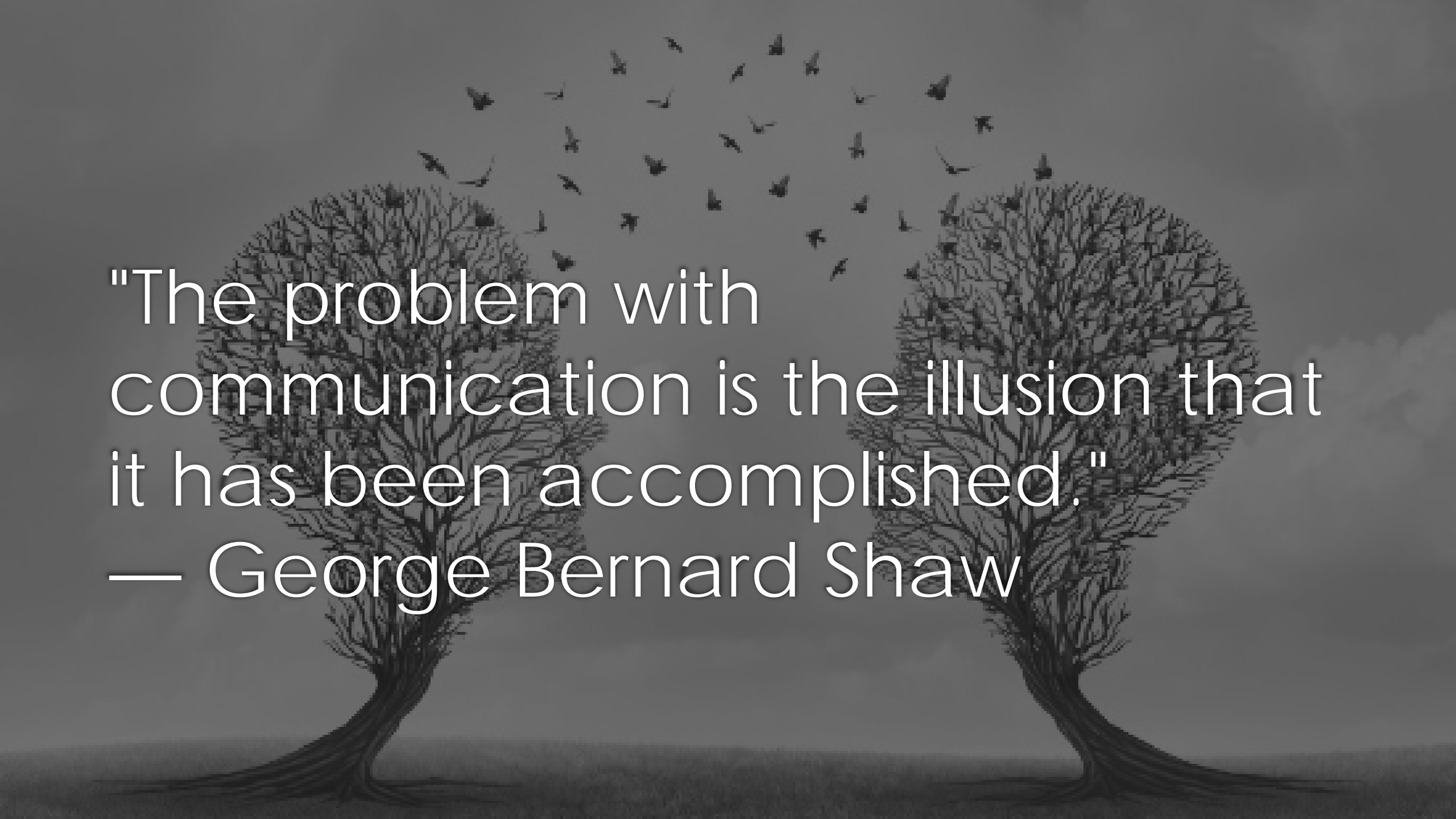




# Empathic Communication: The Path to Seeing More Deeply

Center for Alternative Dispute Resolution ✦ December 3, 2021



"The problem with communication is the illusion that it has been accomplished."  
— George Bernard Shaw

Conflict arises when we feel threatened.  
We feel threatened when needs are not  
being met.





What a man can be,  
he must be!

~ Abraham Maslow ~

[Positive-Parenting-Ally.com](http://Positive-Parenting-Ally.com)



# We are motivated by fulfillment.

We want others to recognize our humanity, to affirm that we are valued for who we are.

We want to be valued.  
We want to matter.  
We want to be seen.





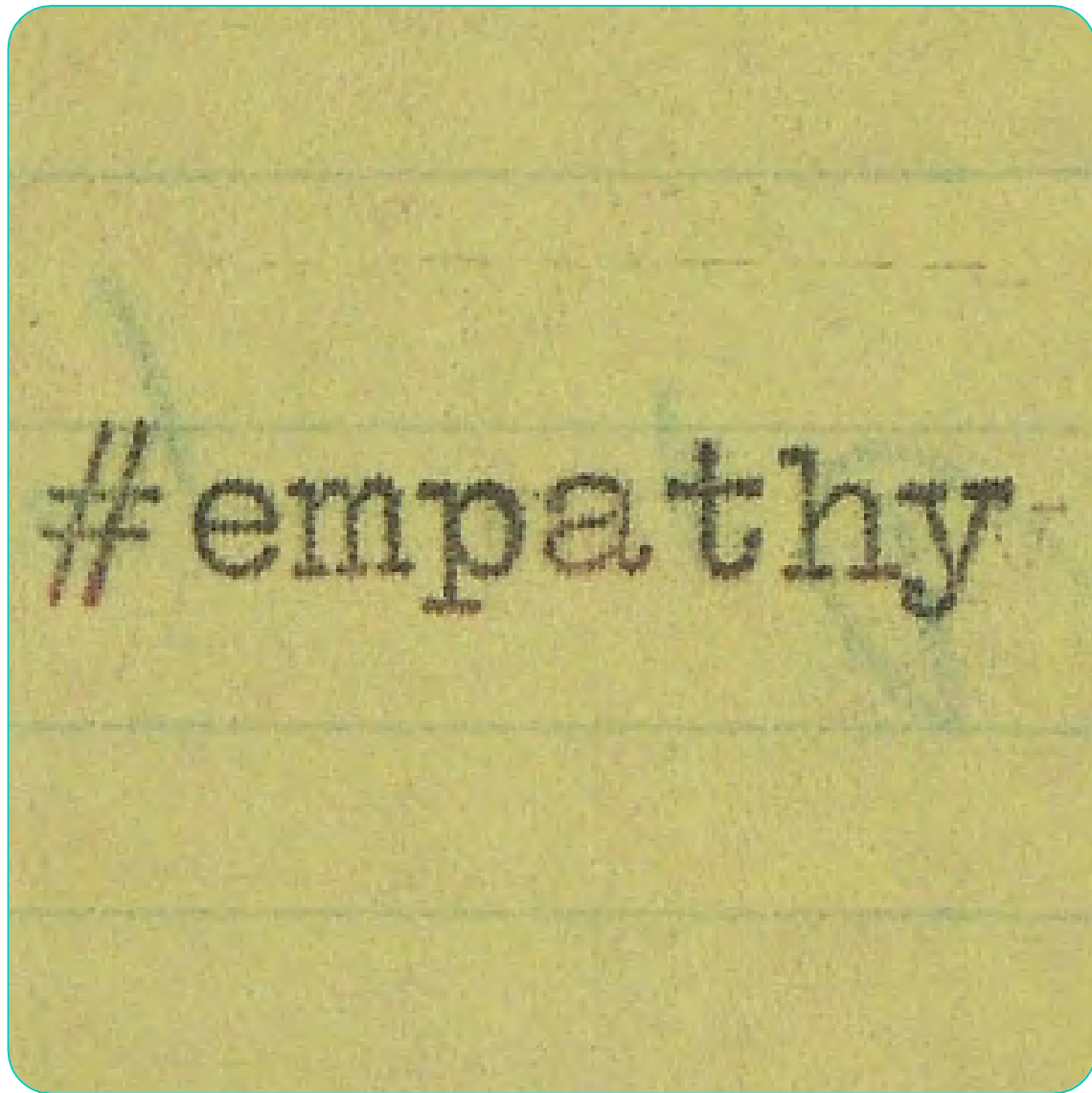
Legitimize  
immediately  
...and often.

"I hear you."

"I see you."

The background is a dark grey to black gradient, overlaid with several abstract, organic shapes in a lighter grey. These shapes contain various patterns: some have a fine dotted texture, others have larger, more spaced-out dots, some feature wavy lines, and one has a grid of small plus signs. There are also small, white, squiggly lines scattered throughout the composition.

**If you want to be seen, listen!**



Empathic communication is communication that takes into account what we do, the way we do it, and our impact on other people.

Learn to listen. People just want to be heard. To feel that their voice matters. Give them a listening ear. Show them that in the chaos of this world, someone is concerned & can empathize with them, free from judgment. Be that person for someone. Show your ability to care!

MUFTI ISMAIL MENK

## 5:1 GOLDEN RATIO FOR A HEALTHY RELATIONSHIP

*Good Interactions to Bad Ones*

- Make up for every bad interaction with five good ones—relationship preservation.
- Bank good interactions—relationship building.

SMILING • COMPLIMENTS • GREETING • APOLOGY



“Explain your emotions. Don’t exhibit them.”

– Ruth Bader Ginsburg

## ONE-LINERS TO HELP YOU SEE MORE DEEPLY DURING CONFLICT:

“What is the most important thing you want me to understand right now?”

OR

“Here is what I want you to understand about what is going on.”



## WORLD'S MOST EMPATHETIC CONVERSATION STARTERS:

"Let me be sure I heard what you just said."

"What you are saying matters to me and I want to understand better."

"I want to know what outcome you are hoping for."

