



Module 3  
**The Secret Door To Your Child's Heart:  
How to Deeply Influence Through Empathy**



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**ACTION GUIDE**

**“Nobody cares how much you know, until  
they know how much you care. “**

Theodore Roosevelt

WHY is empathy effective?

WHAT is empathy?

A \_\_\_\_\_ flow of \_\_\_\_\_ extended toward  
\_\_\_\_\_ or \_\_\_\_\_ without \_\_\_\_\_,  
\_\_\_\_\_ or \_\_\_\_\_.

HOW do I relate to my child with empathy step by step?

(Source: Echo Training, formerly the Center for NonViolent Education and Parenting, [www.EchoTraining.org](http://www.EchoTraining.org))

Observe

Feelings

Needs

Empathy

Engage

Develop

Solutions

**"Next to physical survival, the greatest need of a human being is psychological survival – to be understood, to be affirmed, to be validated, to be appreciated. When you listen with empathy to another person, you give that person psychological air. And after that vital need is met, you can then focus on influencing or problem solving."**

Stephen R. Covey

## What Empathy is NOT:

1. Fix it: "What will help is..."
2. Advise: "I think you should..."
3. Interrogate: "How did it happen?"
4. Explain: "She said that only because..."
5. Correct: "That's not how it was..."
6. Educate: "You can learn from this."
7. Shut down: "Don't worry about it."
8. Console: "It wasn't your fault."
9. Commiserate: "He did that to you, the jerk!"
10. One-up: "You should hear what happened to..."
11. Tell tale: "That reminds me of the time..."
12. Evaluate: "If you hadn't been so rude..."
13. Sympathize: "You poor thing. I feel awful for you."
14. Take blame: "Sorry, I should have..."

From *Empathetic Language* adapted from Susan Skye through Liv Moore and *Connecting Across Differences: A Guide to Compassionate Non Violent Communication* by Jane Marantz Connor and Dian Killian

## Two Ways to Give Empathy

1. \_\_\_\_\_

Empathy Script: "Are you feeling \_\_\_\_\_ because you are needing/wanting \_\_\_\_\_?"

2. \_\_\_\_\_

Stay with empathy until you feel the other person \_\_\_\_\_,  
\_\_\_\_\_, or become \_\_\_\_\_.

Giving empathy is a \_\_\_\_\_ that can be \_\_\_\_\_.

**Examples:**

- 1.
- 2.
- 3.

**“To change something, build a new model that makes the existing model obsolete.”**

Buckminster Fuller

**ACTION STEPS:**

1. Practice identifying your own feelings and needs without judgment. Give yourself empathy and acknowledgment.
2. Communicate daily using the empathy script: “Are you feeling \_\_\_\_\_ because you are needing/wanting \_\_\_\_\_?”
3. Your own Action Step:

**ANSWER KEY:**

WHY is empathy effective?

Empathy meets a deep human need; Belonging and Significance

WHAT is empathy?

A compassionate flow of energy extended toward  
another or oneself without judgment,  
agreement or disagreement.

Two Ways to Give Empathy

1. Verbal
2. Non-verbal

Stay with empathy until you feel the other person relax,  
release, or become quiet.

Giving empathy is a skill that can be learned.