How to become more **empathetic**

Avoid responses that are **disconfirming**

Use responses that are **confirming**

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**Confirming & Disconfirming Responses**

Contributes to Supportive & Defensive Climates

Continuation of Gibb’s Communication Climates

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**Disconfirming**

What are **Disconfirming** messages?

- “You don’t exist” or “You are not worthy of my attention”
- Disconfirming responses by a listener can affect the speaker’s self-esteem

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**Disconfirming Responses**

- Impervious Response
- Interrupting Response
- Irrelevant Response
- Tangential Response
- Impersonal Response
- Incongruous Response
- Ambiguous Response
- Incoherent Response
Avoiding Disconfirming Messages

- Don’t ignore others
- Listen attentively
- Interrupt only when necessary
- Make sure your nonverbal is consistent with your verbal

Confirming messages =

You exist

- Direct Acknowledgement
- Agreement about Content
- Supportive Response
- Clarifying Response
- Expression of Positive Feeling

In general, show interest in others’ problems