

# **LECTURE4**

# **EMPATHY**

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# WHAT IS EMPATHY?

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- Empathy is the capacity to understand or feel what another person is experiencing from within the other being's frame of reference, i.e., the capacity to place oneself in another's position.
- Empathy is seeing with the eyes of another, listening with the ears of another and feelings with the heart of another.
- Types of empathy include cognitive empathy, emotional empathy, and somatic empathy.

# FIVE ELEMENTS OF EMPATHY

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- Daniel Goleman identified five key elements of empathy.
  - Understanding Others
  - Developing Others
  - Having a Service Orientation
  - Leveraging Diversity
  - Political Awareness

# ARTICLES TO READ

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- <https://www.mindtools.com/pages/article/EmpathyatWork.htm>
- <https://www.oneclearmessage.com/5-roadblocks-empathy-workplace/>
- <https://www.youtube.com/watch?v=INAtYgpsQY>



# START PRACTICING EMPATHY

