COMMUNICATION & BEHAVIOR SKILLS



PATTY ANN

Empathy Awareness

Coaching Activities Suitable for Classrooms & for ALL Work Cultures

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Activity Topics

Empathy Awareness What is EMPATHY?

Define Empathy Define Awareness of Empaul,

What is NOT Er , athy

Words that are NC^{*} -mpat' : Behaviors that are NO^{*} or ortive

Empathy Aware ass W. Ksheets

Empathy Wc ¹s to Say Sh. ^{_}mpath Behaviors Worus [^]t Say

3 F actice Scenarios:

Prac. Yor Empathy Awareness

W ds of S. ____rt- 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

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Empathy Awareness What is EMPATHY?

Discuss the following with Your students

Define Empathy

First define the term Empathy. You might start y = 0 a list of terms uset describe it.

- Putting yourself in someone else's shoe
- Feeling how someone else feels
- Looking through another person's pe. >ective
- Being open to another person's vition
- Understanding another person's v wpoint
- Able to share another person's exp. ience
- Having concern and being positive another's feelings

Have your participan. add to its list until there is a common thread of unde. in using arc it this topic.



Define Aw ren ⇒s

Defining oware, is is important so that the participant can link it to empathy. Ask our coass when they become aware of a new learning:

- Cor Jous of their viewpoint as a result of new events
- '___ng introspection to a condition that affect others
- Bu r awake and alert to other people's feelings
- Ackn ledgment of an environmental shift
- Being mindful and sensitive to others
- A knowing of outcomes, or consequences

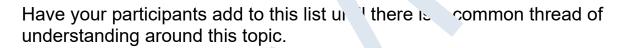
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What is NOT Empathy

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

Words used that are not empathic are:

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



Behaviors that do NOT fow empathy to. ards another include:

- Lack of concer: or othe s feelings
- Ignoring someone `` ing their leas
- Using pase` nggres relactions
- Pretend j not hear a jon
- Unsur , ortive a didoes not care
- Disco. "min/ and negative feedback
- Pessimis. and discouraging

En Jurage arners add to this list of unsupportive behaviors to complete t' in complete nension of this subject.

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

Empathy Awareness Workshee^{*} Empathy Words to Say

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

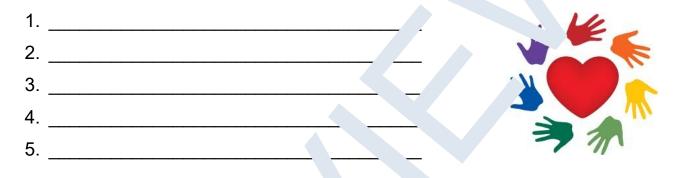


What empathy words would you say to s neone the is upset?

If a friend was h. trated with a problem what words could you share?

Empathy Awareness Workshee⁺ Sharing Empathy Behaviors

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



What empathy behaviors can you share v. h someone who is upset?

What <u></u>	ʻ <u>ors s.</u> `∿ so	meone you unde	rstand their frus	stration?

Practice Scenario 3 Sharing Empathy Words and Behaviors

One of your classmates became confused when reading a مرتعد المعدي ment. How would you respond in words and behaviors, to show em, thy?

What would you observe initially to determine this erson's m. A.

What would you say?

What action v	ald vo	take to	w your understanding?
VITAL GOLIOTT V			w your understanding:

What w. ¹d you say, or do, to followup?

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Practice Your Empathy Awarene's Words of Support- and Words NOT to Say

Empathy uses kind, caring words for another persons success and for unsets. Non-supportive words should be left unsaid to keep your relationship. Thy, Here are examples:

Your friend's favorite pet, Max, had to be euthan' ad due to aging abilities. What to say: I am very sorry for your loss. I kn a Max as your special friend. What NOT to say: Well, you know, animals (You'l' at over it.

A team mate, Jennifer, made varsity an, שי did אין ל What to say: Congrats Jennifer. I am אין hap, for you What NOT to say: You got on that tear, by she, 'uck.



Now you write in the blanks:

1. Your older bi	rother rec	ved a pro	, +ic	at work.
------------------	------------	-----------	-------	----------

What to say: _____

What NOT to say: ____

2. You see *cast or your cousins leg.*

What to say:

Wh . NOT say:

3. You dassmate 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 a platform and environments. It is SIMPLE, EASY, QUICK, and FUN the precious time away from classroom curricula or work place to jects. The rery short introduction, this training can be incorporated in your daily or we day plan without disruption. Everybody loves to particing ell Ever your administrators, supervisors, leads, and management can end to be in involver in this reward system, which is designed to lead by example.

Objective

Whether a person is a student, employ, mana, ment, family, friend, or other, he/she can easily learn empathy awaren is and us, it in interactions with others. Empathy connects hursans with a martfelt bond of understanding.

Cooperative environment are essentiane. Assrooms, on the job, in any collaborative situation, for diever where people interact.

Examples where emp. v troing car be most useful:

- Telephon Jung Atte for Arst iner Service Representatives, as will ensure custom a satisfication for repeat business.
- Team ic can be tull of different perspectives. Empathy training can persist on person pers

Classooms are perfect environments to plant the seed of using empathy. coaching game will encourage students to learn what empathy feels a. 'ooks like. Both from the standpoint of someone needing or giving supp, and how to recognize the value of empathy in relationships.

Training Time

(Duration 10-15 minutes)



- Recognize Empathy in Action and __angur ...
- Participate in the Empating Gail to Crule a Positive Relationship Connection with Dur Peel
- > Observe and Awa. Outside Your Circle of Friends.
- Express & Ur / Empathy Every Time You Interact with Others.
- ➤ Identify Em, thy ' → havior or Language to Recognize Others.
- Rewarr _ `ckn、 'lr .ge Your Peers When You Witness

Emp on We Behaviors in Action.

> 📭 😋 an mpathy Award Naming His/Her



Spec c Proactive Behaviors.

- In Aerstand that sharing Empathy is a Learned Behavior and Takes Practice to be Proficient.
- Empathy Creates a Positive Communication Climate!



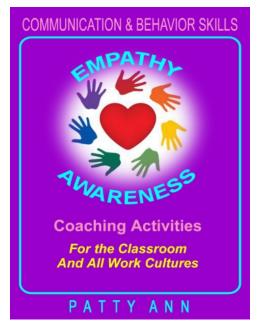




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