

# INTRODUCING “EMPATHY GUESSES”

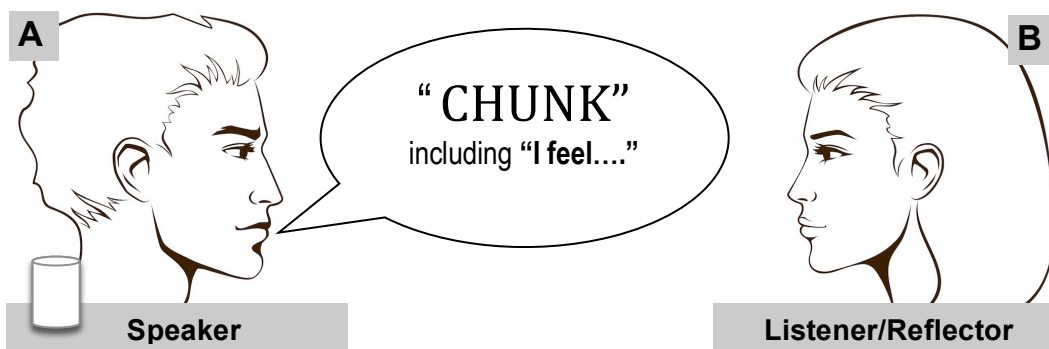
Use the Connected Conversation Process format to practice “Empathy Guesses.”

**What is an “Empathy Guess”** – It’s a guess about what the Speaker is feeling and/or needing based on what you’re hearing them say, their body language, tone of voice etc.

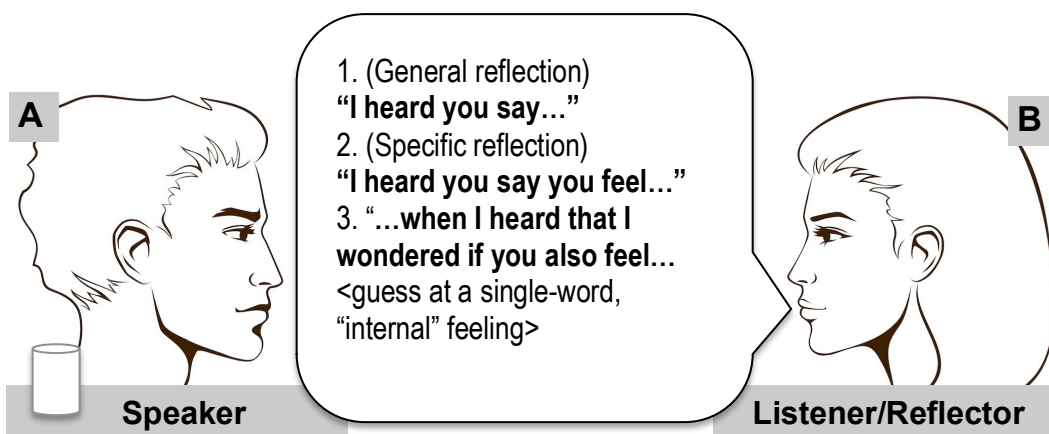
In this exercise the Priorities and Shared Responsibilities stay almost the same. You will probably notice a change however. As Listener/Reflector you might be hearing more clarifications and additions than you’ve heard previously in the Connected Conversation Process, because each time you make an “Empathy Guess” this may stimulate more thoughts, responses etc. from the Speaker.

## Guessing at Feelings

1. While holding a “talking object,” Person A speaks a “chunk,” at some point completing the sentence “I feel...” while Person B listens.

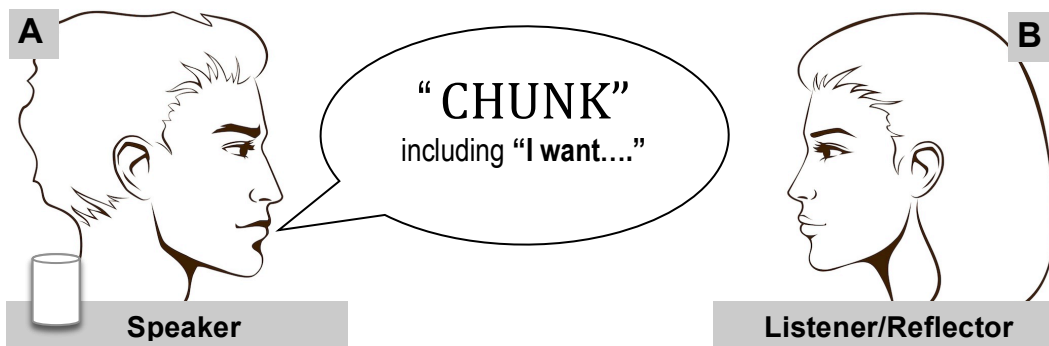


2. Speaker self-interrupts, or Listener/Reflector interrupts, so that Listener/Reflector can **reflect back what was said, and make an “Empathy Guess.”**

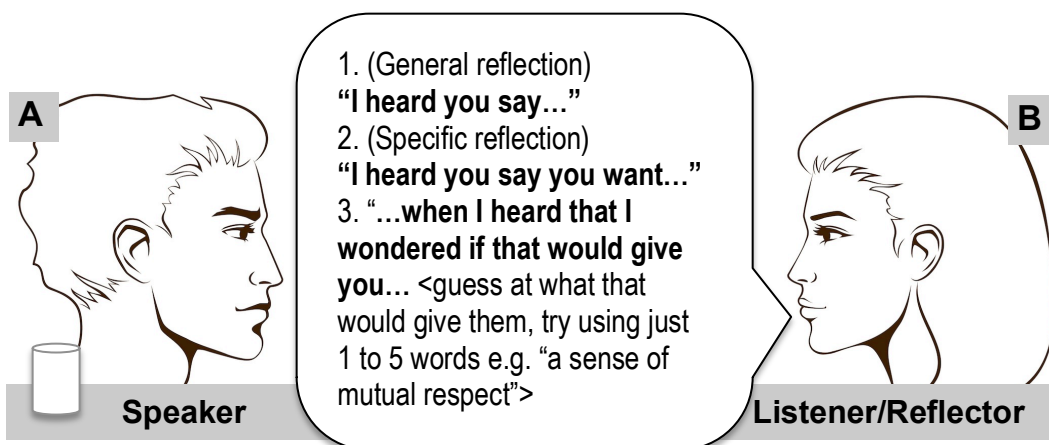


## Guessing at Needs

- 3 • Person A continues to speak, including a response to Listener/Reflector's "Empathy Guess," and at some point completing the sentence "I want..." while Person B listens.



- 4 • Speaker self-interrupts, or Listener/Reflector interrupts, so that Listener/Reflector can **reflect back what was said, and make an "Empathy Guess."**



### Continuing the conversation...

- Now keep going with the SPEAKER choosing each time they speak to
  - (1) Respond to the previous "Empathy Guess"
  - (2) include an "I feel.." statement or an "I want.." statement or BOTH!!
- LISTENER/REFLECTOR will continue to listen for these statements, and use them to make more "Empathy Guesses."
- As usual, switch roles when SPEAKER has a sense of being heard to their satisfaction, or when LISTENER/REFLECTOR notices that they really want a chance to respond as SPEAKER.