

Empathy Development Check List

Check List Statements	1 Low - 5 High	Comments
I have identified those individuals who I need to invest in their emotional bank account and have plans to how		
I use the empathy and attunement worksheet to plan for customer meetings		
In understand all aspects of empathy considerations		
I use the LAER model		
I am a first class listener		
I have reviewed the radical experiment with empathy video		
I have read and internalised the refresher document and supporting blogs		