Cognitive Empathy

Behavioral Elements

Cognitive empathy, also known as 'perspective-taking' is being able to put yourself into someone else's place and understand their reasoning and point of view. It is a useful skill, particularly for negotiations or management.

Let's practice with an example.

Identify a conflict you have experienced in the past:

Describe the situation from **your perspective.**

Try to remember what you were thinking and feeling at the time.

What was the cause of the conflict, from your perspective?

What was the outcome of the conflict, from your perspective?

Was the result positive or negative for you? Why?

What were some additional factors that contributed to your perspective?

Cognitive Empathy (CONTINUED)

Behavioral Elements

Describe the situation from **the other party's perspective.**
Try to imaging what they might have been thinking and feeling at the time.

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What do you think the other party viewed as the cause of the conflict?

[ ]

What do you think the other party viewed as the outcome of the conflict?

[ ]

Do you think the result was positive or negative for the other party? Why?

[ ]

What additional factors could have contributed to the other party's perspective?

[ ]

When practicing cognitive empathy in conversations, try incorporating these phrases:

- "It seems like..."

- "From my experience..."

- "I can see how you may have felt..."

- "I'd love to understand your perspective better. Could you elaborate on..."

- "Am I interpreting this correctly?"

- "Can you walk me through your thoughts?"

- "For me, I view _____ as..."

- "I am feeling _____. How are you feeling?"