

# EMPATHETIC RESPONSE

WHEN RESPONDING WITH EMPATHY  
TRY THE FOLLOWING STATEMENTS:

You are feeling  
(insert feeling). It's  
ok to feel this way.

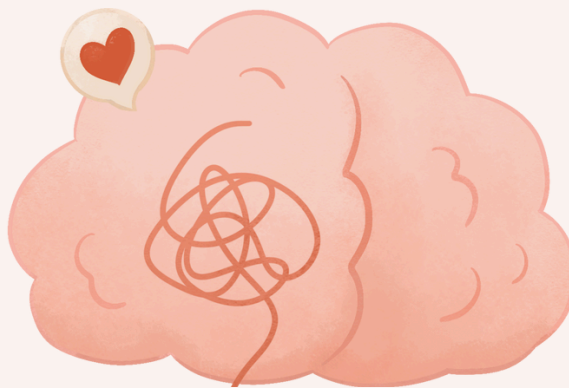
Tell me about what  
happened. I want to  
understand.

Am I understanding  
this correctly?  
(paraphrase what  
you heard)

When you clench  
your fists, that  
tells me you are  
frustrated.

I can relate to that  
situation. I would feel  
that way too.

You wanted (insert  
want). It's hard  
when you can't have  
what you want.



<b>Empathetic Responses Are When We:</b>	<b>Empathy Is Not:</b>
<ul style="list-style-type: none"> <li>• Position ourselves at the child's level</li> <li>• Remain calm and use a genuine and reassuring voice</li> <li>• Listen to what the child is saying</li> <li>• Try to understand what happened or try to understand what the child is feeling</li> <li>• Validate the feeling or situation</li> <li>• Say the child's name or use a "you" statement</li> <li>• Offer comfort by using words or giving a hug or a gentle touch</li> </ul>	<ul style="list-style-type: none"> <li>• Trying to change the situation</li> <li>• Trying to make it better</li> <li>• Trying to teach a lesson</li> <li>• Trying to find a solution</li> </ul>