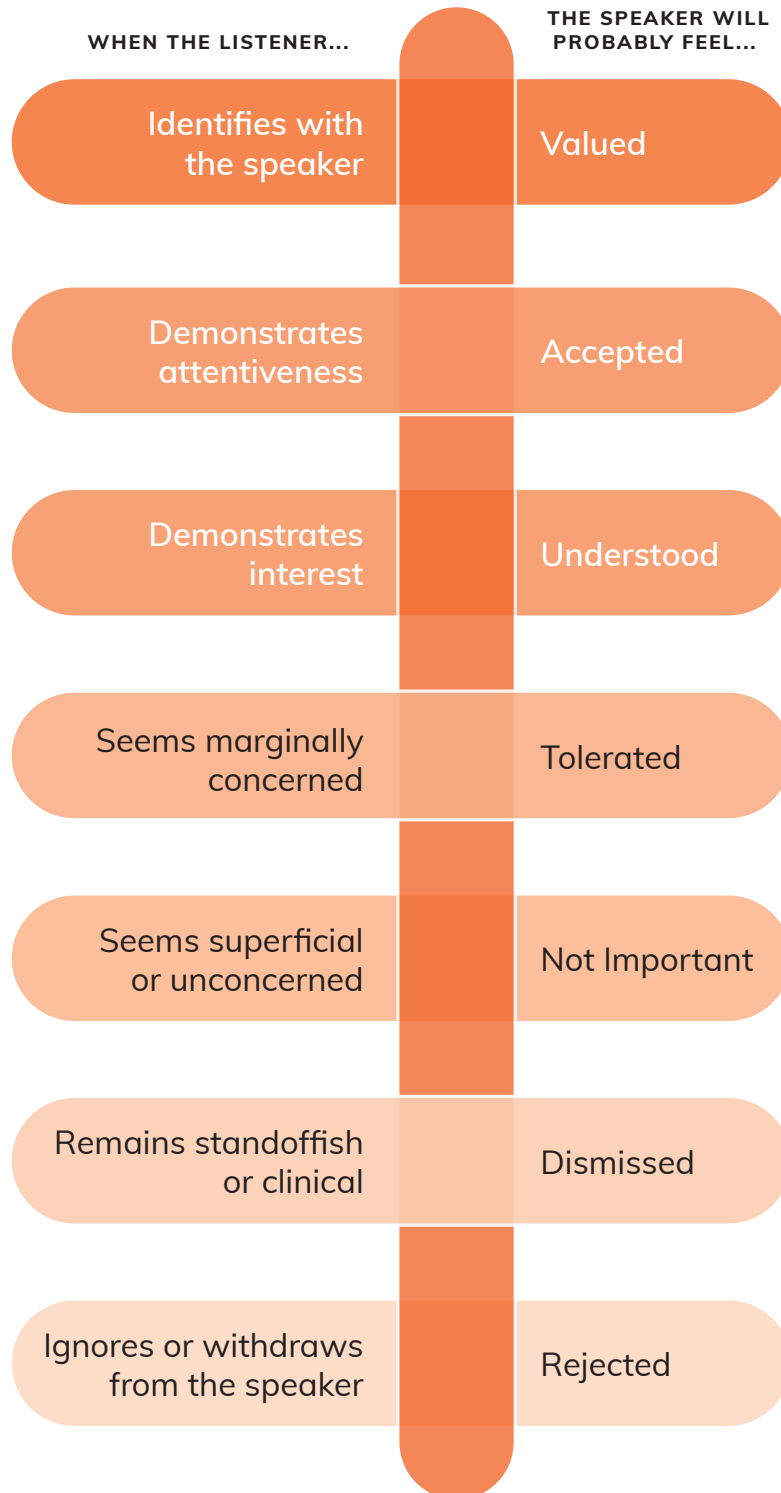


# Listener's Influence on Emotions

Look at the charts illustrating the listener's influence on the speaker's emotions. To demonstrate interest in the other person is a phenomenal success and is an achievable goal. Climbing higher can be accomplished with practice.

## Warmth



# Listener's Influence on Emotions

## Empathy

WHEN THE LISTENER...	THE SPEAKER WILL PROBABLY FEEL...
Offers in-depth responses	Valued
Reflects underlying thoughts/feelings	Accepted
Reflects the speaker's thoughts/feelings	Understood
Overlooks a major thought/feeling	Tolerated
Responds superficially/partially	Not Important
Ignores the speaker's thoughts/feelings	Dismissed
Belittles the speaker's thoughts/feelings	Rejected

# Listener's Influence on Emotions

## Respect

