

Coaching Skills for Deep Empathy

Types of Empathy

Cognitive – intellectually understanding rather than feeling someone’s experience

Emotional – feeling someone’s experience based on our own experiences

Compassionate – being compelled to respond to another’s experience



5 Ways to Incorporate Empathy into Your Work



1. Be humble.

Don't rush to judgment just because you think you know better.



2. Expand your vocabulary.

Nuance is important – what do the words “enthusiastic” or “wistful” say that “happy” and “sad” don't?



3. Listen for more than words.

Tone and facial expressions say a lot too.



4. Let go of being right.

Don't jump in with an “easy” answer to someone else's problems.



5. Practice self-compassion.

Working with others takes a toll on you. Check in with yourself, and let things go.



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