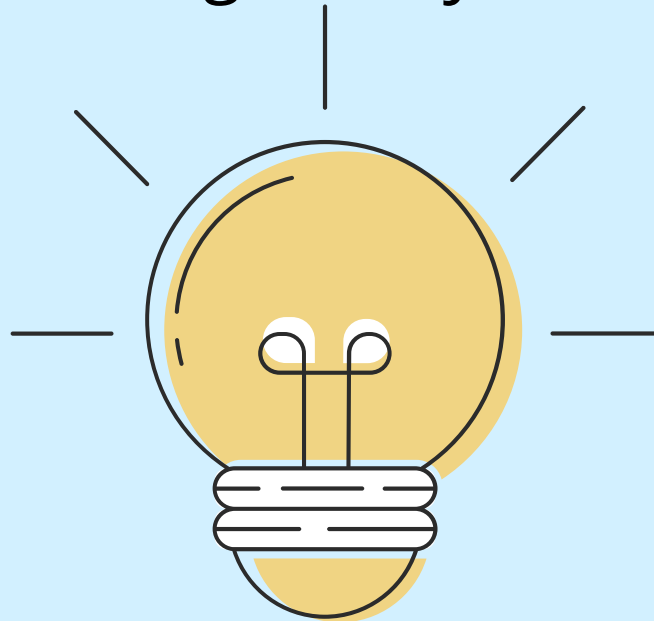


# TIPS FOR PRACTICING EMPATHY

*Fortunately, empathy is a skill that you can learn and strengthen. If you would like to build your empathy skills, there are a few things that you can do.*



**Learn to listen (or to read).**

Build trust, demonstrate concern, paraphrase to show understanding.

**Try to understand people.**

Understanding different types of personalities will make it easier to interact with them and get to a resolution faster, even when you don't agree with them.

**Do not confuse with sympathy.**

Sympathy makes customers feel like victims. Avoid "I'm sorry's".

**Remember that people have feelings.**

Imagine yourself in another person's shoes. How would you feel if it was happening to you?

**Take action.**

The next step, after acknowledging your privileges, is to put them to use wherever you go.

