
FRONT COVER:

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Foreword

Empathy and trust are a platform for effective understanding, communication and relationships. Empathy and trust are essential to develop solutions, win and retain business, and avoiding or diffusing conflict.

Empathy and trust are essential for handling complaints and retaining customers. These days we need to be more effective communicators to be successful in business - and in life. The 'steps of the sale', persuasion, closing techniques, features and benefits do not build rapport or relationships - empathy, trust, understanding and sympathetic communications do.

One-sided persuasion is not sustainable and is often insulting, especially when handling complaints. Trust and empathy are far more important in achieving and sustaining successful personal and business relationships!

Emphatic Listening

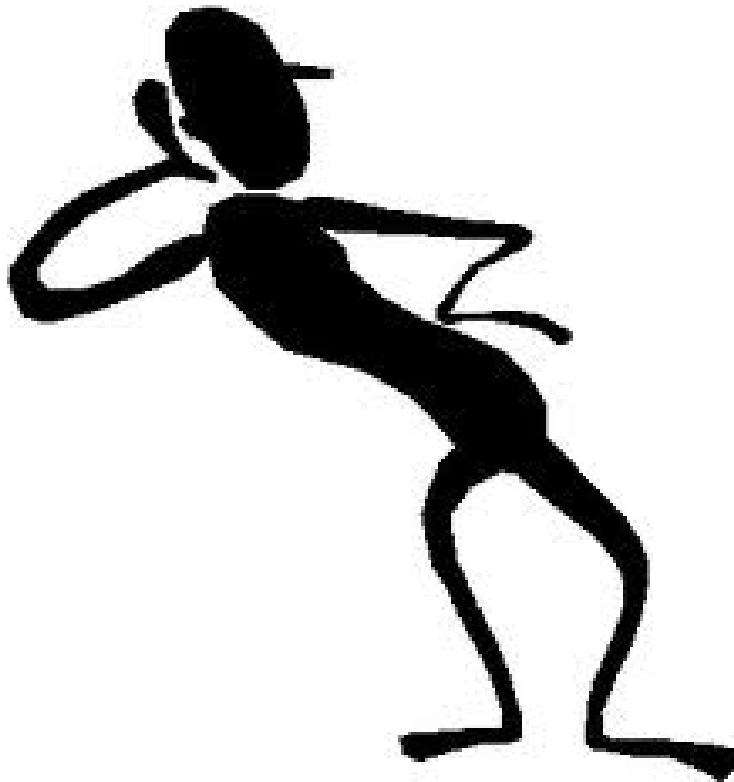
Put yourselves in the shoes of another person and practice effective listening.

Chapter 1:

The Advantages of Empathetic Listening

Synopsis

Empathic listening is a way of listening and responding to another individual that improves mutual understanding and trust. It's a crucial skill for all individuals, as it enables the listener to receive and precisely interpret the speaker's message, then provide an appropriate reaction.



The Skills

Empathic listening is a way of listening and responding to another individual that improves mutual understanding and trust. It's a crucial skill for all individuals, as it enables the listener to receive and precisely interpret the speaker's message, then provide an appropriate reaction. The response is an integral part of the listening process and can be vital to the success of a negotiation or mediation. Amidst its Advantages, empathic listening

1. Forms trust and respect,
2. Enables the individuals to let go of their emotions,
3. Reduces stresses,
4. Promotes the surfacing of information
5. Creates a safe environment that's conducive to collaborative problem solving

Though useful for everybody involved, the power and willingness to listen empathetically is often what sets the individuals apart from others involved. Even when the matters aren't resolved during mediation, the listening method can have a fundamental affect on the parties.

Individuals tend to filter the data they receive through their own paradigms, reading their autobiography into other people's lives, or projecting their own views onto other people's behavior.

When a different individual is speaking, we commonly "listen" at one of four levels: ignoring, pretending, selective listening, or attentive listening. We ought to be utilizing the fifth, highest form of listening - empathic listening.

Empathic listening is listening with intent to comprehend the other person's frame of reference and feelings. You have to listen with your ears, your eyes and your heart.

Empathic listening is a tremendous deposit into the emotional bank account. It's profoundly therapeutic and healing as it gives a individual "psychological air."

Next to physical survival, the greatest need of a human being is psychological survival - to be understood, to be affirmed, to be validated, and to be appreciated.



Chapter 2:

How to Listen with Empathy

Synopsis

Empathy is the power to project oneself into the personality of another individual in order to better comprehend that individuals emotions or feelings.



How to Listen

Empathy is the power to project oneself into the personality of another individual in order to better comprehend that individual's emotions or feelings. With empathic listening the listener lets the speaker know, "I comprehend your issue and how you feel about it, I'm interested in what you're saying and I'm not judging you."

The listener unmistakably communicates this message through words and non-verbal actions, including body language. In doing so, the listener encourages the speaker to totally express herself or himself free of disruption, criticism, or being told what to do.

It's neither advisable nor necessary for an individual to agree with the speaker, even when asked to do so. It's generally sufficient to let the speaker know, "I understand you and I'm interested in being a resource to help you solve this issue."

It should be apparent that empathic listening is a core skill that will strengthen the interpersonal effectiveness of people in numerous aspects of their professional and personal lives. Through the use of skilled listening these individuals can control the listening by their:

1. Willingness to let the other parties dominate the discussion,
2. Paying attention to what is being said,
3. Caring about not interrupting
4. Use of open-ended questions,

5. Sensitivity to the emotions being expressed
6. Ability to reflect back to the other individual, the substance, and feelings being expressed

When you listen well you:

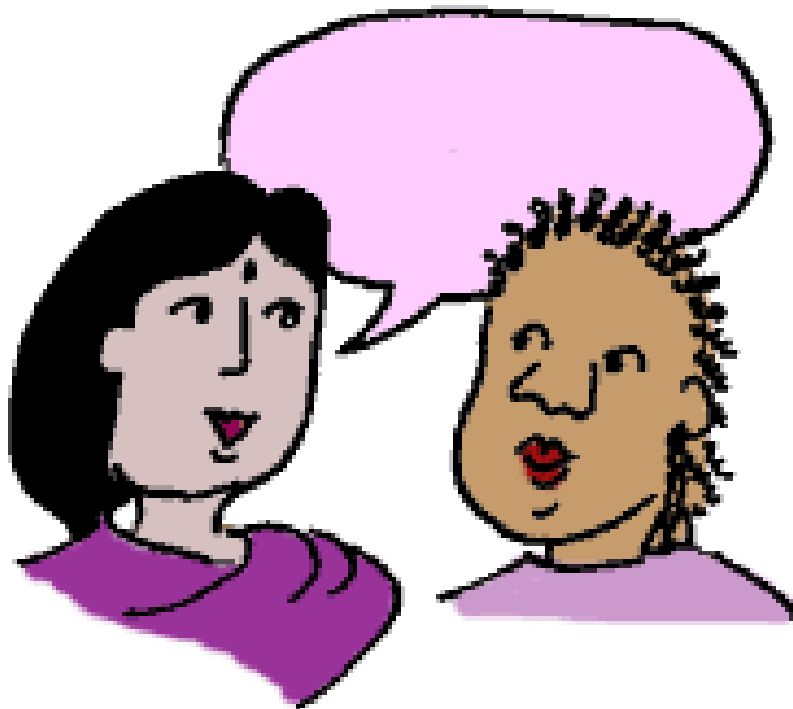
1. Acknowledge the speaker
2. Increase the speaker's self-respect and self-confidence
3. Tell the speaker, "you're important" and "I'm not judging you,"
4. Gain the speaker's cooperation
5. Decrease tension and stress
6. Establish teamwork
7. Acquire trust
8. Elicit openness
9. Acquire a sharing of ideas and thoughts
10. Obtain more valid information about the individual and the issue.

Chapter 3:

Tips for Empathetic Listening

Synopsis

By using empathic listening methods, you'll be able to hear a great deal more than what a person is saying. As a matter of fact, you will actually "hear" if an individual is holding something back or if they're simply overcompensating for something.



The Process

By using empathic listening methods, you'll be able to hear a great deal more than what a person is saying. As a matter of fact, you will actually "hear" if an individual is holding something back or if they're simply overcompensating for something.

To develop your empathic listening skills and utilize them for better communication, read on!

Empathic Listening Technique # 1: Allow Others to Dominate.

Generally, you feel a bit put off when you lose yourself in a conversation. You get distressed when you find yourself not able to share your opinion on something. All the same, allowing other people to run the conversation is in reality a great thing.

After all, you are not there to discuss yourself; you are there to listen with the ear of your heart. The less you center on yourself, the more you will be able to listen clearly. In relationships, you need to give that other person additional opportunities to talk. Remember: it is not just about you.

Empathic Listening Technique # 2: Ask Questions.

Asking questions is an important part of good communication. When the conversation reaches a dead end, you are able to steer the direction along to help the other person realize their feelings a bit more. Ask open-ended

questions like how, what, why, when and where. You are able to also ask reflective questions. How do reflective questions work? For instance, your friend admits that he does not trust his co-workers anymore.

In this case, you repeat his statement and gently push him to reflect on it. You are able to say something like, "You said that you do not trust your co-workers. May I ask you why?" Throwing his own words back at him allows him to really connect with his own thoughts and feelings; and as a result, allow you a better glimpse of him as well.

This is quite important especially when you are entertaining a client. Asking questions could lead to answers the client might have forgotten to share.

Empathic Listening Technique # 3: Reflect After Everything.

Once the individual has said everything he needs to say, it is now your turn to talk about how his problem or issues seemed like to you. By offering your own take on the situation, you're opening up the conversation for a deeper discussion.

This also encourages the individual to take a different look at himself from another set of eyes. Whether you're in a personal or professional situation, reflection is always a great way to end things. Empathic listening methods are extremely significant. Do not underestimate the power of listening.

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