

COMMUNICATION & BEHAVIOR SKILLS



Coaching Activities

***For the Classroom
And All Work Cultures***

PATTY ANN

Empathy Awareness

Coaching Activities

Suitable for Classrooms & for ALL Work Cultures

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Thank YOU & Enjoy!



Activity Topics

Empathy Awareness

What is EMPATHY?

Define Empathy
Define Awareness of Empathy

What is NOT Empathy

Words that are NOT Empathic
Behaviors that are NOT Empathic

Empathy Awareness Worksheets

Empathy Words to Say
Showing Empathy Behaviors
Words NOT to Say

3 Practice Scenarios:

Clearing Empathy Words and Behaviors

Practice Your Empathy Awareness

Words of Support- and Words NOT to Say

Empathy Awareness

Activity Game

Description
Objective
Duration

Explanation, Examples & Ideas
Keeping the Learning Alive
Empathy Challenge Poster
Empathy Recognition Awards

Empathy Awareness

What is EMPATHY?

Discuss the following with Your students

Define Empathy

First define the term Empathy. You might start with a list of terms that describe it.

- Putting yourself in someone else's shoes
- Feeling how someone else feels
- Looking through another person's perspective
- Being open to another person's position
- Understanding another person's viewpoint
- Able to share another person's experience
- Having concern and being sensitive to another's feelings

Have your participants add to this list until there is a common thread of understanding around this topic.



Define Awareness

Defining awareness is important so that the participant can link it to empathy. Ask your class what happens when they become aware of a new learning:

- Conscious of their viewpoint as a result of new events
- Making introspection to a condition that affect others
- Being awake and alert to other people's feelings
- Acknowledgment of an environmental shift
- Being mindful and sensitive to others
- A knowing of outcomes, or consequences

What is NOT Empathy

To understand what empathy is in words and behaviors, it helps to contrast with the opposite meaning, which is speaking and showing no empathy..

Words used that are not empathic are:

- Unsupportive or Contradictory
- Jealous or Envious
- Condemn and Demean
- Invalidate or Discredit
- Not trustworthy
- Negative and Demoralize



Have your participants add to this list until there is a common thread of understanding around this topic.

Behaviors that do NOT show empathy towards another include:

- Lack of concern for others feelings
- Ignoring someone or ignoring their ideas
- Using passive aggressive actions
- Pretending not to hear a person
- Unsupportive and does not care
- Discouraging and negative feedback
- Pessimistic and discouraging

Encourage learners to add to this list of unsupportive behaviors to complete their comprehension of this subject.

The Goal for the definitions above is to establish understanding of the words Empathy and Awareness; what it is—and what it is NOT.

Empathy Awareness Worksheet

Empathy Words to Say

Name others words that can be used in place of the word Empathy.

1. _____
2. _____
3. _____
4. _____
5. _____



What empathy words would you say to someone that is upset?

If a friend was frustrated with a problem what words could you share?

Empathy Awareness Worksheet

Sharing Empathy Behaviors

What empathy behaviors can you show others that you are empathetic to their situation?

1. _____
2. _____
3. _____
4. _____
5. _____



What empathy behaviors can you share with someone who is upset?

What behaviors show someone you understand their frustration?

Practice Scenario 3

Sharing Empathy Words and Behaviors

One of your classmates became confused when reading a project assignment. How would you respond in words and behaviors, to show empathy?

What would you observe initially to determine this person's needs?

What would you say?

What action would you take to show your understanding?

What would you say, or do, to followup?

Practice Your Empathy Awareness

Words of Support- and Words NOT to Say

Empathy uses kind, caring words for another persons successes and/or losses. Non- supportive words should be left unsaid to keep your relationship healthy. Here are examples:

Your friend's favorite pet, Max, had to be euthanized due to aging disabilities.
What to say: I am very sorry for your loss. I know Max was your special friend.
What NOT to say: Well, you know, animals die. You'll get over it.

A team mate, Jennifer, made varsity and you did not.
What to say: Congrats Jennifer. I am so happy for you.
What NOT to say: You got on that team by sheer luck.



Now you write in the blanks:

1. Your older brother received a promotion at work.

What to say: _____

What NOT to say: _____

2. You see a cast on your cousins leg.

What to say: _____

What NOT to say: _____

3. Your classmate is headed to the state championships.

What to say: _____

What NOT to say: _____

Empathy Awareness Activity Game

Description

This game is designed to create empathy awareness across all platforms and environments. It is SIMPLE, EASY, QUICK, and FUN without taking precious time away from classroom curricula or work place projects. With a very short introduction, this training can be incorporated into your daily or weekly plan without disruption. Everybody loves to participate! Even your administrators, supervisors, leads, and management can enjoy being involved in this reward system, which is designed to lead by example.

Objective

Whether a person is a student, employee, management, family, friend, or other, he/she can easily learn empathy awareness and use it in interactions with others. Empathy connects humans with a heartfelt bond of understanding.

Cooperative environments are essential in classrooms, on the job, in any collaborative situation, and everywhere people interact.

Examples where empathy training can be most useful:

- Telephone etiquette for Customer Service Representatives, as will ensure customer satisfaction for repeat business.
- Team projects can be full of different perspectives. Empathy training can position people to see the tasks from other view points thereby insuring a united work place.

Classrooms are perfect environments to plant the seed of using empathy. This coaching game will encourage students to learn what empathy feels and looks like. Both from the standpoint of someone needing or giving support and how to recognize the value of empathy in relationships.

Training Time

(Duration 10-15 minutes)

Take the Empathy Challenge!

- **Recognize** Empathy in Action and Language.
- **Participate** in the Empathy Game to Create a Positive Relationship Connection with Your Peers.
- **Observe and Award** Outside Your Circle of Friends.
- **Express & Use** Empathy Every Time You Interact with Others.
- **Identify** Empathy Behavior or Language to Recognize Others.
- **Reward & Acknowledge** Your Peers When You Witness Empathy Words and Behaviors in Action.
- **Give** an Empathy Award Naming His/Her Specific Proactive Behaviors.
- **Understand** that sharing Empathy is a Learned Behavior and Takes Practice to be Proficient.
- Empathy Creates a **Positive Communication Climate!**

Empathy Recognition



A W A R D



I Appreciate



Recipient's Name



Awarded By

Congratulations for Caring & Sharing
Empathy Words & Behaviors that Included:



DATE



Empathy Recognition



A W A R D



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**Thank YOU for Enjoying
Empathy Awareness
A Coaching Activity**



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**THANK YOU!
Your Purchase Supports
Animal Welfare.**

