



## 4 ways to enhance your empathy

Not only does empathy help forge personal bonds, it also guides us in asking the right questions, brings teams together, and helps us be better leaders. Luckily, empathy is learned, and we can get better at it by turning these strategies into habits:

- 1. Walk in their shoes.** Seeing a situation from another's point of view helps us understand a person's reasoning, motivations, and actions. Imagining ourselves in the situation of another also allows us to better navigate social situations and keep us from making snap judgments.
- 2. Just ask.** When unsure about how a person is feeling, ask. It's the most direct way to gain understanding. "Help me understand" and "How are you feeling?" also go long a way in showing compassion.
- 3. Be an active listener.** To truly understand one another, we must consider emotions, feelings, and values behind what people say. Watch for the meanings of words through tone, pace of speech, facial expressions, and other nonverbal cues.
- 4. Assume the best.** Take the positive point of view—especially when you don't have all the facts. Assume that the other party has the best of intentions. Start there, and then arrive at a solution together.



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