



EMPATHY

Team Lead Jr.

WHAT IS EMPATHY?

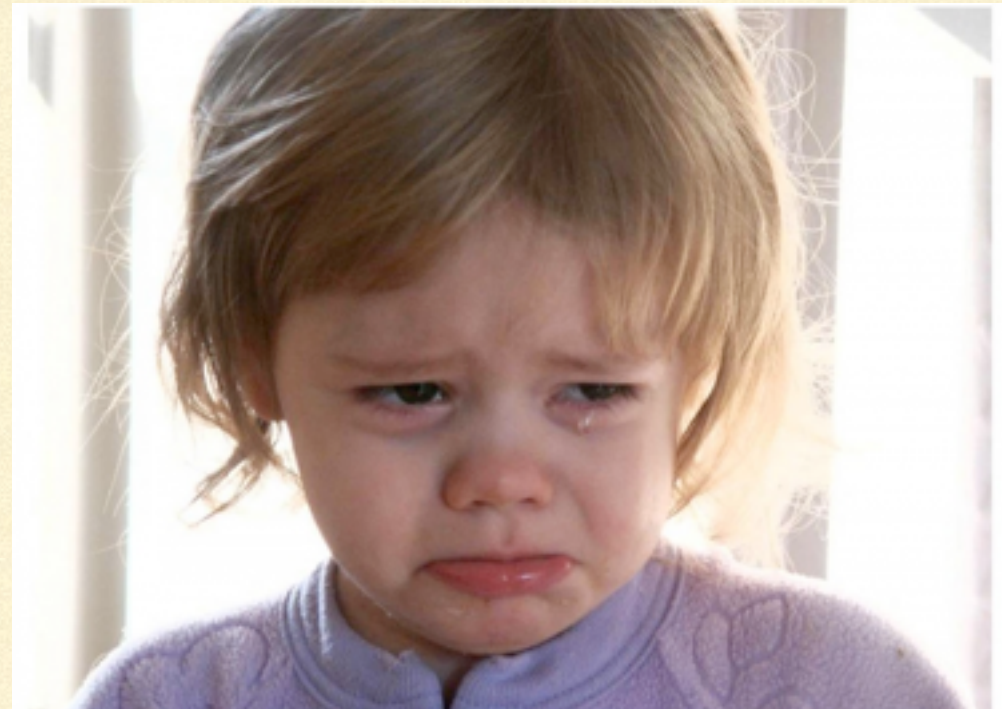
“It’s not about YOU. It’s about the people AROUND you.”

<https://www.youtube.com/watch?v=icIIUdTEQnU#t=14>

EMPATHY

- How can you tell how someone else is feeling?
 - What are the clues or signals?
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HOW DOES THIS PERSON FEEL? HOW DO YOU KNOW?



To show empathy, I might kindly ask, “What’s wrong? Are you all right? Can I help?”

HOW DOES THIS PERSON FEEL? HOW DO YOU KNOW?



To show empathy, I might kindly ask, “Can I help you with something?”
Or, I might also decide to leave this person alone. Maybe later I could
follow up with him to check in on how he is feeling.

HOW DOES THIS PERSON FEEL? HOW DO YOU KNOW?



Congratulations!

Nice job!

You worked really hard
to get this!

To show empathy, I might kindly ask, “What are you **excited** about?” If I already know why, I would say nice words to show that I share her excitement.

EMPATHY SCENARIO I

James shares in Morning Meeting that his dog is sick and may need surgery.

Which of these is an appropriate, empathetic response?

- a) Laugh.
 - b) Share a fun story about your dog.
 - c) Tell James you are sorry to hear about his dog because you can understand how tough this must be for him.
 - d) Change the subject or say nothing to acknowledge his comment.
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EMPATHY SCENARIO 2

The teacher has just shared that she is frustrated by the disruptive, talkative behaviors in her classroom while she is trying to teach.

Which of these is an appropriate, empathetic response?

- a) Continue off-task talking.
 - b) Share a story about yourself.
 - c) Go on your iPad to an app of your choice.
 - d) Encourage others to listen to the teacher by being on task yourself because you realize it is hard for the teacher to teach with distractions.
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EMPATHY SCENARIO 3

On the bus, students are moving around and shouting across the seats to friends. The bus driver has asked everyone to sit down and use quieter voices while he drives them home.

Which of these is an appropriate, empathetic response?

- a) Sit down quietly because you realize that would be helpful to the bus driver.
 - b) Ignore the bus driver's request.
 - c) Shout that you don't want to be quiet.
 - d) Dare your friend to switch seats when the driver is not looking.
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Empathy is developed through maturity.

Why do you think empathy and maturity go hand in hand?
