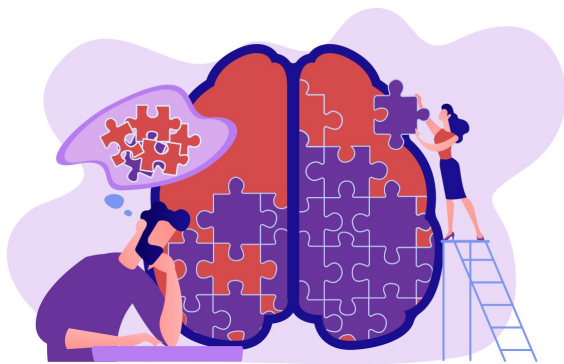


HEURISTIC HACK

EMPATHY GAP

Empathy Gap describes how we often underestimate the influence of our current emotional/bodily state on our behaviors or thought processes. Empathy Gap also occurs when we fail to understand the impact of another person's emotional state on their behavior, simply because we don't always react in a similar way.

For example, we may fail to understand others' anxiety when we ourselves are in a calm state of mind. We may fail to acknowledge how much anxiety influences our own behavior when we are anxious.



How to hack EMPATHY GAP?

Empathy Gap can cause many problems like being dismissive of others' mental states while apparently trying to help them. This can blind us to our own intentions and actions. If you are trying to sell a valuable product but your potential buyer has other financial limitations, the

buyer may not acknowledge your product's value. In this situation, your enthusiastic sales pitch might prevent you from recognizing your buyer's immediate concerns. Conversely, the buyer could easily conclude the product itself isn't valuable enough.

A way to hack your Empathy Gap is to mindfully acknowledge your mental state before listening to someone's concerns/issues.

While advising others, you will be able to relate better by recalling similar experiences from your life before offering help. As a rule of thumb, make a mental note of not reacting or making big decisions when you are in an emotionally heightened mental state – be it excessive excitement, anxiety, or anger.