

## Checklist – Top Tips: How to Develop Empathy

*“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”* **Bonnie Jean Wasmund**

If you want people to remember you in their hearts, you need to develop the skill of empathy. Once you have empathy for others, you will achieve more in life.

Here are our ideas for developing empathy:

1. Get in touch with your own feelings. You can do this by setting an alarm and stopping for one minute every hour or so. Check in, and explore your feelings.
2. To develop empathy, you need to be comfortable with the range of feelings and their effect on you.
3. When those who are really important to you, ask you the question ‘How are you?’, rather than saying “I’m fine”, explain how you really feel.
4. See what different responses you get when you share how you are feeling.
5. Watch others, body language, words and actions for clues to how they might be feeling.
6. Be genuinely interested in what others feel.
7. Ask how they are feeling.
8. Listen with your whole body to their responses.
9. Extend your hand to others when they share their life experiences.
10. Walk in their shoes. Once you have done this a few times, it becomes easier to feel what the other person might be feeling.

[The Development Company](#) is a leading edge training company, dedicated to enable people to be the best they can be. We design and deliver workshops and [learning events](#) that get real results. We train empathy to contact centre staff, call handlers, managers, supervisors, leaders and customer care staff. [Contact us](#) today – ask for [Kay](#) or [Adrian](#).



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 **01604 810 801**