## **Cognitive Empathy**



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 <b>your perspective</b> Try to remember what you were thinking and feeling	
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)



Describe the situation from <b>the other party's perspective.</b> Try to imaging what they might have been thinking and feeling at the time.	
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 co	nversations, try incorporating these phrases:
• "It seems like"	<ul><li>"Am I interpreting this correctly?"</li></ul>
"From my experience"	• "Can you walk me through your thoughts?"
• "I can see how you may have felt"	• "For me, I view as"
<ul> <li>"I'd love to understand your perspective better. Could you elaborate on"</li> </ul>	<ul> <li>"I am feeling How are you feeling?"</li> </ul>