From the solution:

The 7 Habits®

SUMMARY GUIDE

Seek First to Understand, Then to Be Understood®: The Habit of Empathic Communication

Big Ideas

When we Seek First to Understand, Then to Be Understood, we have a mindset of win-win. We act with consideration as we seek to understand the other person's point of view. We act with courage as we express our own views with clarity and respect.

To Seek First to Understand, Then to Be Understood:

1. Practice Empathic Listening.
2. Respectfully seek to be understood.

1. Practice Empathic Listening

Empathic Listening is not just listening with our ears. It Is listening with our eyes and heart too.



Empathic Listening Tips:

- Say, "Take your time… I'm listening," and really mean it.
- Focus on the other person's point of view.
- Put yourself in the other person's shoes.
- Ask clarifying questions to help the speaker explore his or her thoughts and feelings.
- Don't be in a hurry. Give the other person time and space to think.
- Don't worry about perfect. Focus on being genuine and empathic in body language and in the words you use.

"If you really seek to understand, without hypocrisy and without guile, you will be stunned with the pure knowledge and understanding that will flow to you from another human being."
—Steven R. Covey

FranklinCovey

© Franklin Covey Co. All rights reserved.

2. Respectfully Seek to Be Understood.

Seeking to be understood is the second half of effective communication. Once others feel understood, they are open to hearing your point of view.

Tips for Seeking to Be Understood:

- Make sure you take the time to understand the point of view of the other person or people before you seek to be understood. Are you clear about theirs needs, interests, concerns, and priorities?



State your point of view:

- "I feel _____ about _____."
- "I would like to..."
- "Based on my experience, I think we should…"
- "You could be right. However, I'd prefer..."
- "That sounds interesting. Can we come back to it later?"
- "I can see what you mean. I have a different point of view I'd like to share."
- "Thank you for sharing your thoughts. Would you be willing to hear mine?"

- Get really clear on what you want to say.
- Share your point of view with both the courage of your convictions and consideration of others' viewpoints.
- Use proactive language and "I" messages.
- Avoid "You" messages and language that blames or accuses.

"When you can present your own ideas clearly in the context of a deep understanding of the other person's paradigms and concerns, you significantly increase the credibility of your own ideas."
—Steven R. Covey

FranklinCovey

© Franklin Covey Co. All rights reserved.
AAP1940688 Version 1.0.4