

# Empathy Quick Ref Guide



## The Empathy Framework for Corporate Flight Attendants

### The 5-Step Empathy Model

#### 1. Pause

Take one breath before responding. Avoid jumping to assumptions.

#### 2. Observe

Read tone, body language, pace of speech, tension levels.

#### 3. Listen Actively

Allow the guest to speak fully. Use small verbal nods.

#### 4. Acknowledge

“I understand how that must feel.”

“I can see why this is important to you.”

#### 5. Respond Appropriately

Offer solutions, reassurance or quiet support depending on the situation.

### Empathy Phrases to Use

- “I completely understand and I am here to assist.”
- “Thank you for letting me know, I appreciate it.”
- “I can see why that would matter while travelling.”
- “Let me take care of that immediately for you”.

### Empathy Phrases to Avoid

- “Calm down.”
- “It’s not a big deal.”
- “You’re overreacting.”
- “You should have told me earlier”.

### Key Reminders

- UHNW clients rarely verbalise stress directly.
- Subtle signs matter more than spoken words.
- Professional empathy is calm, measured and efficient.

# Empathy Quick Ref Guide



## Reading UHNW Passenger Cues

### Signs of Stress

- Sharp, short responses
- Rapid changes in preferences
- Reduced eye contact
- Restless movement

### Signs of Discomfort

- Adjusting seating repeatedly
- Touching neck, face or temple
- Yawning excessively
- Shoulders raised or tense

### Signs of Irritation

- Heavy exhalations
- Looking at the watch repeatedly
- Raising eyebrows or pinching the nose bridge

## How to Respond

### Passenger Cue

- Impatient tone
- Silence / withdrawn
- Irritation
- Anxiety

### Respond

- Deliver concise, solution focused replies
- Offer discreet check ins, give space if needed
- Apologise briefly, correct the issue promptly
- Offer reassurance, explain steps clearly

### You Have 10 seconds

- Breathe once
- Release your shoulders
- Relax your jaw
- Mentally say: “Respond, not react.”

### When You Have 1 Minute

- Identify what the passenger is actually feeling
- Reframe your internal tone
- Choose one empathy phrase
- Deliver help confidently and without fuss

### When You Have 5 Minutes

- Step into the galley
- Reset emotionally
- Re-centre your service plan
- Return calm, composed and grounded