



Empathy: Your Customer Service Superpower

WORKSHEET

1. Empathy builds a _____.
2. It is the ability to feel _____ someone, not just feel _____ them.
3. _____ blocks empathy.
4. Nobody cares how much you _____ until they know how much you _____.
5. Empathy is listening without _____.
6. It is hearing the _____ behind the question; not just the question itself.
7. It responds with _____ rather than making assumptions.
8. It is holding _____ when someone is emotional; not rushing to fill it.
9. Empathy doesn't mean you _____ other's emotions; it means you _____ them.
10. CARE is the cornerstone of EMPATHY:

- C = _____
- A = _____
- R = _____
- E = _____

11. People will never forget how you made them _____.

12. The three "H's" of EMPATHY are:

- _____ it
- _____ it.



• _____

13. Burnout doesn't always look like _____. It can also show up as _____ or _____.

14. Every interaction is a chance to leave a person or a situation _____ than you found it.