

Empathy and Compassion Scaffold

Say

- Attitude, Non-Verbal Language,
- Do you understand their perspective?
- Empathy versus sympathy?
- Are you communicating clearly?
- What needs are being met?

Hear

- Tone of the persons voice,
- Are they articulating their needs?
- Are they feeling heard?
- What might their values be?

Community
Member / Guest

Think

- If the roles were reversed would you be expressing the same thing?
- What is your initial impression?
- What worries, what inspires this person?

See

Non-Verbal Language, Environment, Presence of others, Proximity to speaker



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