PLAN | Become more empathic

15 minutes

We encourage you to complete this activity in one sitting since work in progress is not saved. You can print the output from this activity in PDF after completing the exercise. All fields are private and will not be shared with Eaton Vance.

Prefer to create a plan on paper?

DOWNLOAD THE PDF

SHARE BY EMAIL

Instructions

Evaluate how you build stronger emotional connections with others. Based on your assessment, use the space provided to identify the approaches you want to master and how you plan to embrace them.

Before the meeting

Identify your goal for the meeting

Select an item

Prepare a list of open-ended questions to lead a discussion with genuine interest

Select an item

Shift your mindset to focus exclusively on the other person

Select an item

List the approaches to master

Type your answer here.

Sample

Ask better questions to convey genuine interest.

Shift my mindset to focus exclusively on the prospect, client or team member before engaging with them.

Action items to embrace the approaches

Type your answer here.

Sample

Before each meeting prepare three to four open-ended questions that align with meeting goals and foster positive emotions.

Embrace daily meditation to help increase overall focus.

NEXT

During the meeting

Avoid making assumptions without proper discovery

Select an item

Validate what you hear even if you don't agree

Select an item

Avoid making judgmental comments

Select an item

Listen more than you talk

Select an item

List the approaches to master

Type your answer here.

Sample

Validate what I hear even if I don't agree.

Talk less – spend more time listening.

Action items to embrace the approaches

Type your answer here.

Sample

Practice active listening – acknowledge what I heard the other person say.

Take breaks when speaking in order to ask the other person if he/she has questions. Allow others to express their points of view throughout the discussion.

NEXT

After the meeting

Reflect on how you may have been perceived

Select an item

Make note of ways you might refine your approach going forward

Select an item

Send a note to client/prospect that details agreed-upon next steps

Select an item

List the approaches to master

Type your answer here.

Sample

Reflect on how I may have been perceived.

Action items to embrace the approaches

Type your answer here.

Sample

Candidly assess what went well in the meeting while also identifying areas for improvement.

Specify ways to better engage based on areas identified for improvement.

Print a copy of your worksheet for your records

PRINT

Well done! You've created a personalized plan to become more empathic.

You are on your way to chase positivity by:

- Identifying ways to enhance how you build emotional connections with others
- Establishing goals for personal development and growth
- Creating an action plan to achieve results

We encourage you to periodically review your progress against the plan and fine-tune your activities as needed.

What's next?

If you're interested in digging deeper into this topic, you can go to the next resource. If not, we recommend continuing to the next subtopic.

Getting started

LISTEN | An approach to learning the ***3 Dynamics***	6 minutes	→
WATCH | Why the ***3 Dynamics*** matter	5 minutes	→
LEARN | A road map to master the ***3 Dynamics***	5 minutes	→
LEARN | Prepare for success	3 minutes	→

Communicating empathically

LISTEN | Practice leaving yourself behind	8 minutes	→
LEARN | Lead with genuine interest	5 minutes	→
LEARN | Three strategies to understand purpose	5 minutes	→
PLAN | Become more empathic	15 minutes	→

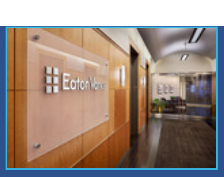
Collaborating consciously

LISTEN | Put away the black robe	5 minutes	→

LISTEN | Beware of painting with a broad brush	5 minutes	→
LISTEN | Don't take the bait	5 minutes	→
WATCH | Why intentionality matters	6 minutes	→
LEARN | Engage clients based on their coping style	5 minutes	→
PLAN | Become a better collaborator	15 minutes	→

Inspiring action

LISTEN | A proven approach to increase engagement	10 minutes	→
LISTEN | Align by deploying the joining technique	11 minutes	→
LEARN | Words and phrases to inspire action	5 minutes	→
PLAN | Inspire action in others	15 minutes	→



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Publication details: Tuesday, March 5, 2024 10:50 AM

Page ID: 40000 - https://www.eatonvance.com/plan-become-more-empathic.php