

Master Your Emotions How To Identify The Emotions Of Others

1. Pay attention to _____

Proverbs 27:14 *A loud and cheerful greeting early in the morning will be taken as a curse!*

2. Develop your _____

Genesis 40:6 *When Joseph saw them the next morning, he noticed that they both looked upset.*

3. Learn to do _____

James 1:19 *Everyone should be quick to listen, slow to speak and slow to become angry.*

4. Try to _____

1 Samuel 25:18-19 *Abigail wasted no time. She quickly gathered 200 loaves of bread, two wineskins full of wine, five sheep that had been slaughtered, nearly a bushel of roasted grain, 100 clusters of raisins, and 200 fig cakes. She packed them on donkeys and said to her servants, "Go on ahead. I will follow you shortly." But she didn't tell her husband Nabal what she was doing.*

Luke 7:13 *When the Lord saw her, his heart went out to her and he said, "Don't cry."*

https://greatergood.berkeley.edu/quizzes/ei_quiz/take_quiz

1. **Daydreaming:** thinking about unrelated topics when someone else is speaking.
2. **Debating:** carrying on an inner argument about what is being said.
3. **Judging:** letting negative views influence us.
4. **Problem solving:** yearning to give unasked for advice.
5. **Pseudo-listening:** pretending to be a good listener.
6. **Rehearsing:** planning what you want to say next.
7. **Stage hogging:** redirecting the conversation to suit your own goals.
8. **Ambushing:** gathering information to use against the other person.
9. **Selective listening:** only responding to the parts of the conversation that interest us.
10. **Defensive listening:** taking everything personally.
11. **Avoidant listening:** blocking out what you don't want to hear

Start listening better...

- #1: Make it a goal
- #2: Be curious about what they are saying
- #3: Summarize what you are hearing
- #4: Ask more questions

3 Empathy Traps to Avoid (Author unknown)

- It could be worse
- Look on the bright side... "At least..."
- Problem solving... "Here's how to fix it..."

The four stages of empathic listening By Terry Schmitz

Stage 1: Copy What Is Being Said: Repeat what you hear in order to get further understanding. Repeat it exactly as you think you heard it.

Stage 2: Say What You Hear: Repeat the words that were said without adding anything new.

Stage 3: Reflect on the Feeling: Try to understand the feeling expressed in what was said, going beyond what you think you heard.

Stage 4: Restate What Was Said and Think About the Feeling:

This combines Stages 2 and 3 in order to understand the message.