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EMPATHY AND NEGOTIATION

EMPATHY

What is Empathy?

Empathy is the ability to understand and share the feelings of another person. It means seeing a situation from someone else's perspective.

Types of Empathy:

1. **Cognitive Empathy** – Understanding another person's thoughts

2. **Emotional Empathy** – Feeling what others feel

3. **Compassionate Empathy** – Understanding and taking action to help

Importance of Empathy:

- Builds strong relationships
- Improves communication
- Reduces conflicts
- Enhances teamwork
- Important for leadership and teaching

How to Develop Empathy:

- Practice active listening
- Observe body language
- Ask open-ended questions
- Avoid quick judgments
- Put yourself in others' shoes

Example:

Instead of saying "You are irresponsible"

Say "Is something bothering you? How can I help?"

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NEGOTIATION

What is Negotiation?

Negotiation is a process where two or more people try to reach a mutually acceptable solution.

Types of Negotiation:

1. Win-Win (Collaborative)
2. Win-Lose (Competitive)
3. Lose-Lose

Key Skills:

- Communication
- Emotional control
- Problem-solving

- Decision-making

- Persuasion

Steps in Negotiation:

1. Preparation

2. Discussion

3. Clarification

4. Bargaining

5. Agreement

Tips:

- Stay calm and respectful
- Focus on problem, not person
- Use facts, not emotions



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- Be flexible
- Aim for win-win outcome

CONNECTION BETWEEN EMPATHY & NEGOTIATION

- Empathy helps understand others' needs
- Builds trust
- Leads to better agreements
- Reduces misunderstandings

