

# EMPATHY: THE AWARENESS OF THE FEELING OF OTHERS

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The Office of the Ombudsman is a confidential, informal, and neutral resource where probation staff, clients and their families, and the community at large can seek assistance with their concerns related to service delivery, policies, and procedures. You can contact the Ombudspersons by emailing us at [Ombudsman@probation.lacounty.gov](mailto:Ombudsman@probation.lacounty.gov) or calling the toll-free telephone number (877) 822-3222.

Thank you!



L.A. COUNTY  
PROBATION DEPT.  
**(877) 822-3222**

## Put Yourself In Their Shoes.

Imagine you are in their situation.

*How would you feel or deal with the situation?  
How can you provide comfort?*



## Genuinely Care

Make time for them.

- \*Ask if they need to talk
- \*Ask if they need anything
- \*Make yourself available



## Validate Others Feelings

Don't be judgemental.

- \*Give verbal or non-verbal responses
- \*Accept others thoughts and feelings without judging
- \*Be kind and helpful



## Be An Active Listener

Some people just need someone who will listen.

- \*Pay close attention to their conversation or body language
- \*Engage in the topic and provide helpful support



## Be Relatable

Let them know they are not alone.

*Can you offer a helpful resource?  
Have you experience something similar?*



*Make today great!  
Be a kind human  
and make someone's  
day better.*

*- Karina Romero*