

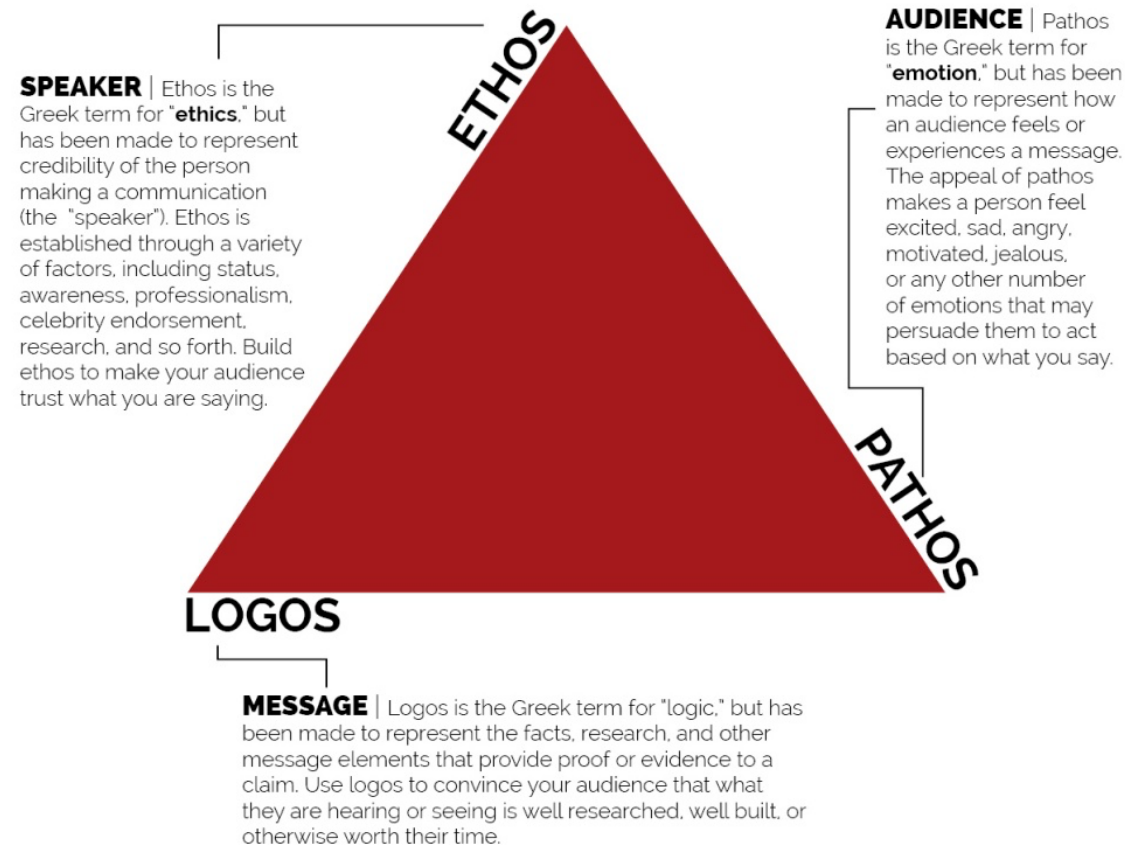


Empathy

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21.10.2019

THE RHETORICAL TRIANGLE

AN OVERVIEW OF THE THREE RHETORICAL APPEALS



"You never really understand another person until you consider things from his point of view — until you climb inside of his skin and walk around in it."

*Harper Lee,
'To Kill A Mockingbird'*



*How would you like it
if the mouse did that to you?*

EMPATHY

view
ability experience
feelings
perception state
cognition
emotional
emotions cognitive
understanding
situation skills

WordItOut



Einfühlung

Theodor Lipps
(1851–1914)

The word '*empathy*' appeared thanks to **Edward Bradford Titchener (1867–1927)**, an American psychologist, who translated it from German at the beginning of 20th century.



Empathy is...



the ability to share someone else's feelings or experiences by imagining what it would be like to be in that person's situation.

Cambridge dictionary



What age does empathy start
to form in a person?

Development of Empathy in Children

Early theorists considered young children to be too egocentric and not cognitively able to experience empathy (**Freud and Piaget**). However, studies provided evidence that very young children are, in fact, capable of displaying a variety of rather sophisticated empathy related behaviors (**Zahn-Waxler**).



Stages of empathy development

Reflexive Crying in Newborns

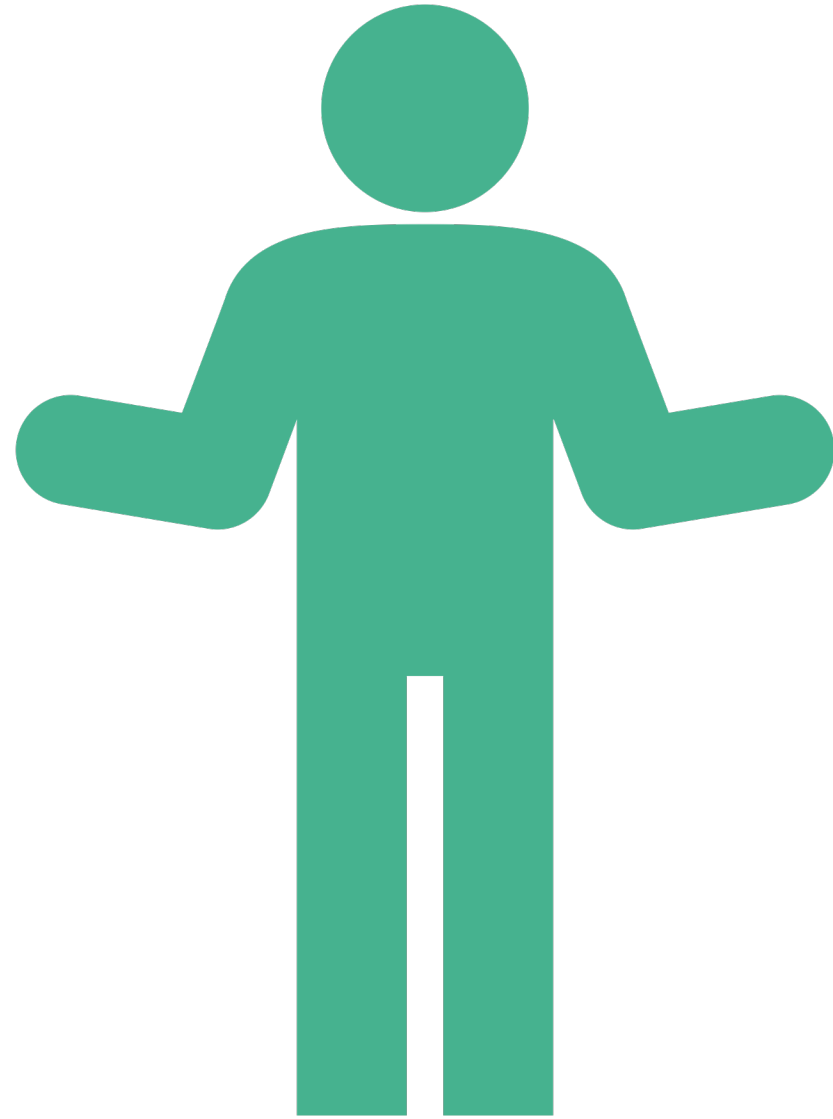
Personal Distress in Infancy

Empathic Responding in Toddlerhood

Cognitive Empathy Gains in Early Childhood

Stability of Individual Differences in Empathy Related Behaviors

What
contributes
to empathy
development?



What contributes to empathy development?

Genetic Factors

Neurodevelopmental
Factors

Temperament

Facial Mimicry
and Imitation

Parenting
Parent-Child
Relationship Quality



"There, I've put myself in your shoes!"

Empathy is the ability to accurately put yourself "*in someone else's shoes*"—to understand the other's situation and state, and to recognize their perceptions and feelings from their point of view.

On the other hand,
empathy is the ability
to communicate that
understanding back
to the other person.

Why is EMPATHY
worth developing?

Empathy is a critical skill for you to be successful



It contributes to an accurate understanding of your peers, their perceptions and concerns



It improves your communication skills as you can sense what others want to know and if they are getting it from you or not



Your peers can learn skills in empathy from you, thereby helping them to become more effective themselves (mirror neurons)



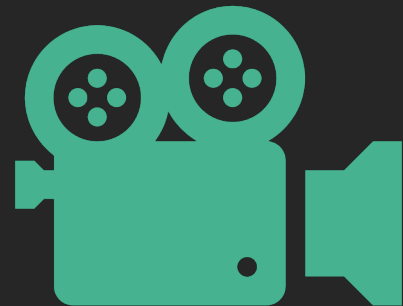
"It helps me empathize."

Is there
anything
that can help
boost
empathy levels?

Empathy development techniques

Simon Baron-Cohen, a neuropsychologist *The Erosion of Empathy*

https://www.youtube.com/watch?v=nXcU8x_xK18



Reading the Mind in the Eyes



Simon Baron-Cohen created a test that can be used for a quick assessment of empathetic abilities.



In the test participants are required to identify with one of four words given the state of a person in a photograph judging by their eye expression.

Active Listening

Active listening objective is to hear what the speaker is saying for the meaning he or she intends, rather than the meaning the listener interprets through their own view of the world

Active listening is the way to reveal feelings and needs a person is experiencing at the very moment

Active listening can help resolve conflict situations

Active Listening Techniques



1. Use verbal and non-verbal communication efficiently
2. Restate
3. Summarize
4. Reflect
5. Send feedback
6. Validate
7. Make pauses

Active Listening Techniques



8. Allow comfortable silence
9. Listen now, report later
10. Want to listen
11. Be present
12. Be respectful
13. Control emotional “Hot Buttons”
14. Control distractions
15. Keep relaxed

Get aware of differences in people

Challenge assumptions
and prejudices about
others based on their
appearance, accents
or backgrounds

Learn from others,
especially those who
are dissimilar from you

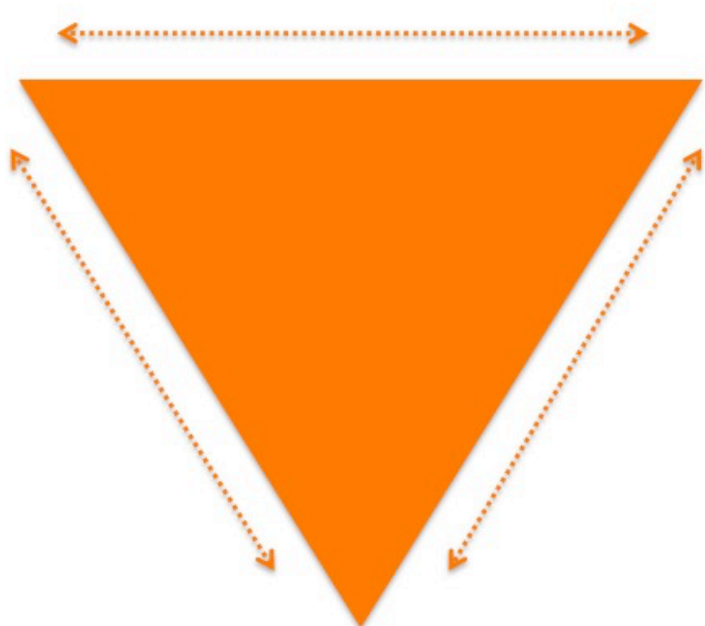
Identify your own emotions

Emotional confusion tends to lead to misunderstandings, sometimes serious ones, in our relationships. Mindful processing your own feelings will result in recognizing emotions in others.

DRAMA TRIANGLE

(Steven Karpman)

RESCUER
'saves' people
he sees as
vulnerable.
Works hard,
offers "help"
unasked for.



PERSECUTOR
unaware of his
own power and
therefore
discounting it.
Power used is
negative and often
destructive.

VICTIM
overwhelmed by
own vulnerability ,
doesn't take
responsibility for
own situation

Karpman Drama Triangle

References



1. On Emotional Intelligence, Harvard Press, 2015
2. The Subtle Art of not Giving a F*ck, Mark Manson, 2016
3. <http://vkool.com/15-must-know-active-listening-techniques>
4. <https://www.karpmandramatriangle.com/>



Thank you!
