

E.M.P.A.T.H.Y.

<https://www.youtube.com/watch?v=baHrcC8B4WM>

- **Dr. Helen Reiss** (Dr. Reiss is an Associate Professor of Psychiatry at Harvard Medical School. She directs the Empathy & Relational Science Program)
- Our human brains are hard-wired for empathy. We reflect the feelings of others because this is what is required for our survival.
- Dali Lama: Love and compassion are necessities; not luxuries. Without them, humanity will not survive.

EYE CONTACT *(First indication that we have been noticed by someone. Eye gaze is important with greetings)*

MUSCLES OF FACIAL EXPRESSION *(Faces are a roadmap of human emotion.)*

POSTURE *(A powerful conveyor of connection with another person.)*

AFFECT *(Expressed emotions of the other person.)*

TONE OF VOICE *(When emotionally activated, our tone and facial expressions are affected.)*

HEAR THE WHOLE PERSON *(Understanding the context in which the other person lives. Keep curiosity open and not judging.)*

YOUR RESPONSE *(We respond to others' feelings all the time. Most feelings are actually mutual.)*