

Empathic listening vs dismissive listening

Dismissive listening

'I want to fix you'

'Yes, and I've had a hard day too'

'Hmmm.. Why don't you do ... instead?'

'I had a time when that happened to me. What I did was...'

'No point in worrying about something that hasn't happened'

'Well, at least...'



Empathic listening

'I want to hear you'

'That sounds like it was really tough.'

'Ah, you really loved it didn't you. I'm sorry it's been lost.'

'Tell me more...'

'Gosh, I bet you were scared?'

'I wish you didn't have to go through this. I'm here.'