

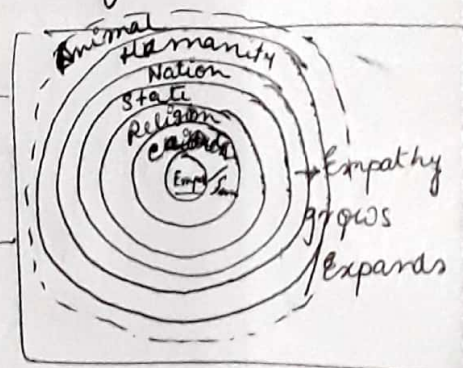
07.12.20

Empathy influences Ethics in atleast 3 ways :-

1) Empathy influences our moral judgement when we face some moral dilemma because such dilemma often involves some potential victim in pain, suffering or deprivation.

2) It is also seen that Empathy <sup>also</sup> influences the extent to which we support & follow some Abstract Moral Principles like Liberty or human dignity or rights or collective happiness etc.

(Book by P. Singer — "The Expanding Circle")



Empathy also influences the extent to which we support some govt. social policies.

3) Empathic Anger gives us a sense of Justice. It is often called as "Guardian of Justice".

Empathic  
Anger  
↓  
When we  
feel angry  
whenever  
something  
wrong is  
done to  
Others

On the basis of Empathy the following Emotional competences have been identified —

1) Understanding others (Empathy)

It is our ability to understand others feelings & perspectives & to take active interest in their concerns.

The people who are high in this competence —

1) They are attentive to the emotional cues of others

2) They listen well. They are very good listeners. →



<u>Listening</u>	<u>Hearing</u>
Active	Passive
Involvement	X
Emotional	Rational

As a good listener, they show the following characteristics :-

- they create a positive & welcoming environment in which the others may feel comfortable to communicate.
- They are emotionally & psychologically involved in the process of communication

	Hearing	Listening	Best listener
Words	↓	↓	↓
Emotions		↓	↓
Cause			↓

- They provide appropriate & timely feedback to other persons which can be verbal or non-verbal

- ↓

  - yes / no
  - asking questions
  - Rephrasing / Restating

→

  - proper eye-contact
  - Nodding of head
  - Alignment of body
  - Gesture / Posture / Touch etc

d) They listen uninterruptedly

22%	→	Reading & Writing	According to one estimate In any communication ←
23%	→	Speaking	
55%	→	Listening	

Lack of empathy lead to the problem of

Us vs Them

creating a divide amongst people.

## I. understanding others (empathy)

1. ~~Attention~~ to emotional cues of others.
2. Listen well

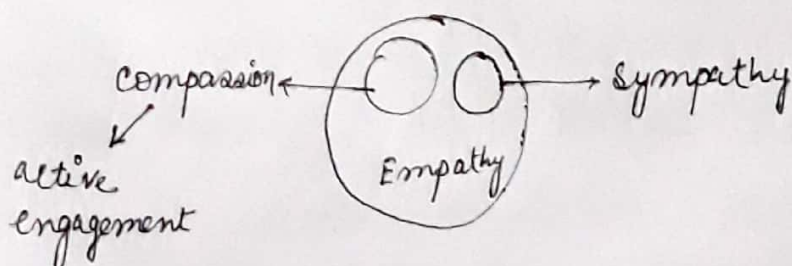
→ ③ They understand other's perspective well & show sensitivity towards them.

→ other's point of view.

→ "Anger is an act of misunderstanding" (Buddha)

"To understand all is to forgive all"

④ They actively seek out help out the other persons on the basis of their empathic understanding of other's needs & feelings.





- Adam Smith emphasised the importance of Empathy.

"Free market will succeed due to the importance it <sup>has given</sup> <sub>A</sub> gives to Empathy."

### • Empathic Design

#### • Medical Profession

2 Doctors

A → High Empathy : 3/4 Questions | 35 seconds

B → Low Empathy : patient able to ask only 1/2 Questions | 1st interruption after 17 sec

only 3 min extra patient

→ Sued by the patients the most.

- Empathy is not too much time consuming. but solve the problem in a better way.

#### • Police Officers (Empathy + Self-control)

A (H) → ↓ FIR

B (L) → ↑ FIR

## Different aspects of Empathy :-

### 1) Empathy Avoidance

In some situations, a very high empathy may hamper our performance rather than improving it. e.g.

while making a negotiation or implementing a tough or difficult decision or distribution of resources etc.

In such situations we must learn how to avoid our empathic tendencies without reducing our general empathy. This is called Empathy Avoidance.

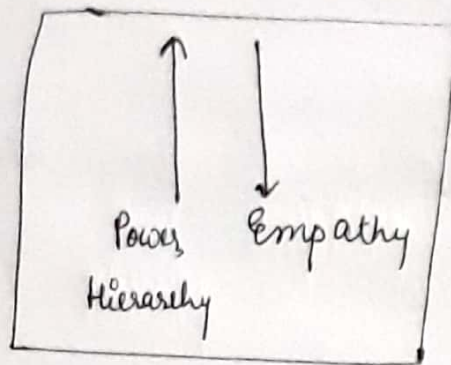
### 2) Politics of Empathy →

It is normally seen that whenever there is a power difference between the two people, then normally people with less power have more empathy towards the more powerful person or vice versa.

The powerful people often use their lack of empathy or "I don't care attitude" as a way of assertion of their power. This is called the



## Politics of Empathy.



$$\left[ \text{Empathy} \propto \frac{1}{\text{power}} \right]$$

Lack of Empathy → Arrogance.

(Arrogance  $\propto$  Power)

Empathy	Formal Power	Racial Supremacy	Social Divide	Economic Relation	Political Power
	A ↓	White	upper caste	Rich	Ruling
	B ↑	Black	lower caste	poor	Ruled

"Adversity any one can handle, but if you want to see the character of a person, give him power."

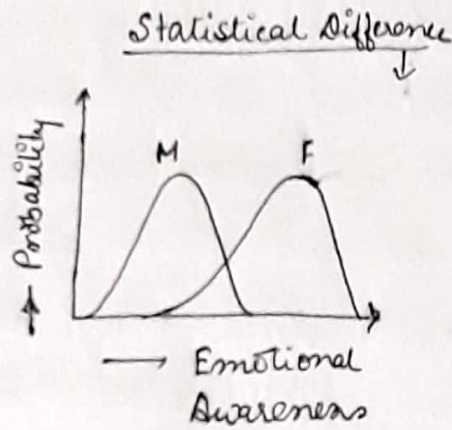
(Abraham Lincoln)

"If you want to know the character of a person, just see how he treats his servant" (handi)



Gender Difference → Statistical difference

1. Emotional Awareness → Social in Origin



Strong Emotions	Weak Emotions
Anger Aggression	Fear sadness

2. Empathy ÷ Female > Male

• Statistical Difference

• Social in Origin

↓  
males are powerful  
due to the patriarchal  
nature of our society  
(politics of empathy)

more caring towards  
Wife → husband  
Mother — Son  
Sisters → Brothers

Solution ÷ try to teach young boys  
to become more sensitive towards  
girls. Education plays an  
important role to make this happen.

### 3. Empathy without Integrity →

If a person has high empathy then he will know a lot of informations about others but if he is low in integrity then he ~~to~~ may use that informations for his own personal & selfish interest. This may be harmful for him, his relationship & ~~the~~ <sup>his</sup> organisation in the long term.

Manipulators