

EMPATHY

Empathy-What?, Why?, How?

WHAT IS EMPATHY ?

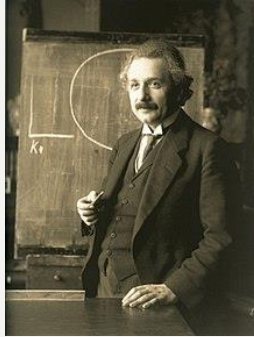
- Understand things from another person's perspective.
- Share someone else's feelings and emotions and understand why they're having those feelings.



VIP'S VIEWS ON EMPATHY



"I think we all have empathy. We may not have enough courage to display it."



"Peace cannot be kept by force; it can only be achieved by understanding."



"The biggest deficit that we have in our society and in the world right now is an empathy deficit. We are in great need of people being able to stand in somebody else's shoes and see the world through their eyes."



"At our best, we practice empathy, imagining ourselves in the lives and circumstances of others. This is the bridge across our nation's deepest divisions."

WHY IS EMPATHY IMPORTANT?

Empathy is important in almost every aspect of daily life.

It allows us to have compassion for others, relate to friends, loved ones, co-workers, and strangers, and it has a large benefit impact on the world.



IN PERSONAL LIFE



Healthy relationships require nurture, care, and understanding.

A friendship or couple's relationship that lacks empathy and understanding will soon flounder. When people only think of their own interests, the other people in the relationships will suffer.

If one spouse in a marriage forgoes seeing things from the other's perspective, they will likely have marital issues.

No two people are ever going to think exactly alike, and no two people are going to have the same experiences.

Both people in a relationship bring their own ideas, life experiences, and struggles.

Without taking the time to try to relate to one another's feelings and perspectives, people in relationships will likely feel unloved and uncared for.

IN PROFESSIONAL LIFE



For many people, a workplace is a place for teamwork. For things that require a group effort, it's extremely important to take the time to relate to co-workers.

Even if people are not specifically working on one project, it is still important to get along with fellow workers.

Using empathy is a vital part of a smooth working relationship. Without it, it's much easier to fall into disputes and disagreements.

It is also highly important for management to use empathy. Bosses who lack empathy are likely to subject their employees to unfair practices.

Managers who are without empathy may push employees to work beyond what is healthy and reasonable or may be unduly harsh when an employee makes a mistake.

Higher amounts empathy in the workplace have been linked to increased performance, increased sales, and better leadership abilities.

FOR THE WORLD



Empathy from a global perspective is infinitely important, especially when it leads to compassion.

This type of empathy pushes people to dive in and help when there are major disasters.

People are willing to help out others that they have never met because they know that they too would need help if things were reversed.

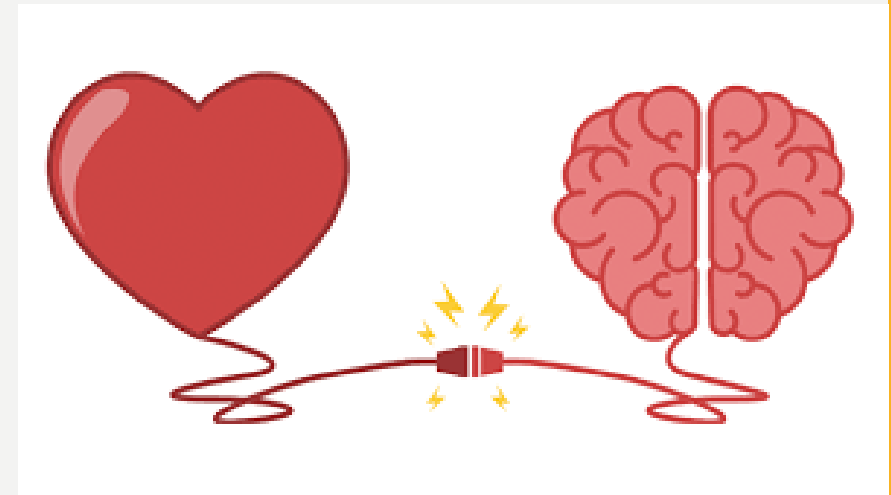
Without compassionate empathy, the world would be a much darker and less functional place to live.

**ARE PEOPLE BORN
WITH EMPATHY OR
CAN IT BE TAUGHT?**



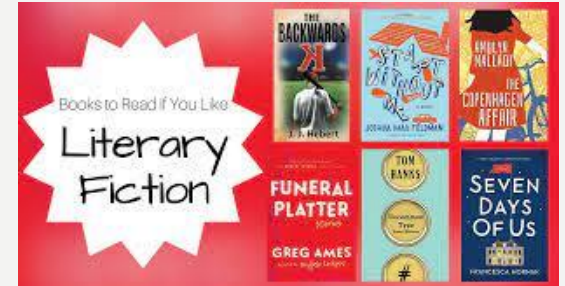
EMOTIONAL INTELLIGENCE

- Teaching children to think of the way that other people feel is a good way of helping them develop empathy.
- If a child hurts another child or teases them, it's helpful to ask the child how they think they made the other one feel.
- You can ask them how they would feel if someone had treated them that way. Would they like to be teased or hurt? Would they be sad or angry if someone had treated them poorly?
- Sharing is an important part of a young child's education. Children are often taught to share because they like it when others share with them. It's easy to teach children to treat others with kindness because they too would like to be treated kindly.

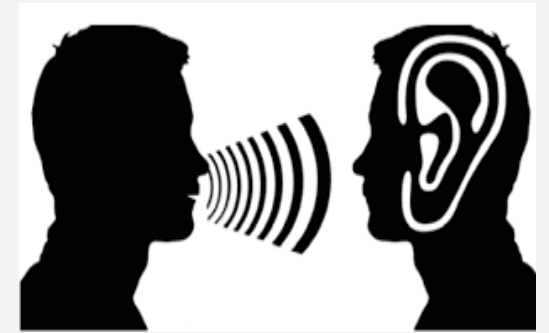


HOW TO IMPROVE YOUR LEVEL OF EMPATHY?

1. READ LITERARY FICTION



2. LISTEN



3. ATTEMPT TO UNDERSTAND PEOPLE WITH DIFFERING OPINIONS AND BELIEFS





TYPES OF EMPATHY

COGNITIVE EMPATHY.



“Simply knowing how the other person feels and what they might be thinking. Sometimes called perspective-taking”

~Daniel Goleman, renowned psychologist and author of the 1995 book *Emotional Intelligence*.

concerned with: Thought, understanding, intellect.

Benefits: Helps in negotiations, motivating other people, understanding diverse viewpoints, and ideal for virtual meetings.

Pitfalls: Can be disconnected from or ignore deep emotions; doesn't put you in another's shoes in a felt sense.

COGNITIVE EMPATHY.



Cognitive Response

Scenario: A Daughter confides in her father about a distressing work situation, worried about how it will play out. She is visibly shaken.

Ineffective Response: Her Father replies, "I'm sure it's not as bad as you say. You always do a good job. You're making too big of a deal about it. Just email your boss, and he'll take your side."

Why It's Ineffective: He used the feeling stoppers of minimizing and fixing. He diminished the nuances of his daughter's experience and dove right into his advice with little regard for her visible anxiousness.

Empathetic Response: He puts an arm around his daughter, and says, "Sounds pretty stressful for you. I know how important being effective at your job is for you. What is most upsetting you?"

EMOTIONAL EMPATHY OR AFFECTIVE EMPATHY

“when you feel physically along with the other person, as though their emotions were contagious.” ~Daniel Goleman

Concerned with: feelings, physical sensation, mirror neurons in the brain.

Benefits: Helps in close interpersonal relationships and careers like coaching, marketing, management and HR.

Pitfalls: Can be overwhelming, or inappropriate in certain circumstances.



EMOTIONAL EMPATHY OR AFFECTIVE EMPATHY



Emotional Response

Scenario: An acquaintance just shared with you that she had recently experienced a devastating miscarriage.

Ineffective Response: “You poor thing! I’m so sorry this happened to you... but you’ll be able to get pregnant again. I had two miscarriages, and now I have two beautiful children.”

Why It's Ineffective: The response includes three feeling stoppers: pitying, fixing, and over-identifying. With strong emotions, it's an easy mistake to take on another's emotions and over-react or identify too closely with the person's feelings, especially if you've had a similar experience.

Empathetic Response: "I'm deeply sorry for your loss; that must have been devastating. My heart goes out to you."

COMPASSIONATE EMPATHY OR EMPATHIC CONCERN.



“With this kind of empathy we not only understand a person’s predicament and feel with them, but are spontaneously moved to help, if needed.” ~Daniel Goleman

Concerned with: Intellect, emotion, and action.

Benefits: Considers the whole person.

Pitfalls: Few—this is the type of empathy that we’re usually striving for!

COMPASSIONATE EMPATHY OR EMPATHIC CONCERN.



Compassionate Response

Scenario: Your son is visibly discouraged. When prompted, he explains to you that he did not get selected for the student council as president after working extremely hard on his campaign.

Ineffective Response: "I can't believe you didn't get selected! You were the best candidate by far!"

Why It's Ineffective: This response is too focused on the parent's surprise and upset rather than the child's disappointment. Instead of letting your child have the opportunity to process the letdown, the parent's reaction eclipses the son's experience.

Empathetic Response: With eye contact and loving support, you say, "You worked so hard and put your whole heart into that campaign. What a disappointment—gosh, that's gotta hurt!"

EMPATHY REQUIRES



COMMITMENT

