# LIVE INSPIRED
## IN STUDIO WITH JOHN O'LEARY

# Empathy + Communication: Navigate Divisive Times

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**Confirmation bias: [n.]** the tendency to search for, interpret, favor, and recall information in a way that confirms one's pre-existing beliefs or hypotheses

### 4-Ways to Communicate Greater Empathy

1. Own the conversation from the start [*don't wait*]
2. Actively listen as if they are the only person [*they are*]
3. Be passionately curious as if it matters [*it does*]
4. Argue to win the otherside of tbe argument [*WE will*]

**Journal reflection:** "The single biggest problem in communication is the illusion that it has taken place."
**- George Bernard Shaw**

### 8 Simple Strategies to Actively Listen

1. Face the speaker
2. Make eye contact
3. Ignore distraction
4. Ask clarifying questions
5. Repeat what you are hearing
6. Thou shall not interrupt
7. Thou shall not 'one up'
8. Thou shall not judge

### Compassionate Listening: 2 Questions to Help

1. Can you tell me more about that?
2. Why does that matter to you?

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