

Connecting After Crisis



Trauma is damaging, but science shows that **relationships** can heal.

Empathy Is How We Connect

It is the ability to understand what another person is experiencing and then communicate that understanding. Empathy helps us build stronger relationships and regulate emotions. In the aftermath of traumatic events, empathic listening helps others process so they are better able to understand what they are feeling and cope with stress. Below are quick tools for empathic listening and communication to help you connect with students, colleagues, parents, friends and family.

Four Components Of Empathy

1 Taking Others' Perspectives	2 Recognizing Emotion In Others	3 Staying Out Of Judgment	4 Communicating Understanding Of Others
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We Communicate Empathy Through Mirroring

Mirroring is when we put words to someone's experience - their problems, needs, feelings, beliefs, thoughts, or values - to show them that we understand.

Four Steps To Mirroring

1 Listen Carefully & Attentively	2 Imagine Their Perspective & Feelings	3 Stay Out Of Judgment (Avoid Blockers)	4 Paraphrase Their Feelings & Problems
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Practice mirroring using sentence stems and avoid empathy blockers - well intentioned statements that may communicate judgment by shifting the attention away from the person who needs to be heard.

Mirroring Sentence Stems

It sounds like you are feeling...

I'm hearing you say that...

I wonder if you feel...

It seems like you are needing...

Common Empathy Blockers

Silverlining It

Reassuring, cheering up, downplaying, trying to make them feel better or differently

Fixer Upper

Offering your solutions, advice, beliefs, or opinions

Interrogating

Probing, analyzing, evaluating