

THE EMPAHTY NOTE



1 LISTEN

2 DON'T

- advise _____
- one-up _____
- educate _____
- console _____
- story-tell _____
- cheer up _____
- sympathize _____
- interrogate _____
- explain _____
- correct _____

3 identify feelings and needs

feelings _____

needs _____

4 reflect back and paraphrase

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