

Empathetic Listening

Listening to understand both the content and the emotions of another person-empathetic listening-is one of the most important skills to develop. Almost all of the other interpersonal skills like influence, collaboration, leadership, negotiation, and change management are built on the foundation of understanding the other person.

Goals for the Assignment

- ✓ Practice listening empathetically
- ✓ Begin to build a skill that will be useful throughout your career and life
- ✓ Realize what is possible to accomplish by listening, and
- ✓ Build the foundation for the other interpersonal skills

Assignment

Listen empathetically to another person for at least 45 minutes. After the exercise, write down when you listened empathetically, when you listened and when you were preparing a response. The purpose is to practice and then see what happened when you listened more empathetically and when you did not. See if you can notice any differences in how the other person responded.

Submit a brief paper (3 pps.) on what you learned, what you did well and how you could improve.