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What are some examples of empathy statements

What is a good example of empathy. Examples of good empathy statements. What are some empathy statements. How do you show empathy examples. List of empathy statements.

Sales is evolving. The days of fast-talking, railroading salespeople is gone. Today’s buyers won’t stand for being bullied into a deal. That’s where the empathy statement comes in. If your idea of empathy is throwing an “uh-huh” or “I see” into your conversations every few minutes, think again. Below, I’ve rounded up a few empathetic statements every salesperson should use. They’ll show your prospects you’re more invested in their interests than closing a deal -- and that’s what will set you apart in today’s competitive sales landscape.

Example:	Note about quality of reflection:
"I used to have a really hard time fitting exercise into my schedule too. Then I started making myself do it early in the morning and that worked for me."	Self-disclosure: does not convey understanding of the patient's situation. Also, this tip may have helped you, but you are likely to get a "yeah ... but" from the patient or "discord".
"I understand it's hard but if you don't stick to the treatment plan, your diabetes is going to get worse and cause all kinds of problems."	Includes both "I understand" and a "but". Both can provoke irritation and discord.
"It may feel like you aren't losing weight but I'm sure you are losing some internal fat. You just have to stick with it."	Dismissing client's perception rather than trying to validate/understand.
"Let me make sure I have this right, you don't want to take the medication because you think it won't help."	Parroting back the patient's exact words. Unlikely to convey understanding.
"You are saying that you would rather lower your cholesterol through diet and exercise?"	Asking a question which is likely to result in patient repeating what they said or giving an abbreviated response.
"Wow, I feel so bad you had to go through that! I wouldn't want to take my meds either after that experience."	Sympathetic statement but puts spotlight on clinician and doesn't convey understanding of client situation.
"You've had to fight through some side-effects but you are still committed to taking your meds."	Validates challenges, adds significant meaning, and affirms patient at same time. Should foster engagement.
"Yesterday was a very frustrating experience and now you feel like your medical team is not listening to your wishes."	Really hearing the patient's concerns and validating them. The patient's shoulders should relax because they feel understood.
"You feel stuck. On the one hand, you have a lot of other priorities in life to worry about, on the other hand, you do care about your health."	Adding significant meaning. Capturing the patient's ambivalence but affirming their activation.

21 Examples of Empathy Statements in Sales 1. "Thank you for staying so positive." Every deal has ups and downs. Your prospect may work with someone who’s championing another company. Or their budget may have been reallocated, leaving them struggling to cover the price of your product/service. When these situations arise, thank your prospect for staying positive – even if they’re having a hard time doing so. They’ll appreciate you’ve noticed the difficult position they’re in, and you’ll encourage them to continue dealing with it constructively. 2. “You’ve been with [Company] for [# of years]. That’s a long time.” Leaving a longtime vendor relationship can be tough. Show your prospect you understand and are honored to be considered as a replacement. You can also use this approach when their tenure with another company is only a few months. Say something like, “You’ve been with [Company] for [# of months]. I know you’re not shopping again because you love talking to salespeople. Tell me more about what prompted this search for a new product/service.” If they’re looking for a new vendor so soon, your prospect is probably dealing with some fallout on their end, so a little humor will be appreciated before you get serious about what their needs are. 3. “If I were in your position, I bet I’d have the same concerns.” It can be tough to stay positive when you hear the same objections repeatedly or are hearing your fifth objection of the day. But step into your prospect’s shoes for a moment. Remember they’re considering your product/service for the first time, and show them you understand where they’re coming from. By validating their concerns before giving a well-worn rebuttal or solution, you’ll build trust and rapport. 4.

empathy statements

EMPATHY STATEMENTS

10 must try empathy statements

1. "I apologize for that inconvenience. Let me see what I can do for you today."

2. "I apologize that this happened and I will do my best to fix this situation"

3. "I'm so sorry to hear that. I'll definitely be able to help you with that today."

4. "I'm so sorry that happened to you."

5. "I'm sorry to hear that. I can imagine that must be frustrating."

6. "I can understand that must make you feel upset and we will work toward fixing this situation for you."

7. "I definitely know that could be frustrating. I can understand how you feel."

8. "That's Terrible!"

9. "I can understand the times are very difficult, let's see what we can do for you today."

10. "You must be feeling pretty frustrated...."

"That would be frustrating to me too." If your prospect is frustrated with your product/service or with the sales process itself, start by understanding where they’re coming from. Validate their frustration before telling them what you’re going to do about it. For example, if your product experienced a bug during the prospect’s free trial and they’re frustrated about it, respond with, “That would frustrate me too. (Pause) Let me tell you why this happened and what we’re doing to make sure it never happens again.” 5. “I think you might find [feature, offer, or content] helpful in this situation.” When your prospect is facing a roadblock -- in their work, with your product/service, or in the sales process -- don’t just be empathetic, offer a solution. For example, if your prospect is expressing concern that a competitor offers a feature you don’t, reply with, “You’re right, we don’t have X feature. But I think you might find Y feature serves a similar purpose and also does A, B, and C. A lot of our customers prefer Y feature over [competitor]’s X feature.” You’ve affirmed that your prospect is right, and you’ve presented a solution. Avoid the temptation to get defensive and lash out with, “Well actually our Y feature does pretty much the same thing as their X feature, and our clients think it’s way better.” 6. “If I can make a suggestion ...” When you’ve been selling for a few years and hear similar objections and feedback every day, it’s easy to steamroll ahead of client concerns with solutions or canned replies.

Examples of Empathy Statements	
MAGIC Moments	Tragic Moments
HELPFUL "How can I help?"	SLOPPY "Hang on" "Just a sec" "Here's what I'm gonna do"
SET EXPECTATIONS "I'll keep you updated"	UNCOMMITTED "We'll have to call you back" "I don't know"
EMPATHETIC "We're sorry for the inconvenience"	AUTHORITATIVE "You should have" "Calm down"
CONFIDENCE "I will personally take care of that for you"	UNEMPATHETIC "You're not supposed to do it that way" "Why did you do that?"

Before you share that response you’ve given 50 times this week, pause and say, “Uh-huh, that’s a great point. If I can make a suggestion, you might find this article on our blog helpful. I’ll send it to you after our call.” Your response instantly feels personalized to their concerns and you’ve shown that you really listened to their question. 7. “How can I make this process easier for you?” This is a question you should be asking at every stage of the sales process. Close your discovery call with it, ask it in your presentation, and make sure to include it as you’re working on the contract. Buying a product/service is usually a lengthy, time-consuming, and expensive process. Do everything you can to make your prospect feel supported through it all.

EMPATHY STATEMENTS IN CUSTOMER SUPPORT

• Is there anything I can do for you today?

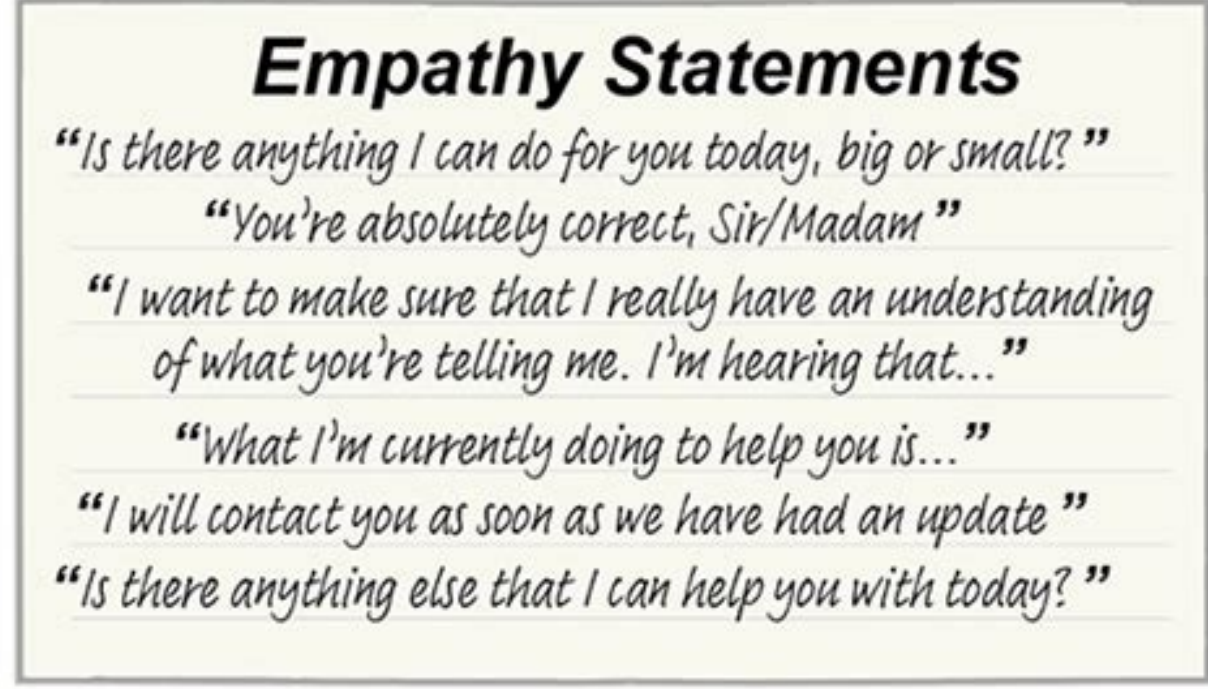
• I completely understand how frustrating that must be for you.

• I'm truly sorry to hear about your experience.

• I appreciate you explaining the situation to me.

• I really appreciate your patience.

8. “What’s the best-case scenario for your company?” This is a great question to ask in the discovery call. When you’re determining your prospect’s needs, wants, and business goals, slip this question in. It demonstrates you’re thinking about long-term success for their company beyond meeting two or three key needs. 9. “How am I doing so far? Am I meeting your needs?” This is another question to ask often throughout the sales process. Once you finish making a key point about what sets your service apart from the competition or demonstrating a technical portion of your product, pause and check in with your prospect to make sure they’re following.



To really make this question impactful, also ask them if you're providing value to them.

It'll surprise and delight your prospect and serve as an indicator of success for you.

10. "Is our product/service meeting your needs so far?" The most important goal of selling is to ensure that your product/service is going to meet your prospect's needs. Throughout the sales process, say to your prospect, "I've given you a lot of information about Harvey's Moving Company. Are we still ticking off all the boxes for you? Are there any gaps?" This protects you from being blindsided by their concerns later in the process, and it ensures your offering is still giving your prospect what they require.

11. "So, if I'm hearing you correctly, you're saying ..."

You should work this phrase into every conversation you have with a prospect. Too often, salespeople hear important questions, assume they've understood, and forge ahead with an answer that may or may not be giving your prospect the information they need. Don't risk alienating your prospect or making them feel unheard. Instead, clarify their question with, "So what I'm hearing is this: [Restate their question]. Is that correct?"

12. "I can help with that."

Show you're ready and willing to help when your prospect needs it most. If they have a question about the block of customer service hours they're allotted each month, or if they're having trouble logging into your product during their trial, reply with a friendly, "I can help with that."

Even if you have to take their question or issue to someone else on your team, you should remain their advocate and main point of contact. This ensures they get the answers they need quickly and offers them a sneak peek of the customer service they can look forward to with your company.

13. "Hold on one second while I check that for you."

Does your prospect have a problem you can help them with immediately? Let them know that. If a prospect says they can't find the complete list of tiered service packages you sent, tell them, "Hold on one second while I send another link right over."

If you can assist them in the moment, do it. Your attentiveness and sense of urgency will stand out.

14. "I really want to help here. Do you mind if I ask you a few more questions?"

You've probably been in this scenario: A prospect asks you a question and you either don't know the answer or don't quite understand what their question is. Instead of saying "I don't understand" or "I'm not following," tell them "I really want to help here. Can I ask you a few more questions about the problem you're facing?"

Your prospect will feel heard, and you'll feel relieved when you finally understand what they're asking.

15. "If I skip anything important, please stop me and let me know."

Prospects can feel uncomfortable or rude interrupting to say they don't understand or you're not answering their question. To save you both time and discomfort, set expectations before you begin a phone conversation or in-person demonstration. Let them know their interruptions are welcome and encouraged, and you'll enjoy an open and honest conversation with your prospect.

16. "Here's what I'm going to do to get this answer for you."

There are some situations in which it might take days or even weeks to find an answer to a prospect's question. In these situations, clearly communicate what you're doing to get them the information they've asked for. End your initial conversation with, "Here are the steps I'm going to take to find an answer for you."

Then, check in every few days with an update of: "Here's what I've been doing to find an answer to your question about our update timeline for X feature."

You'll appear organized and on top of things. And you'll let the customer know their question is a priority.

17. "I'm glad to hear that."

When a prospect expresses that either you or your product/service is doing something right it's easy to humbly say "Thanks" and quickly move the conversation along. Stop and acknowledge the praise they've given you with "I'm glad to hear that" or "I'm so glad we've met X need with Y service."

You want to make your prospect feel heard and acknowledged, and that doesn't stop when they're complimenting you.

18. "Thanks for giving me a moment of your time, [name]."

You already know your prospect's time is valuable, so don't forget to thank them for it. Instead of closing with "I'll be in touch" or "I'll follow up with an email of next steps," make sure the last thing you say to your prospect is how thankful you are for the valuable time they've given you.

19. "I appreciate the points you're making, but would you mind if we got back to the subject at hand?"

Every meeting you hold should have an agenda, but you've probably experienced a rogue attendee who hijacks the conversation with inconsequential questions or concerns. This is a delicate position to be in, but it's your responsibility to get things back on track. You don't want to offend the rogue attendee, but you should be firm. Interject with, "I'm happy to speak to these concerns after the meeting, but, to be respectful of everyone's time and expectations, we should get back to our agenda items."

20. "Is [product/solution] meeting your needs? How can I help?"

Your work doesn't end once you've closed the deal. Check in with your new customers a few weeks after they've implemented your solution and make sure it's meeting their needs/expectations. Now is also the perfect time to proactively offer your help. If they're experiencing a problem, do your best to solve it on the spot or put them in touch with someone who can. This is the best way to win renewals and upsells.

21. "I appreciate your time."

You'll hear arguments against saying this, because, "Your time is just as valuable as your prospects." But, if you ask me, thanking busy prospects for carving out time in their day to meet with a salesperson is just good manners. To move a deal forward you have to create an emotional connection with your prospect. One of the easiest ways to build that connection is with empathy statements. Try a few in your next call or meeting, and see what they do to forge stronger bonds.

Empathy is a powerful tool that allows you to connect with others on a deeper level, fostering understanding and compassion. Throughout this article, you will find examples of empathy in action, along with sample empathy statements to help illustrate how this critical skill can be applied in various situations. See also: Empathy: Definition, Types, and Tips for Effective Practice

Empathy in Customer Service (50 Example Phrases)

Empathy in Relationships

Friends When empathizing with friends, it's important to offer emotional support during challenging times. Here are a few empathy statements you can use: "I can see how that would be really difficult for you."

"It sounds like you're going through a tough time right now."

"I'm here for you, and I want to help you through this."

Remember to actively listen and offer to help where appropriate.

Family

Empathy within your family can strengthen bonds and improve communication. Consider these empathy statements when interacting with family members: "I understand why you feel that way."

"I can see how that situation would be really frustrating."

"I hear what you're saying and I'm here to support you."

Try to put yourself in their shoes to better understand their emotions and needs.

Romantic Partners

In romantic relationships, empathy can foster deeper connections and improve communication. Use these empathy statements to show your understanding: "I can imagine how that made you feel."

"It must be challenging to go through that."

"I'm here for you, and we can work through this together."

By demonstrating empathy, you can reinforce the mutual trust and understanding in your romantic relationship.

What is Self Compassion?

(Exercises, Methods, Examples)

Empathy in Professional Settings

Healthcare Professionals

As a healthcare professional, empathy plays a crucial role in establishing trust with patients. Try the following empathy statements: "I understand how difficult this must be for you."

"It sounds like you're going through a tough time."

"I'm here to support you during your treatment process."

Teachers and Educators

In the field of education, empathy helps teachers connect with their students, promote understanding and address individual needs. Here are some empathy statements for teachers: "It's okay to feel frustrated; let's take a moment and then try again."

"I appreciate the effort you are putting into learning."

"If you need help, don't hesitate to ask."

Customer Service Representatives

For customer service representatives, empathy is vital to enhance customer satisfaction and maintain good relationships. Consider using these empathy statements: "I can see why you would be upset; let's find a solution together."

"I apologize for the inconvenience you're experiencing."

"Thank you for your patience; I'll do my best to resolve this issue for you."

Empathy in Everyday Situations

One common situation where empathy is crucial is when someone is experiencing grief or loss. By putting yourself in their shoes and understanding the depth of their emotions, you can provide solace and support during their time of need.

Sample empathy statements in this case might include: "I can't imagine the pain you're going through right now."

"It's perfectly okay to feel this way."

"I'm here for you, whatever you need."

Another scenario where empathy plays a significant role is in conflict resolution. When interacting with someone with opposing views, it's essential to listen actively and put yourself in their position. This can often lead to meaningful dialogue and potentially even finding common ground. Sample empathy statements in this context could be: "I can see why you feel so strongly about this issue."

"Your perspective is valuable and helps me understand the situation better."

"Let's work together to find a solution that meets both our needs."

Logical Fallacies: 42 Examples & Explanations

In situations where you encounter a stranger in need, demonstrating empathy can make a significant difference in their day. Here are some empathetic statements you might say: "It sounds like you're having a tough day. How can I help?"

"I see you're struggling with that. Can I offer a hand?"

"You look a little lost."

Do you need directions or help finding something?"

"That must be frustrating. I'd be happy to help if I can."

Offering your assistance and understanding without judgment can create a positive impact on someone's life, even if it's just a small interaction.

Understanding and Displaying Empathy

Active Listening

To practice active listening, make sure to maintain eye contact, focus on the speaker, and avoid interrupting. When someone shares their feelings or experiences, respond with empathetic statements, demonstrating that you are focused on their words and emotions. Learn more: Active Listening (Techniques, Examples, Tips)

"I can imagine how that must have felt for you."

"It sounds like that was a really challenging situation."

"I can see why you would feel that way."

Reflecting Feelings

Reflecting feelings is an essential aspect of showing empathy. Repeat, rephrase, or summarize what the person has expressed, confirming that you understand their emotions. This process reinforces the feeling of being heard and understood. Examples of empathetic statements reflecting feelings include: "It seems like you're feeling overwhelmed by the situation."

"I can tell that you're feeling frustrated and upset."

"So you're feeling hurt and disappointed by what happened."

Validating Emotions

Validating emotions involves acknowledging and accepting the feelings of others without judgment or a need to fix the situation. A vital part of this process is expressing that the emotions someone feels are normal and understandable. Examples of empathy statements that validate emotions are: "It's completely natural to feel sad in this situation."

"Anyone in your position would likely feel the same way."

"Your feelings are valid, and it's okay to experience them."

"It's completely understandable that you would feel anxious about this."

Timeboxing: Mastering Productivity (with Examples)

See also: Empathy: Definition, Types, and Tips for Effective Practice

Empathy in Customer Service (50 Example Phrases)

How to Read Body Language: A Comprehensive Guide

How to Build Rapport: Effective Techniques

What is Your Communication Style? (4 Types with Examples)