

## Empathetic communication

Course Workload		Assessment form (examination/ graded test/ ungraded test)
ECTS	Hours	
1	36	Ungraded test

Empathy is a powerful tool to enhance communication, foster understanding, and build stronger relationships. By implementing the empathetic communication and listening we can be able to de-escalate conflicts, provide powerful constructive feedback, provoke effective communication, create an environment of trust and transparency within our communities. We can also benefit from developed empathy in customer service, product creation and in providing personalized solutions in the business domain. “Empathetic communication” is a practical in-depth course. We will study the types of empathy and ways to develop them, do practical exercises involving the creation of empathy maps for different situations, learn about emotions and key concerns, boost listening skills and learn to speak through I-messages using the non-violent communication framework.

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