

The Power of Empathy Workbook 3

Activate your true potential today!



Freedom Learning - for everyone for life!

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Key Points

- **Empathy & Body Language.** Empathy lets you “feel” others’ emotions and pick up subtle non-verbal cues.
- **Eye Contact.** Shows presence and engagement; lack conveys disinterest.
- **Facial Expressions.** Smiling, nodding, head-tilts encourage openness and show understanding.
- **Mirroring.** Subtly matching posture, gestures, tone builds rapport and connection.
- **Do's & Don'ts**
 - **Do** listen actively, validate feelings, use open questions, reflect back, adopt open posture.
 - **Don't** interrupt, invalidate emotions, give unsolicited advice, judge, or rush the conversation.
- **EMPATHY Acronym**
 - E – Engage in active listening
 - M – Mirror their body language
 - P – Practice reflective listening
 - A – Ask open-ended questions
 - T – Take time to understand their perspective
 - H – Hold back judgments
 - Y – Yield the floor (speak 20% / listen 80%)

Exercises

1. Eye Contact Drill

- **Pair up.** Speaker shares a 2-minute story; listener maintains steady, natural eye contact (no staring).
- **Switch roles** and note how eye contact affected rapport.

Notes

2. Mirroring Observation

- **Watch** a short two-person video or live conversation.
- **Note** instances of mirroring (posture, gestures) and how it changes the feel of the interaction.

Notes

3. Expression Practice

- In front of a mirror, **practice** nodding, smiling, and head tilts.
- **Notice** how each expression feels and how genuine you can make it.

Notes

Activities

- **Empathy Body Language Log**
 - Over the next **three days**, log three real conversations:

1. The non-verbal cues you used (eye contact, nodding, posture).
2. The other person's responses.

#	Non verbal Cue used	Persons Response
1		
2		
3		

3. Any changes you'll make next time.

- **Rapport Building Role-Play**
 - With a partner, role-play a scenario (e.g. consoling a friend).
 - Focus on applying the EMPATHY acronym—give feedback to each other on body language. Note below how the conversation went and what worked well for you

Reflections

1. Which body-language tip (eye contact, expression, mirroring) feels most natural? Which feels most challenging?

2. How did your partner react when you mirrored their posture?

3. In what daily interactions could you consciously use more open body language?

Action Plan

1. **Daily Practice:** Each day this week, pick one empathy body-language element to focus on (e.g., Day 1: eye contact; Day 2: nodding).
2. **Weekly Check-In:** At week's end, review your Empathy Log to identify progress and refine your approach.
3. **Peer Feedback:** Ask a trusted colleague or friend to observe your body language in a conversation and share one improvement tip.

Final Summary

Empathetic body language bridges the gap between words and feelings. By maintaining eye contact, using supportive expressions, and mirroring respectfully, you show genuine care and foster trust. Combine these non-verbal tools with active listening and open questions (EMPATHY acronym), and you'll deepen your connections—transforming routine interactions into meaningful exchanges.

Good luck, and keep practicing !

Inspirational Quote “Empathy is about finding echoes of another person in yourself.” — Mohsin Hamid. Practice these cues daily, and watch your relationships flourish with understanding and warmth.