Category

Consulting

# Trusted Advisor Client Listening & Empathy Skills Playbook

Listening to understand the client's actual experience, not just to extract the facts needed for analysis

- Practitioner
- Intermediate
- Template Included


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- 4 minute(s)

Overview

A framework for building genuine empathetic listening skill — understanding a client's actual experience and underlying concern, not just extracting the facts needed for analysis — as a distinct, practicable skill that deepens trusted advisor relationships beyond technical competence.

How is empathetic listening different from the active listening

signals covered in the Communication & Executive Presence Playbook? That playbook covers verbal signals demonstrating you're listening (acknowledgment, reflection). This one is about the deeper skill of genuinely understanding the client's actual experience and underlying concern, not just the surface content of what they're saying — empathy as substance, not just communication technique.

Isn't empathy something you either have or don't, rather than a

learnable skill? Genuine empathetic capacity varies, but the specific skill of actively listening for underlying concern and experience, beyond surface content, is learnable and improvable with deliberate practice, which is this playbook's focus.

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Executive Presence Playbook?\nThat playbook covers verbal signals demonstrating you're listening\n(acknowledgment, reflection). This one is about the deeper skill of\ngenuinely understanding the client's actual experience and underlying\nconcern, not just the surface content of what they're saying —\nempathy as substance, not just communication technique." } }, { "@type": "Question", "name": "Isn't empathy something you either have or don't, rather than a", "acceptedAnswer": { "@type": "Answer", "text": "learnable skill?\nGenuine empathetic capacity varies, but the specific skill of actively\nlistening for underlying concern and experience, beyond surface\ncontent, is learnable and improvable with deliberate practice, which is\nthis playbook's focus." } } ] }

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