

# Managing Difficult Conversations with REAL Empathy Webinar

Presented by  
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# Key Takeaways

## Module 1

The Challenge & Opportunity of Empathy When Times are Tough

## Module 2

Critical Steps to REALLY Empathize

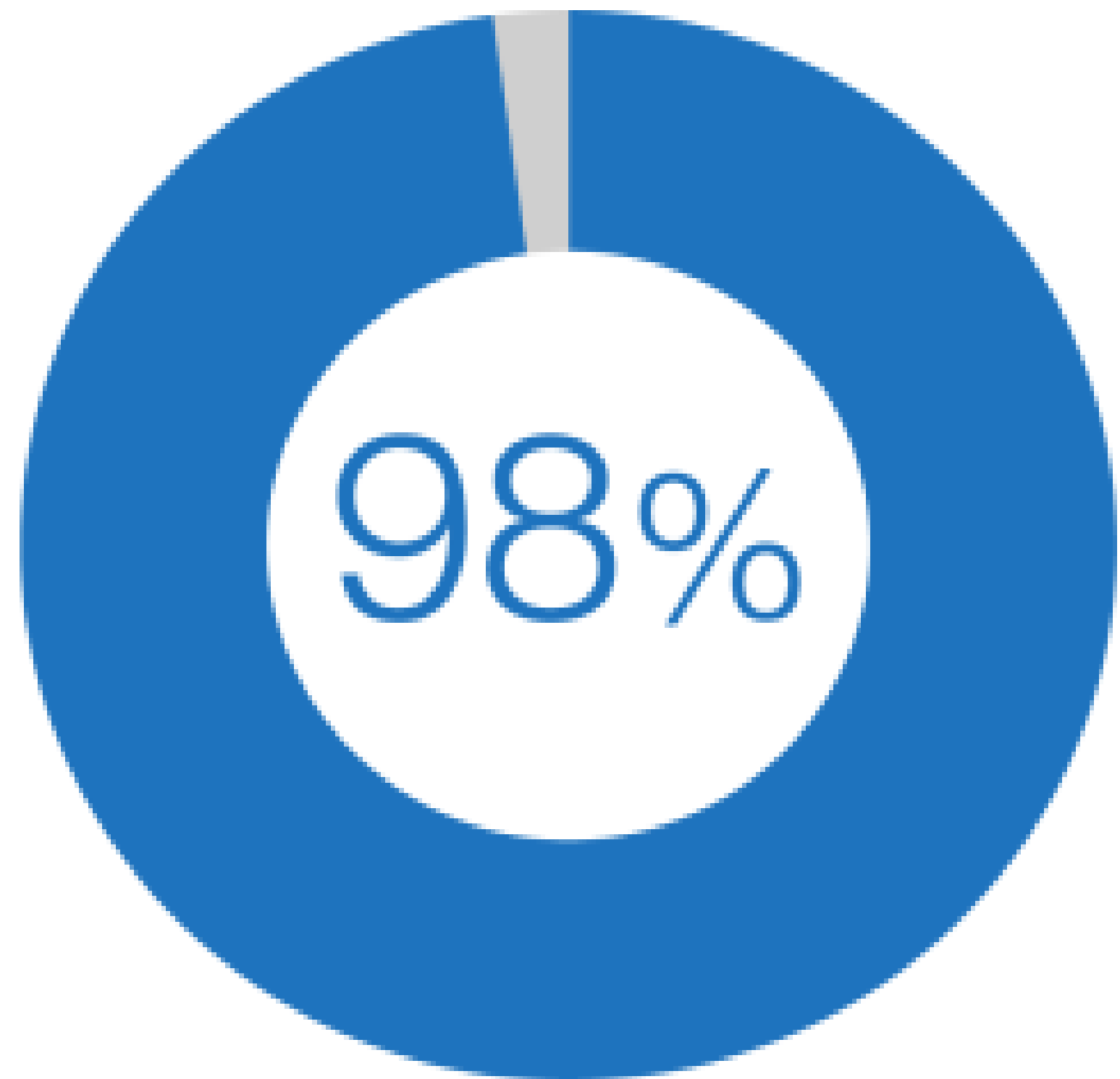
## Module 3

Sustaining Empathy in Exceptional Times

## Module 1

# The Challenge & Opportunity of Empathy in Touch Times

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Ninety-eight percent of the time we don't acknowledge what other people tell us before we start speaking.

**Acknowledgement is the bridge to resolution and relationship.**

## Module 1

# The Challenge & Opportunity of Empathy in Touch Times

### CHALLENGING CUSTOMER TYPE

### WHAT ACKNOWLEDGEMENT LOOKS LIKE TO THEM?

**RUDE**

The frustration or stress they are dealing with

**BLAMER**

Does not want to be accountable - not their fault

**RULE BREAKER**

Wants an exception to the rule (options)

**KNOW-IT-ALL**

Wants to be recognized for their smarts

**CONFUSED**

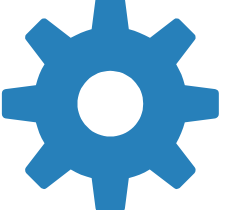
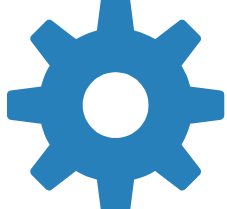
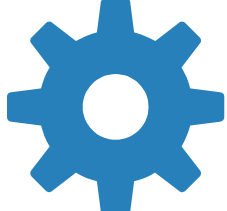
Not sure where to start and needs a guide

## Module 2

# Critical Steps To Really Empathize

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The process has 3 parts:

-  Frame of Reference
-  Positive Intent
-  Difficult Conversations Model

Check things out before jumping to conclusions, making assumptions, or reacting emotionally.

Give others the benefit of the doubt. Identify the situational details and get the bigger picture.

Module 2

# Critical Steps To Really Empathize

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PREPARE  
YOURSELF



BE  
CURIOUS



ACKNOWLEDGE  
& EMPATHIZE



RESOLUTION  
& RESULTS



SUMMARIZE &  
TAKE CARE

## Module 3

# Sustaining Empathy

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Tactic 1:

Stop & Identify Triggers

Tactic 2:

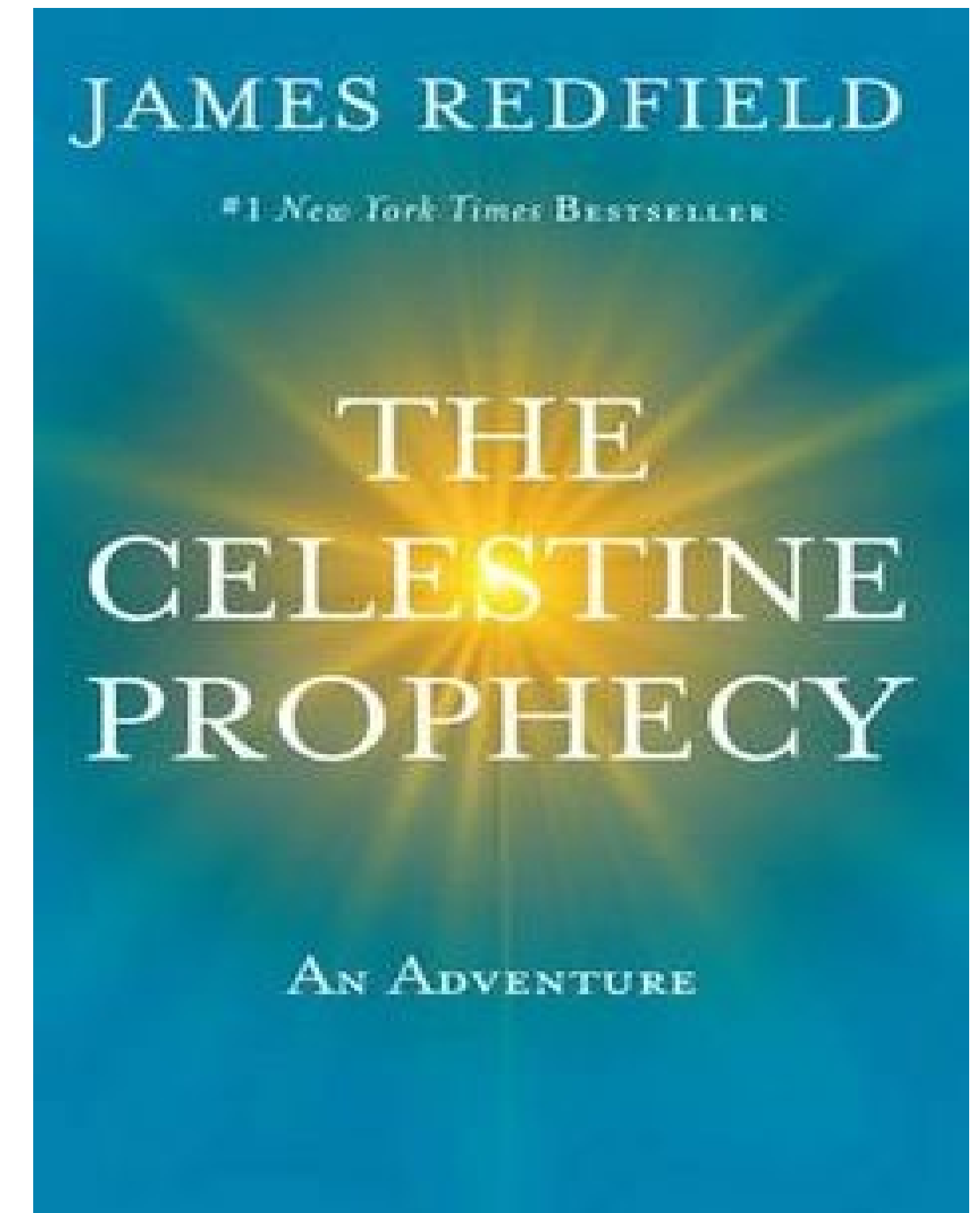
Learn to Delay

Tactic 3:

Take a Time Out

Tactic 4:

Self Talk



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