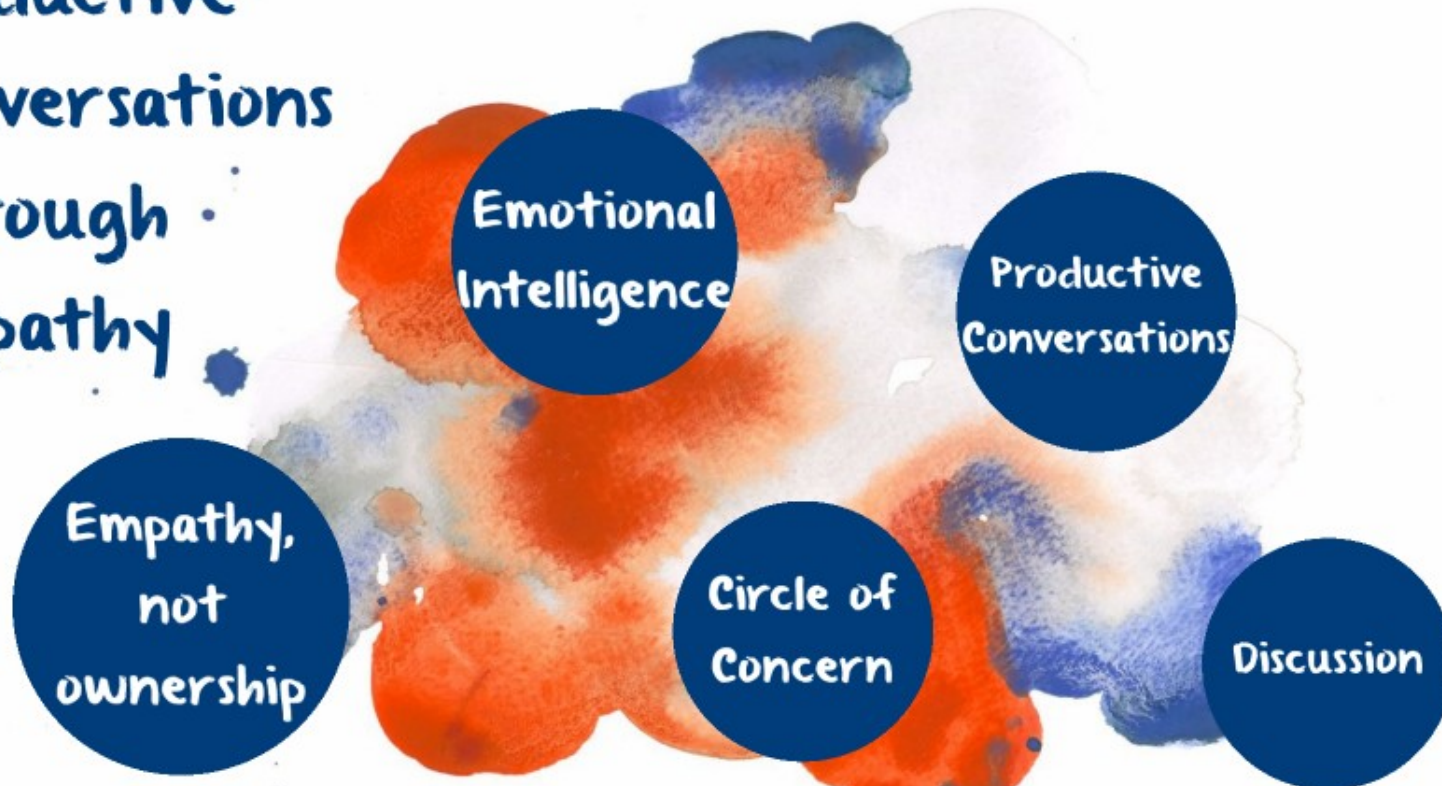


Productive Conversations Through Empathy



Stephanie Weaver and Lenore Knudtson



Pingora Consulting

Empathy, not ownership.

to be best in any point of view.
Empathy | 'em understanding
gs, thou
HEALTHYPLACE.COM

EMPATHY

What is it?

How do you get it?



Empathy

The great liberator.

The ability
to
understand
the feelings
of another.

Without
experiencing
those
feelings as
your own.

Demonstrating
compassion
without
infringing on
your beliefs.

Empathic Concern

You aren't sharing the same painful feelings as another person, e.g. sadness or fear.

How to Stay Empathic Without Suffering So Much, Amy L. Eva (May 4, 2017).

The Science

The Art

Neurology of Empathy

When we give and receive empathy, we produce the neurotransmitter oxytocin.

Oxytocin creates a sense of trust and cooperation.

Leading with empathy can reduce the likelihood of conflict.

How to Fight Stress with Empathy, Arthur P. Ciaramicoli (January 11, 2017).



The Eyes of Another

Empathy is the art of seeing the world as someone else sees it.

When you have empathy, it means you can understand what a person is feeling in a given moment, and understand that his actions made sense to him.

ImproveYourSocialSkills.com



Don't take it personally. . .

Through empathy, the listener is less likely to take something done or said personally, or focus only on the negative instead of the positive in a conversation.

How to Fight Stress with Empathy, Arthur P. Ciaramicoli (January 11, 2017).

**The stress
antidote.**



Empathy Training

Doctors who participate in empathy training interacted more compassionately with patients, yet their stress levels decreased.

Those who lack empathy often pick up the stress of others without knowing why -- a concept that researchers call "second-hand stress."

The Surprising Health Effects of Empathy, Charles Poladian (June 26, 2012).



Empathy vs. Sympathy

Empathy is when you understand the feelings of another but do not necessarily share them.

...

Sympathy is when you share the feelings of another and make them your own.



Building Empathy

1. Understanding Yourself
2. Understanding Others
3. Nonverbal Empathy

Empathy, ImproveYourSocialSkills.com.

YOURSELF

OTHERS

NONVERBAL

CONTINUUM

The background of the slide is a close-up photograph of a person's face, showing their eyes and nose. The person has a neutral expression. A large, solid blue circle is overlaid on the right side of the face, containing the text. The overall color palette is dominated by the skin tones of the face and the blue of the circle.

Give Permission

Give yourself permission to experience the feelings you have.

On a fundamental level, you should accept that your emotions are part of you. Accept and recognize your emotions.

If you understand what it's like when you feel an emotion, you'll be better able to understand and interact with a person feeling something similar.



Find Perspective

In any moment, imagine what it would be like to be that person.

During every interaction, ask yourself: **How does this situation appear to the other person?**

Rather than trying to find out how the other person sees things, we try to convince them to see things our way. Instead of accepting that the other person will always see things differently, we get angry at them for not seeing things the same way we do.

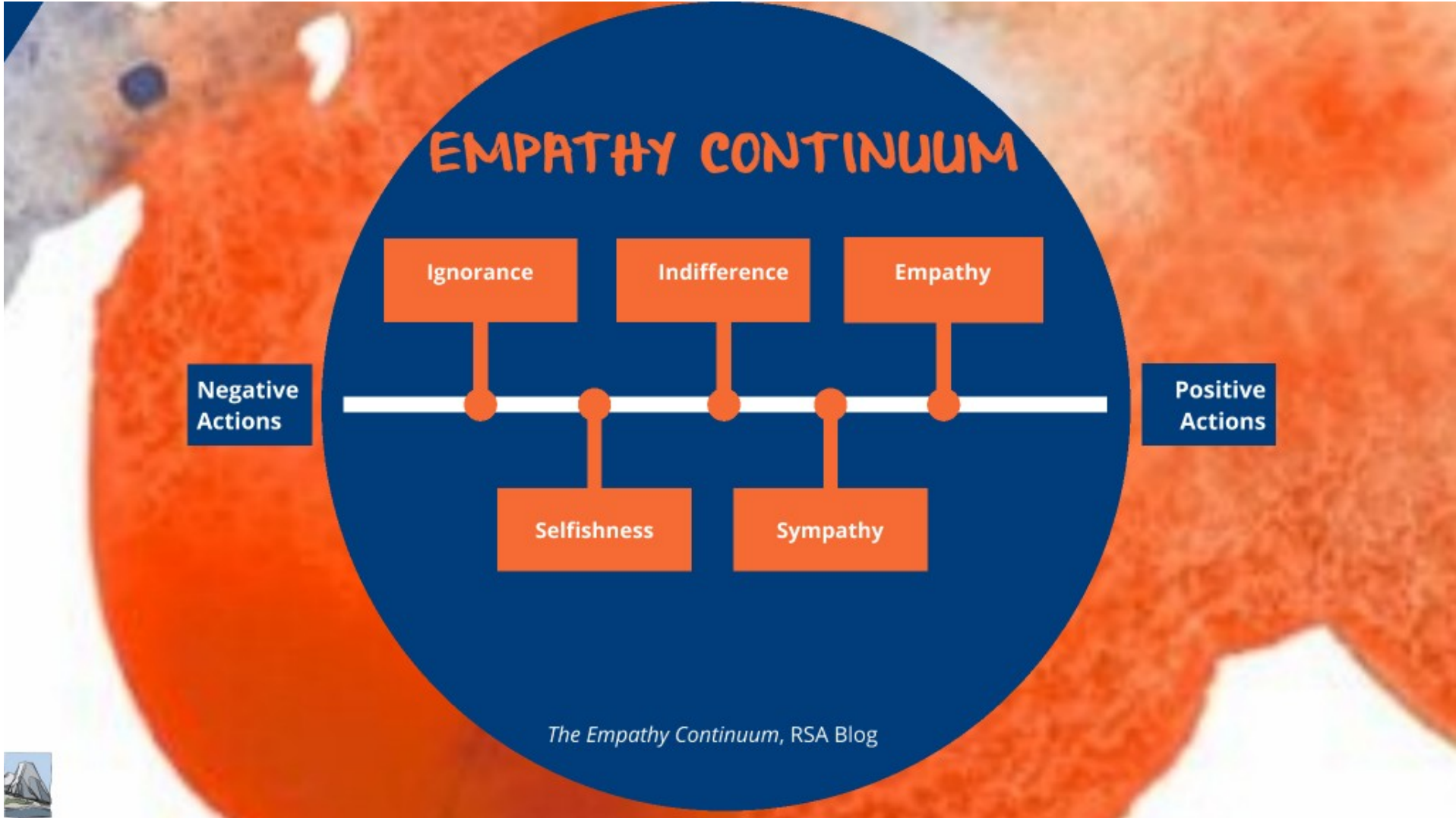


In Harmony

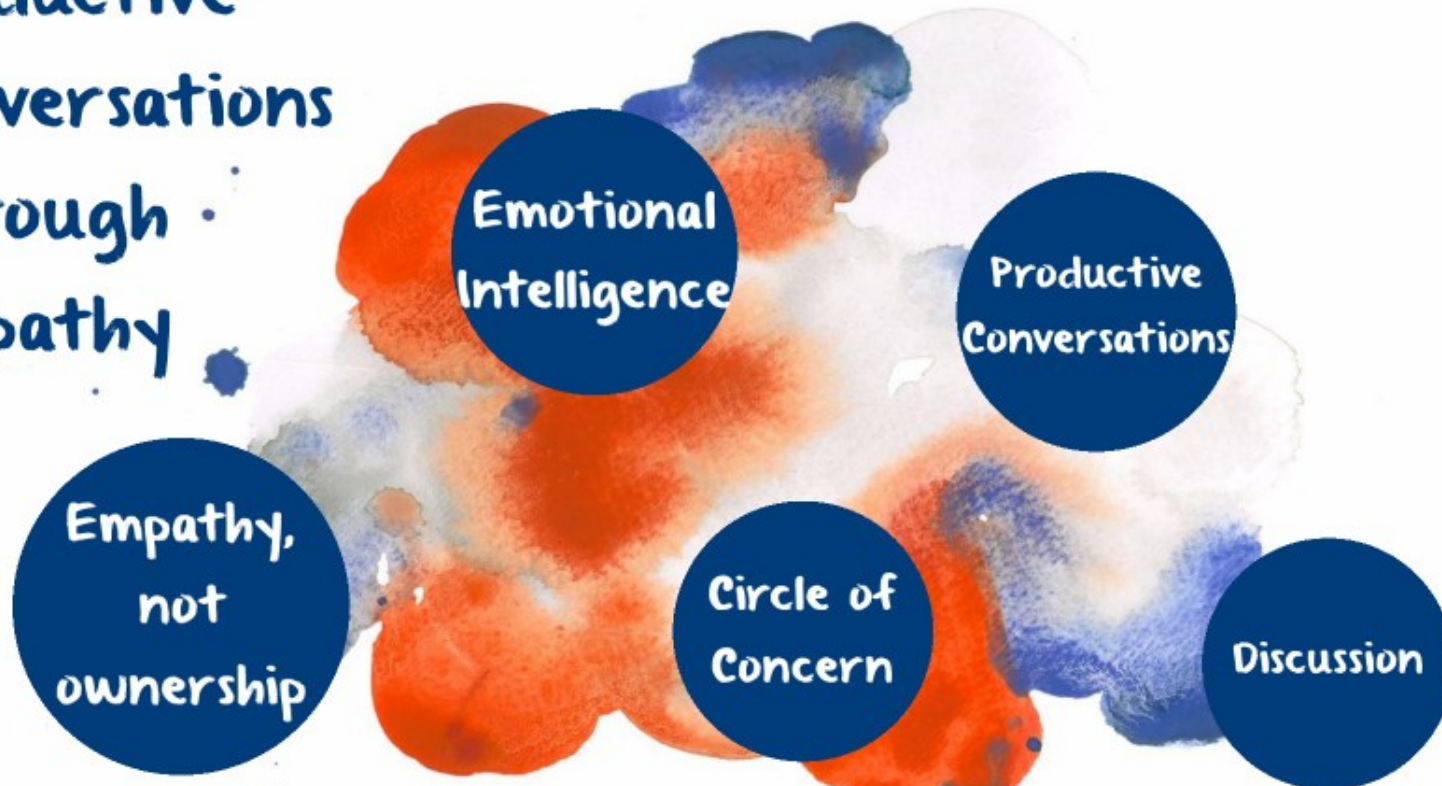
There is a nonverbal element to responding to empathy as well.

Your words and your nonverbal signals work together to communicate.

Without Nonverbal Empathy, you lack authenticity.



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EQ By Design



EQ

Authentic

Leaders



EQ Defined

Emotional Intelligence or Emotional Quotient is defined as your ability, capacity or skill to **identify, assess, and manage** the emotions of one's self, of others, and groups.

Empathy and emotional intelligence: What is it really about?, International Journal of Caring Sciences (2008).

Authentic Communication

- Emotional understanding: health care professionals understand the problem through the patient's point of view.
- Respect: recognition and full acceptance of the patient as a person.
- Authenticity: honesty, real expression of views without hypocrisy; Warmth and unconditional positive recognition.
- Self exposure: health care professional reports personal experiences from his perspective.

Empathy and Emotional Intelligence: What is it really about?,
International Journal of Caring Sciences (2008).

Understand vs. Manage

Empathy and emotional intelligence work together to produce long-lasting relationships.

Empathy allows the leader to understand, while emotional intelligence allows them to communicate that understanding.

Empathy and Emotional Intelligence: The Ability to Connect, Anthony Iannarino (February 2010).

Competencies

Lean in to
Empathy

EMOTIONAL & SOCIAL INTELLIGENCE LEADERSHIP COMPETENCIES



Self Awareness

Self Management

Social Awareness

Relationship Management

KEY STEP MEDIA
keystepmedia.com

Self Awareness

The ability to understand our own emotions and their effects on our performance.



Self Management

- **Emotional Self-Control:** The ability to keep disruptive emotions and impulses in check and maintain our effectiveness under stressful or hostile conditions.
- **Achievement Orientation:** Striving to meet or exceed a standard of excellence; looking for ways to do things better, set challenging goals and take calculated risks.
- **Positive Outlook:** The ability to see the positive in people, situations, and events and persistence in pursuing goals despite obstacles and setbacks.
- **Adaptability:** Flexibility in handling change, juggling multiple demands, and adapting our ideas or approaches.

Social Awareness

- **Empathy:** The ability to sense others' feelings and perspectives, taking an active interest in their concerns and picking up cues about what others feel and think.
- **Organizational Awareness:** The ability to read a group's emotional currents and power relationships, identifying influencers, networks, and organizational dynamics.



Relationship Management

- **Influence:** The ability to have a positive impact on others, persuading or convincing others in order to gain their support.
- **Coach and Mentor:** The ability to foster the long-term learning or development of others by giving feedback, guidance, and support.
- **Conflict Management:** The ability to help others through emotional or tense situations, tactfully bringing disagreements into the open and finding solutions all can endorse.
- **Inspirational Leadership:** The ability to inspire and guide individuals and groups towards a meaningful vision of excellence, and to bring out the best in others.
- **Teamwork:** The ability to work with others towards a shared goal; participating actively, sharing responsibility and rewards, and contributing to the capability of the team.



Lean in . . .

What would happen if more leaders were of the mindset to know a little more about the people at the table, care a little more about their needs, and showcase their strengths to give them opportunities for success?



Know More

Know more. Do you know what's most important to each of your team members? Not what you think is, but what actually is most important? If you don't, how can you support them in achieving their goals in their careers and in their lives – let alone, giving their best to you? How do you know how to motivate them?



Care More

Care more. The learning here is simple. We are all distracted. But when you're meeting with a team member, or an employee or with anyone for that matter, focus. Help that person feel, that to you, they're the most important person in the room.

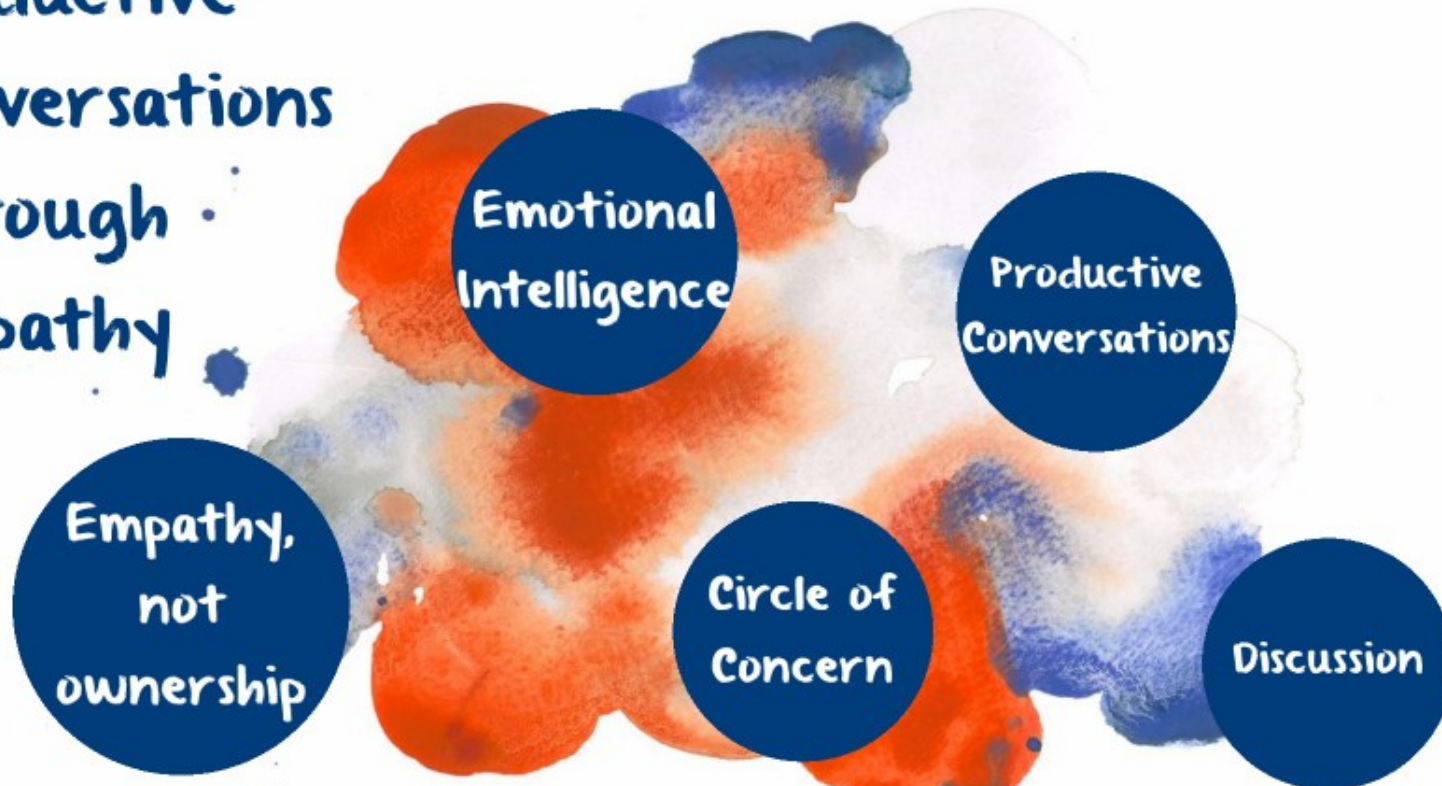


Showcase More

Showcase more. Look for opportunities outside of your group where they can showcase specific strengths that are needed and will benefit the greater organization. Identify opportunities to help them grow as a leader and as a person.



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Space of Change

Build mutual respect and understanding of different perspectives. An environment must be created that allows individuals to express what they are thinking. It is up to leaders to evoke safety and assist the team in building trust.

A leader promotes group participation, allowing all participants to have a voice at the table and fostering the space in which change occurs.

A leader is mindful of who is in his circle of concern and looks for ways to expand it.

**Expanding
Circles**

**Be
Intentional**





Expand your circle

One way to create and foster the space of change is to expand your "circle of concern."

We are predisposed to empathize with others in our own social group. We think of those groups as circles.

Because circles can be confining and inclusive, we also have people who are outside our circle.

Making Caring Common, Harvard School of Education (2017).

Belonging

Circle of Human Concern

Be Intentional

Intentionally expand your circle of concern through empathy.

Allow people in your circle who may disagree with you.

Allow people in your circle who don't look like you.

Allow people in your circle you have to work hard to understand. It's liberating!

Zoom In

Zoom Out

Zoom In

Listen closely and tend to those in your immediate circle, i.e. at the IEP team table.

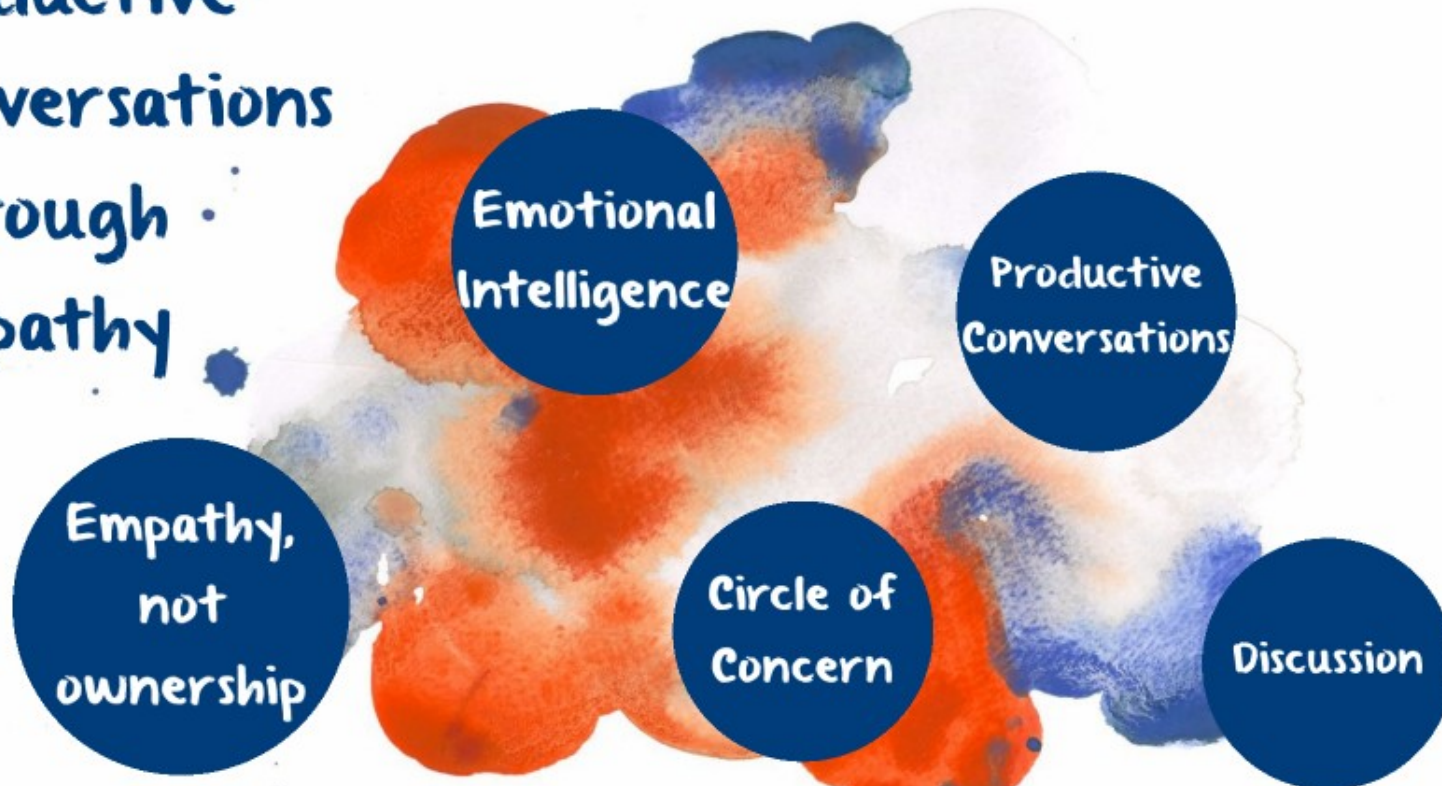
Zoom Out

Take in the big picture. Consider many perspectives of the people you interact with daily.

Include those who are vulnerable.

Develop concern for people who live in very different cultures and communities than their own.

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Productive Conversations

School
Communities

IEP Teams

Dispute
Resolution

Characteristics

Strategies

Characteristics

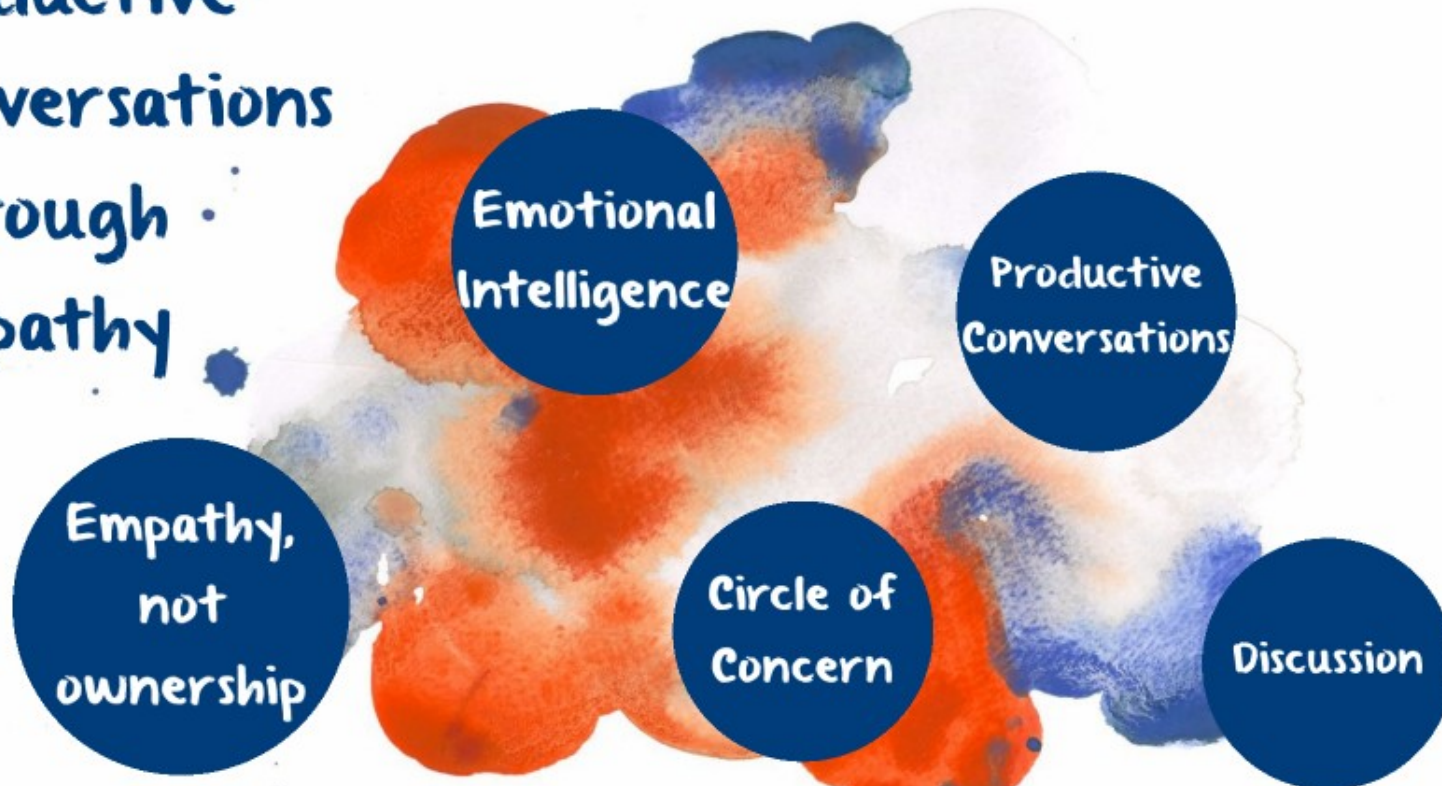
- Goal driven
- Relationships
- Effective communication
- Forward facing
- Open mindedness

Strategies

- Eliminate mind chatter
- Build an agenda
- Actively listen
- Ask questions
- Express, release and repair



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Consider how empathy might influence your next conversation.

Questions

Contact Us



Questions?

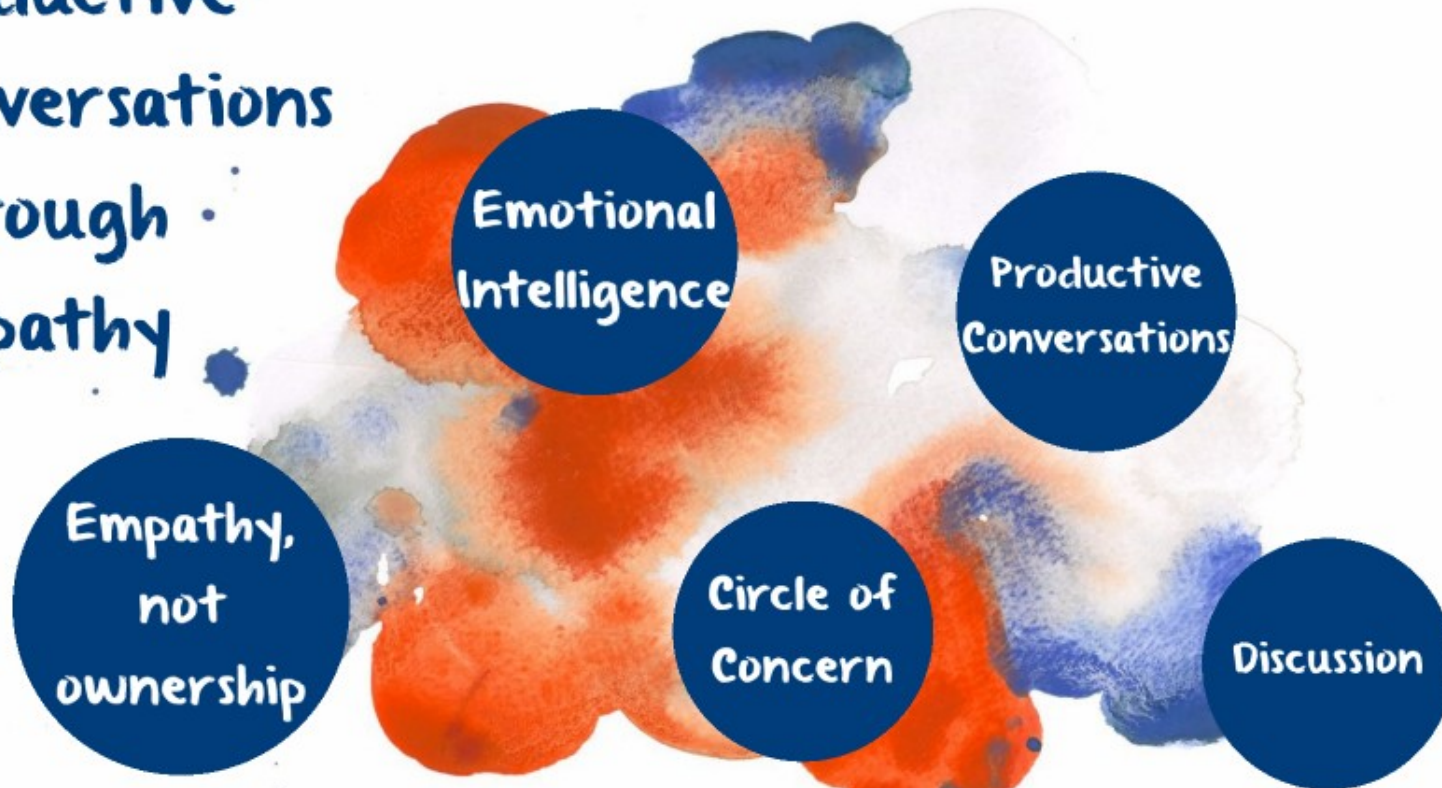


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Thank you!

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