

# EMPATHY

## the 6 keys...

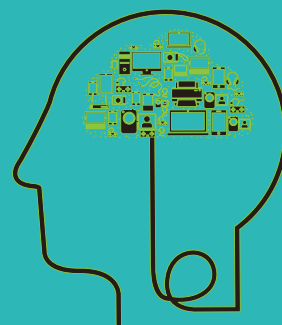


### Listen through their ears

- What are they hearing?
- How might they interpret this

### Get in their head

- What might they be thinking?
- What logic might they be using to interpret the situation?



### Notice their words

- What are they saying?
- What defining words, quotes and insights stand out?

### View things through their eyes

- What are they seeing?
- How does this tie in to their lens view of the world



### Feel through their heart

- What emotions are they feeling?
- How does this impact on their actions?

### Watch their actions

- What are they doing?
- What do you notice about their body language and actions?

