

Empathy

QUALITIES AND RESPONSES

Situation

Sarah just got a bad grade on a test. Isabel is listening to Sarah talk about how upset and embarrassed she is about her score.

Response

I would be upset as well. You seem very frustrated. I understand the grade is frustrating.

Seeing things from their side. (perspective-taking).



Not jumping to conclusions (staying out of judgement).



Noticing their feelings (recognizing emotions).



Showing you understand (communicating understanding).

