

# Empathy is...

seeing with the eyes of another,  
listening with the ears of another,  
and feeling with the heart of another.



# EMPATHY



# MEANING

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.

**Put yourself in**  
**THEIR**  
**shoes**



- Empathy is, at its simplest, awareness of the feelings and emotions of other people.
- It is a key element of Emotional Intelligence, the link between self and others, because it is how we as individuals understand what others are experiencing as if we were feeling it ourselves.





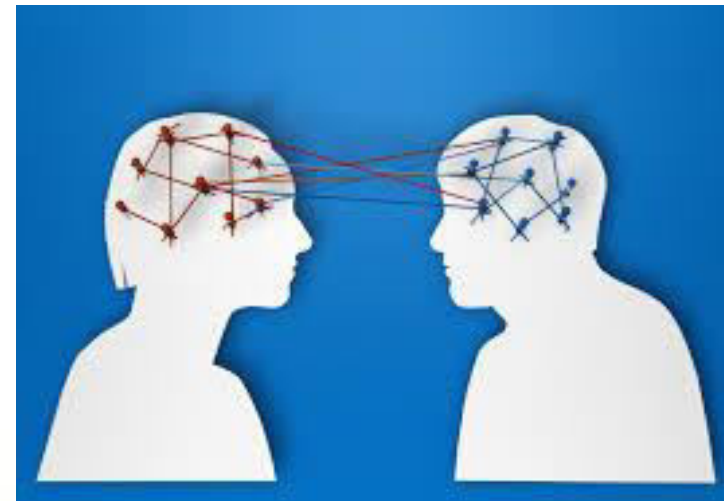
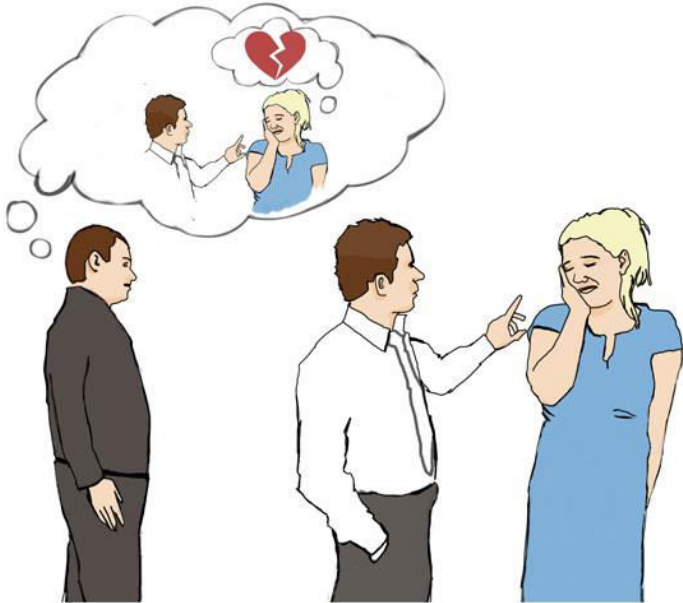
# Three Types of Empathy

**Psychologists have identified  
three types of empathy:**

- ✓ **Cognitive Empathy,**
- ✓ **Emotional Empathy and**
- ✓ **Compassionate Empathy**

# Cognitive Empathy

**Cognitive empathy** is understanding someone's thoughts and emotions, in a very rational, rather than emotional sense.



# Emotional Empathy

It is also known as emotional contagion, and is 'catching' someone else's feelings, so that you literally feel them too.



# Compassionate Empathy

It is understanding someone's feelings, and taking appropriate action to help.





# Elements of Empathy

**Daniel Goleman** identified five key elements of empathy.

- Understanding Others
- Developing Others
- Having a Service Orientation
- Leveraging Diversity
- Political Awareness



# Why Practice Empathy?

Daniel Batson and Nancy Eisenberg have shown that people higher in empathy are more likely to *help others in need*, even when doing so cuts against their self-interest.

- **U** will be more likely to treat the people you care about the way they wish you would treat them.
- **U** will better understand the needs of people around you.
- **U** will more clearly understand the perception you create in others with your words and actions.
- **U** will understand the unspoken parts of your communication with others.
- **U** will better understand the needs of your customers at work.



# Why Practice Empathy?

- **U** will have less trouble dealing with interpersonal conflict both at home and at work.
- **U** will be able to more accurately predict the actions and reactions of people you interact with.
- **U** will learn how to motivate the people around you.
- **U** will more effectively convince others of your point of view.
- **U** will experience the world in higher resolution as you perceive through not only your perspective but the perspectives of those around you.

*Thank You*

