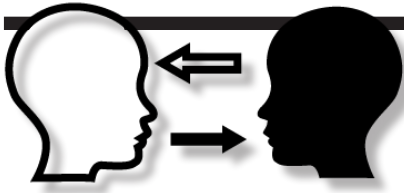




Responding to Emotions of Others



Did you know...

...Responding appropriately to the emotions of others shows respect for them.

...It's much easier to respond appropriately to the emotions of others if you can recognize and express your own.

...Responding appropriately to the emotions of others requires you to be flexible and choose from many different responses.

...Empathy is one way to respond to the emotions of others. To show empathy you must be able to identify with the other person's feelings, or to "walk in his or her shoes." Being empathic means that a person is aware of and sensitive to the feelings, thoughts, and experiences of others.

...Responding to emotions of others is a learned skill that improves with practice.

...Some people believe that a person must be able to be empathic before they can feel compassion.

Demonstrate these behaviors to master the ability to respond to the emotions of others.

Nonverbal Behaviors

- Check your body and mind for clues about how you feel. Calm down if you have strong feelings.
- Look for clues that suggest what the other person might be feeling.
 - Observe what is happening around you and the person who is expressing his or her feelings.
 - Observe the nonverbal cues of the person to begin to learn how he or she might be feeling. Notice inconsistencies in what is said and how a person looks.
- Listen carefully to the person.
- Walk away if the person seems dangerous.

Verbal Behaviors

- Use "I-statements" to tell the person that you observed something and wonder if your observation is accurate. "I-statements" simply share your perceptions rather than make assumptions about how the person feels.
 - Try this: "I thought you looked upset when you walked into class, and I wondered if something is wrong."
 - Avoid this: "You sure are sad. What happened?"
- Name the emotions being described by the person.
 - Try this: "Sounds pretty frustrating."
- Ask clarifying questions to help the speaker understand his or her emotional response.
 - Try this: "What did you mean when you said..."

Tips

- Be sure to check your observations with the person. Your perceptions are guesses and not conclusions until the person confirms your perceptions.
- Avoid evaluating or judging the person's feelings.
- Be ready to get adult help if the person seems distraught and unable to reach out for help.

Your Assignment

- Create a teaching tool that explains and demonstrates your assigned skill.
- Your presentation will be evaluated on:
 - thorough and accurate explanation of the skill.
 - accurate and clear demonstration of the skill.
- You have up to five minutes to present your skill.
- Option: Research additional data on the skill and note the source.