## Worksheet Four: Empathy is Key

Read through the following statements and circle the most empathetic response.

1. I can’t believe Mr. Smith is making me work third shift. He knows I have children.
2. Mr. Smith is running a business and we have to do what we have to do.
3. I can understand why you would be upset. Have you tried asking him if he could switch you to an earlier shift?
4. I would be happy if I got third shift since there is a pay differential.
5. I have too much work on my plate.
6. I’m sorry you feel overwhelmed by the amount of work you have. Is there any way I can help?
7. That’s good since so many people are unemployed right now.
8. Complete the projects you can and discard the rest.
9. I am so upset. I thought I was going to get the job promotion.
10. The better candidate got the job.
11. Start spreading rumors about the work performance of the one who got it, and then maybe they will give it to you.
12. I know you are disappointed about not getting the job, but don’t give up. There will be a posting of a similar position next week, apply for it.
13. The regional meeting ran over time, now I will be late for my team meeting.
14. At least we had time to discuss all of our quarterly goals in the regional meeting.
15. I apologize for you being tardy. Is it possible for John to share with you his notes from the first ten minutes of the meeting?
16. The regional manager is only in town once a quarter, we needed to accommodate her.
17. I am unable to meet my quota this month.
18. Maybe we should promote Sarah to your position.
19. Is that because you were wasting time?
20. Let’s talk about why you were unable to meet your quota. What can we do to ensure this does not happen next month?