

Habit-5: Seek First to Understand,
Then to be Understood
The Habit of Mutual Understanding



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Listen, or your tongue will make you deaf.
-Native American Proverb



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy

- Ability to understand other's emotions
- Deeper level- defining, understanding and reacting to concerns and needs that underline their emotional responses
- Link between self and others
- Through this we experience what others are experiencing as if we are feeling it ourselves



- I think we should talk more about our empathy deficit - the ability to put ourselves in someone else's shoes; to see the world through the eyes of those who are different from us - the child who's hungry, the steelworker who's been laid off, the family who lost the entire life they built together when the storm came to town. When you think like this, when you choose to broaden your ambit of concern and empathize with the plight of others, whether they are close friends or distant strangers; it becomes harder not to act; harder not to help.
- Barrack Obama - 2006



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy

- Sympathy-feeling for others
- Compassion- sympathy plus action
- Empathy-feeling with others
- Tim Minchin-Intuitive but can be worked on intellectually



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy-Key Elements

- Understanding others
- Developing others
- Having a Service orientation
- Leveraging diversity
- Political awareness



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy-Key Elements-Understanding others

- Tune to their emotional cues
- Show sensitivity
- Help others



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy-Key Elements-Developing others

- Act on their needs and concerns
- Help develop to their full potential
- Reward and praise
- Mentoring and coaching
- Stretching assignment- delegation skills



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy-Key Elements- Service Orientation

- Putting customers first-satisfaction, loyalty
- Go extra mile to help customers
- Become trusted adviser
- Builds long term relations



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy-Key Elements- Leverage diversity

- Tailor interactions to suit their needs and feelings
- Then you can relate to every one (no level barrier)
- Value differences (synergy)
- Challenge stereotypes



Empathy-Key Elements- Political awareness

- Sensing and responding to a group's emotional undercurrents & power relationships
- Helps navigate organizational relations



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathy-Types

- Cognitive-understand thoughts and emotions in a rational way
- Emotional- catching their feelings
- Compassionate-understand feelings and take action



Empathy-Results

- Better relationships
- Greater well being



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

1. Diagnose before you prescribe

- Describe a time when someone **didn't listen to you** before prescribing an answer
- How did you **feel**?
- **When do you most often fail** to listen to others?
- **What gets in the way** of listening effectively?

One friend, one person who is truly understanding, who takes the trouble to listen to us as we consider our problem, can change our whole outlook on the world.

- Dr. Elton Mayo



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Autobiographical responses

- One of the biggest problems in interpersonal communications is our tendency to respond **autobiographically**, meaning from our own frame of reference.
- We advise, probe, interpret and evaluate other's messages based on **our own experiences and motives**.



Senses- Listening/Seeing/Feeling

Traditional Chinese Character:
“to listen with a virtuous heart”



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

Empathic Listening

- Have you ever been really excited about something and felt disappointed with the response you received? For example, you might say,

- *"Hey, I just paid off my credit card!"*

- *"Congratulations! I did that two years ago."*

- *"Wow, I bet that's a big relief!"*

you might feel encouraged to continue.

- *"Yeah. Sometimes I thought I was drowning in debt."*



Empathic Listening

An empathic listener will stay with you as long as she honestly can until the conversation seems complete.

- *"Sounds as if you've felt pretty discouraged at times. I imagine you've been wishing for a fresh start?"*

You might reply,

- *"Exactly. I need to be saving money instead of living on the edge."*

The listener may confirm,

- *"I guess what you'd really like is greater financial security?"*
- *"Precisely!"*



Reading the Signs

- When we communicate face to face about our likes and dislikes, our body language, tone of voice, and feelings communicate more loudly than the words we use.



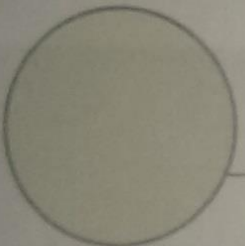
Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana



RED

Stop talking and listen empathically when:

- There is high emotion.
- You must get to the heart of an issue.
- You feel you don't understand.
- The other person doesn't feel understood.



YELLOW

Slow down. Watch and be ready to listen empathically.



GREEN

Go forward and seek to be understood when:

- The issue is clear and mutually understood.
- The conversation is casual and unemotional.
- You're asked to give counsel or advice.



Tips for Empathetic listening

- Focus on the speaker, not on your correct response to the speaker.
- If you get stuck, just repeat what the speaker says. If you are sincerely trying to understand, you won't be perceived as being manipulative.
- Don't be afraid of silence. Sometimes just listening and saying nothing is the best way to get to the heart of an issue.



Empathetic listening Scenarios

- After being asked not to stay out so late to class, an OT Comes late. When asked by class room in-charge, says, “This is my life, and I can make my own decisions.”
- What could be the Class room in-charge’s possible empathetic response to the OT?



3. Understanding from other's perspective

'I' Perspective	'You' Perspective

Which perspective is more effective?



Empathetic listening

To my mind, empathy is in itself a healing agent-- because it releases, it confirms, it brings even the most frightened person into the human race. If a person is understood, he or she belongs.

-Carl Rogers



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana

**THANKS FOR
YOUR ATTENTION**



Dr. Marri Channa Reddy
Human Resource Development
Institute of Telangana