

LISTEN!

*Leaders Investing in Stories with
Teachers to Elevate Narratives*



Empathetic Listening

- 1** PAUSE
- 2** PARAPHRASE AND REFLECT
- 3** ASK QUESTIONS



Adapted from Lipton & Wellman, 2017

Paraphrasing and Reflecting for Empathy

People feel heard when they hear their own words and emotions reflected back by someone who has processed and understood them. Below are some frames that may support your practice in doing this effectively.

I heard you say , I wonder if that means

It sounds to me like this might feel

Let me see if I have this right, are you saying

I hear in your voice that

Your face (body) is telling me that

I want to make sure I understand; did you mean that

It sounds/looks like you are feeling , does that resonate with you?



Questions to Elicit Emotion with Empathy

In order to bring an empathetic interview to emotion, it may be necessary to ask thoughtful questions that elicit the deeper feelings and needs behind the story. Consider using the following questions to create the conditions that allow interviewees to elaborate on what they are sharing in ways that go deeper.

Can you tell me a little more about

is powerful. What else can you share about that?

What happened next?

In light of , what do you need right now?

What else would you care to share?

Would you like my help in figuring this out?

How did make you feel?

Who else do you imagine feels this way?

Wow. How did this experience impact you/your work?

In what ways did change how you approached

Why do you think this happened?

I hear how passionate you are about this. Why is this so important to you?

Can you describe more about what you are feeling right now?

