EMPATHY TEST

1. **I listen attentively to what people say:**  
   I really focus on what is being said with a view to understand. I am not thinking about how I am going to answer or being distracted by anything else.

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1. **I demonstrate an awareness of how others are feeling:**  
   As a result of my open questions and / or careful, focused listening and observations of non-verbal communication, I can really sense how the person is feeling and I then communicate with that person to show I am aware of those feelings.

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1. **I accurately identify the underlying causes of the other person's perspective:**  
   I ask open questions and listen carefully in order to understand why the other person is thinking the way they are and therefore understand the cause and reason for their perspective.

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1. **I express an understanding of the other person’s perspective:**  
   Having understood the cause and reasons for the other person’s point of view, I explain my understanding of that perspective to both check the accuracy of my understanding and also so that the other person knows I understand where they are coming from and can empathize with them.

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