



lingoda

Expressing empathy and understanding

COMMUNICATION

LEVEL
Advanced

NUMBER
EN_BE_3317X

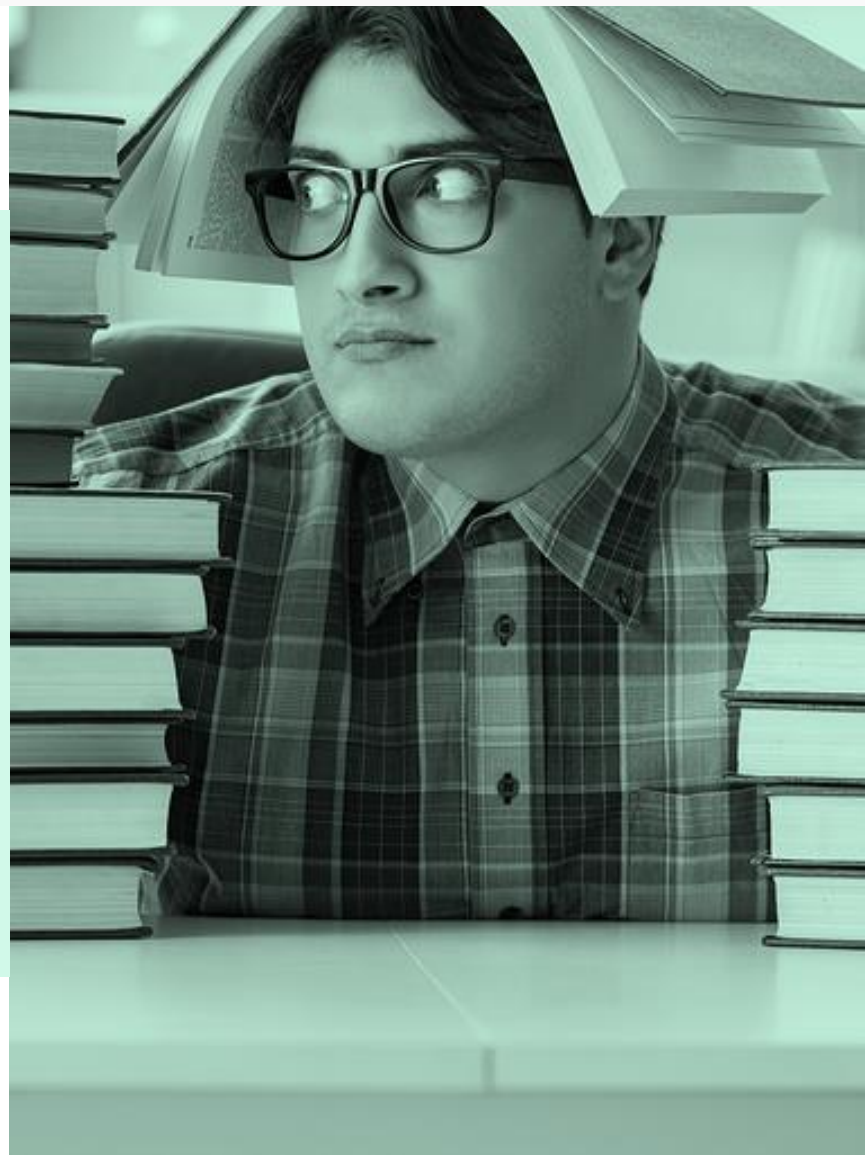
LANGUAGE
English

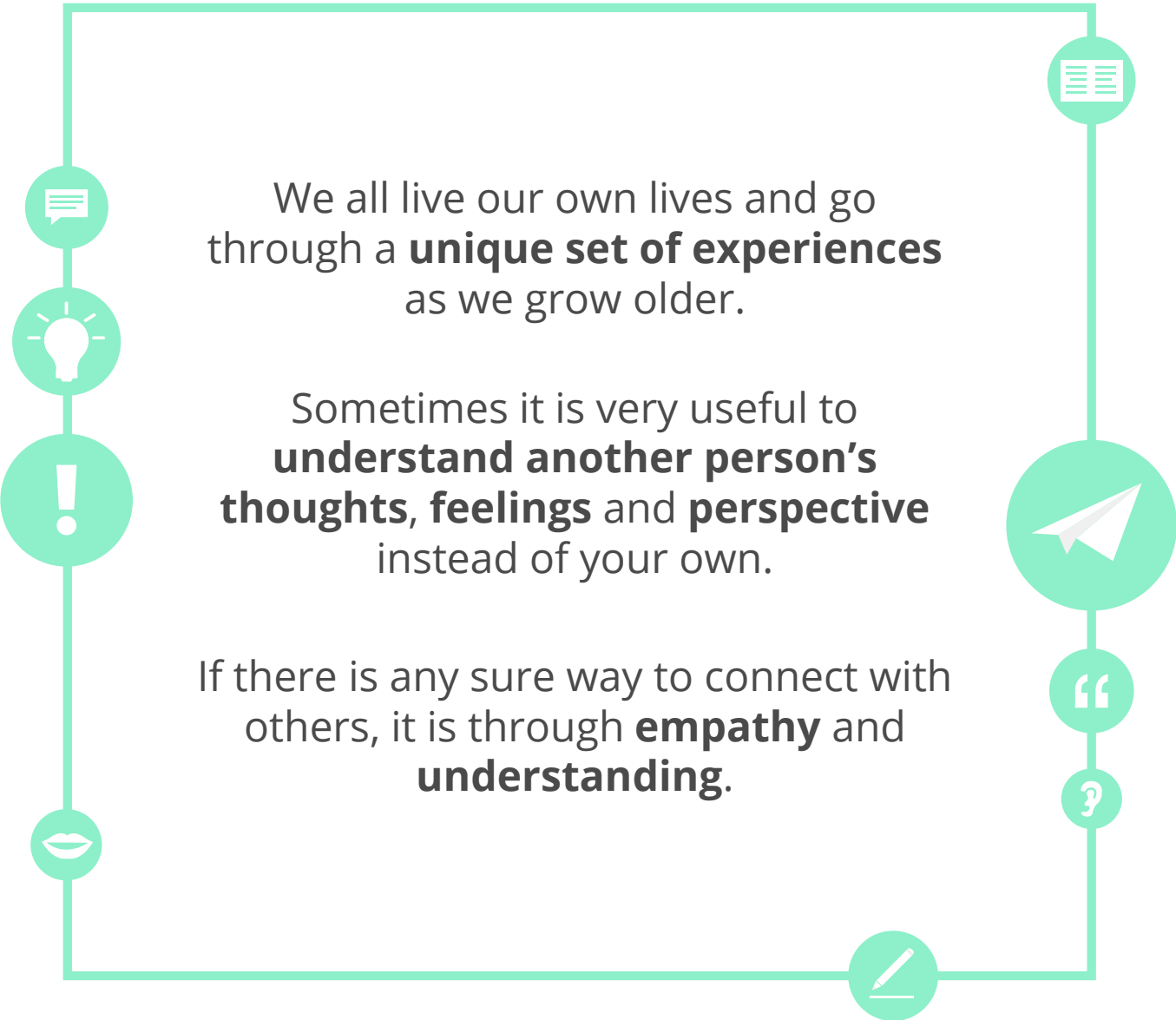




Goals

- Can identify and recall some expressions to express empathy.
- Can discuss how to express emotion and explain how to be an effective listener.





We all live our own lives and go through a **unique set of experiences** as we grow older.

Sometimes it is very useful to **understand another person's thoughts, feelings and perspective** instead of your own.

If there is any sure way to connect with others, it is through **empathy** and **understanding**.



Warm-up discussion

Can you describe a situation where you were able to understand another person's thoughts, feelings or point of view?





Vocabulary

empathy

demonstrate

inconsiderate

develop

alliance

compassion

pity



rapport

sympathy



Sentences



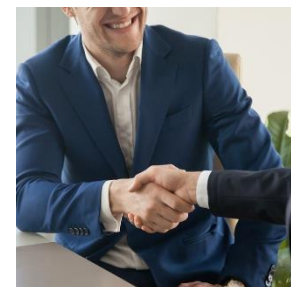
Joan had a lot of **empathy** with her colleague who had just been fired.

I managed to develop a strong **rapprochement** with my team.



I felt a lot of **sympathy** for her in that position.

Joseph and Ben made a secret **alliance**.





Sentences



Mark's words seemed rude and **inconsiderate**.

Careers in healthcare require you to **demonstrate** your values and take action quickly.



Compassion in a business environment is important for employee health.



Understanding another person

- **Understanding another person** and **recognising** their **feelings** and **emotions** can lead to **extremely rewarding relationships**, and a greater **sense of connection** with others.
- In the **workplace**, understanding another person's **perspective** is key to success. It is important for **building relationships with your colleagues** and is crucial when **trying to reach a compromise**.

Ways to understand others:

- Be aware of **emotional cues**
- **Listen** carefully
- Show **sensitivity**
- Attempt to see an issue from **another point of view**
- Take an active interest in **helping others**.





Empathy

- **Empathy** is a **deep awareness** of the **feelings** and **emotions** of other people.
- It is the practice of **feeling** and **understanding what others experience**, as if it was happening to ourselves.
- **Empathy** is an important **business skill**, both in terms of **collaborating with your colleagues** and **understanding your customers**. Empathy will improve **customer service**.

Empathy often comes from an active desire to help others.

- People who have a strong sense of **empathy** are good at giving **feedback** and assisting others to **resolve their problems** and achieve their potential.





Using empathy effectively

- **Be mindful**– try to be present and mindful of your surroundings.
- **Try to put your viewpoints aside and put yourself in someone else's shoes.**
- **Express sincerity**– try to avoid hollow or empty responses. Provide responses you believe in.
- **Focus your attention outwards** – be aware of your surroundings, as well as the expressions and actions of others.





Active listening

- One of the most effective strategies to develop and demonstrate **empathy** towards other people is to **practise active listening**.
- **Active listening is listening with purpose.** It is about **bringing yourself to the present** and fully concentrating on the person talking to you.

Strategies to practise active listening:

- **Concentrate** on what the speaker is saying.
- **Maintain eye contact.**
- **Rephrase** what the person said to ensure you understood.
- **Reflect** on your emotional reaction.





Connecting with others

What are some effective strategies to connect with others through empathy?





Active listening

Discuss how to be an effective listener, referring to the concepts below.

concentration

reflect on your own
reaction to what
the speaker is
saying

eye contact

rephrasing
someone's words



Expressing empathy



What are some difficulties someone might have with showing empathy?

What habits do you have that might make empathy difficult at times?



Soft skills

- As opposed to **hard skills**, which are **job specific skills**, **soft skills** are **interpersonal skills**, which are to do with your **personality traits** and are associated with **emotional intelligence**. These include **empathy**, **listening skills** and **communication skills**.
- **Soft skills** are becoming increasingly sought after by companies. It is important to be able to **work well within a team** and **communicate effectively**.





flexibility

computer programming

Microsoft Excel

patience

proficiency in English

data analysis

teamwork

communication skills



Brainstorm

**What other soft skills
can you think of?**



When is empathy important at work?

In what situations is empathy important at work? Think of as many as you can.

Negotiations

Teamwork


Sales



Role-play a negotiation.

As discussed, understanding someone else's point of view is crucial for successful negotiations. Look at the following scenario. Take a moment to prepare, then practise asking questions to better understand each other's point of view, and try to come to a reasonable compromise.

Imagine you are trying to sell your old bicycle. You bought it for £300, but it is 6 years old now, so you are trying to sell it for £100.



Your teacher is interested in buying the bicycle. However, he/she does not want to pay more than £70 for it.



Role-play

Interpersonal skills are integral to effectively managing a team. Imagine you are a manager. How would you deal with the following situations?



A member of your team feels that his hard work is going unnoticed.

A member of your team has recently divorced her husband and is constantly feeling down, which is starting to negatively affect her performance at work.



Expressions to practise empathy

**Put yourself in
someone else's shoes**

**I appreciate that, it
means a lot to me**

**I am sorry to hear
that**

**You really have
overcome a lot**



**You are approaching
this very maturely**

**I'm glad you have
been honest**

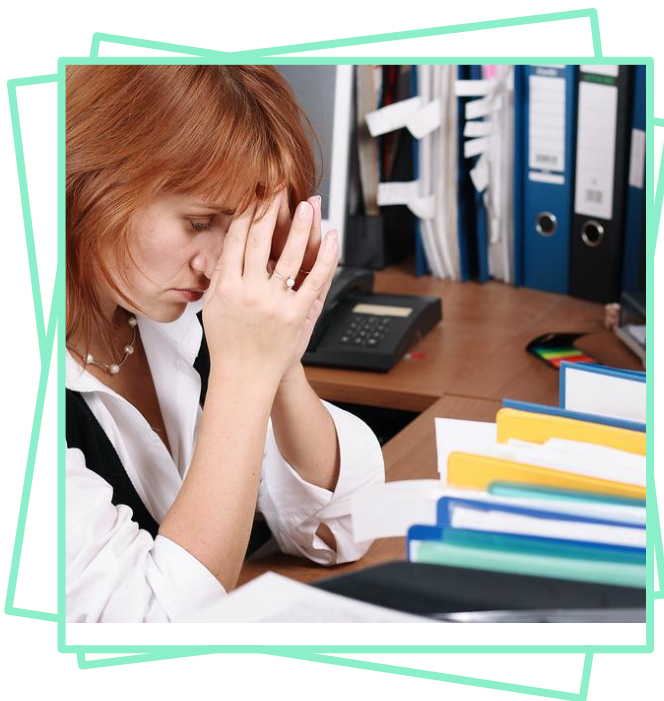
**Thank you for
sharing with me**

**I can see that
you're upset**



Explain to the teacher

**Try to show empathy to the two people in distress below.
Talk to the teacher about some strategies which could help you
to achieve this.**





Talk to the teacher

Using the expressions from the previous slide, practise being empathetic in each scenario with your teacher.



Your teacher is concerned that their visa to live in Germany has been denied.

Your teacher just got an email saying his/her job application was unsuccessful.

Your teacher's pet dog is extremely sick.



Expressions indicating connection

**being on the
same
wavelength**

It was a very productive forum. Everyone **was on the same wavelength** as each other.

**being there for
someone**

Thank you so much for **being there for me** and listening when I was upset.

**to be fond of
someone**

I am very fond of Jennifer and I'd like to make sure she is happy.

**a lack of
empathy**

My boss showed a distinct **lack of empathy** when I tried to speak to him about the reasons why I have been underperforming at work recently.



Talk about personal experience

**Talk about what the following phrases mean to you.
Discuss with the teacher when you have felt these feelings of
either connection or disconnection in your own life.**



being on the
same
wavelength

to be fond of
someone

being there for
someone

a lack of
empathy



Write a guide on empathy

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marketingteam@lingoda.com

Subject: how to develop empathy

Dear team,

After feedback from our last meeting together, I've decided to send you all a short email with some tips on developing empathy with each other. Hopefully this will lead to more productive time spent together and...

You are the team leader in charge of motivating and inspiring a small team of workers. Write a brief guide for your team on how to show more empathy and understanding in meetings. Share your answers with the rest of your class and/or your teacher.



Practise empathy

It's time to practise being empathetic!

Your teacher will pick one of the scenarios below.

Using the phrases and strategies you have learnt in the lesson (for example, active listening, being open and using non-verbal communication), try to empathise with the person.

Frank got fired from work.



Alice finds it difficult to connect with the rest of her team.



Lydia's application for her dream job was unsuccessful.



John is explaining how he broke his leg at the beginning of a skiing holiday.





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

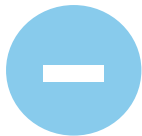
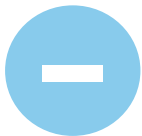
no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again

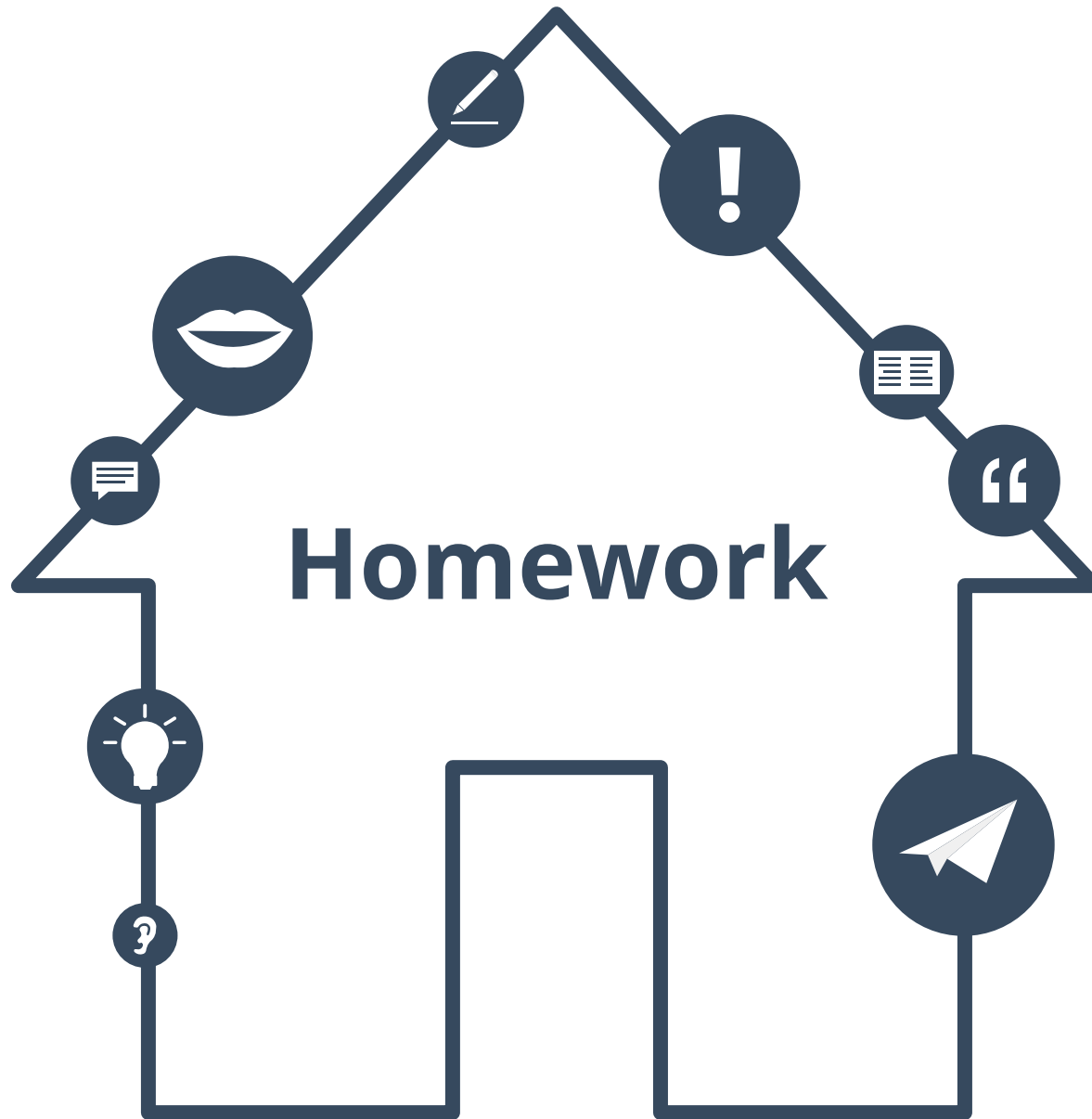


Answer key

Slide 16

Hard skills: computer programming, Microsoft Excel, data analysis, proficiency in English

Soft skills: flexibility, patience, teamwork, communication skills





Compare your own strengths and weaknesses

Analyse your own personality and approaches to showing empathy. What traits from the lesson do you think you are competent at? Which ones could you try to improve at?

Strengths

Weaknesses



Put the correct form of the following words in the gaps.

1. Soft skills are becoming _____ important to hiring managers.
2. An example of a soft skill is the _____ to work well within a team.
3. It is important for leaders to be _____ with their team.
4. Being empathetic is important for _____ relationships with people.

increase

able

compassion

develop



Homework answer key

Activity p. 31

1. increasingly
2. the ability
3. compassionate
4. developing



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