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Course Name: *Building Empathy: Understanding and Connecting with Others*

Authoring Tools: Microsoft PowerPoint 2016, Google Forms, Microsoft Word

Executive Summary and Purpose:

People working in companies in teams require having good communication skills with team members as they reflect on the results of their tasks and assignments as well as the work process. Therefore, enhancing the employees' communication skills is essential for a healthy work environment. From this point, it is important to integrate topics that improve such skills in the training programs for both new and existing employees.

One of these topics is "Empathy" which is a key concept especially in work environments that require dealing with people or building relationships. Sometimes, it is confusing to determine when, how and with whom to empathize and at which level.

This course will give an overview on the definition of empathy and how to differentiate it from sympathy. It will also list and explain the types of empathy and will suggest some techniques to practise empathy through a moderate acceptable behaviour suitable for the work environment.

Target Audience

People working for companies in teams or on projects who may be:

- New employees taking on-boarding training programs
- Existing employees taking skills development training programs

Learning Gap:

This is a course that is a part of a training program for on-boarding new employees and a new course that is a part of training and development for the existing ones. It aims at developing empathy skills in order to improve the work environment to achieve better results in addition to being more considerate to others and look outwards rather than inwards.

Terminal Learning Objectives:

By the end of this course, employees should be able to practise empathy and focus attention on including the concept in their work environment by self-assessment and examining situations to assure that the team members are on a homogeneous track.

Course Objectives:

By the end of this course, learners should be able to:

- Transfer their understanding of the comprehensive empathy concept into observable actions to both themselves and their colleagues in the work environment.
- Examine situations that require empathy through communication with oneself and others along with intuition.
- Evaluate one self's empathy skill levels by self-assessment over a chosen regular time.

Instructional Strategies:

Learners who will join this course are expected to undergo different tasks and activities to ensure they gain the adequate knowledge required to start applying it in work environment. Each learning objective will be demonstrated using text, audio-visual tools and infographics. There will be a short test at the end of each lesson to check knowledge. Interactive activities and real-life scenarios are included to enhance understanding and application of the topic.

Module 1 Objectives: What is Empathy?

Upon completion of this module, the learner will be able to:

- define empathy and its role in fostering understanding and connection in the work environment
- differentiate empathy from sympathy
- discuss benefits of empathy in different contexts

Module 2 Objectives: The Elements of Empathy

Upon completion of this module, the learner will be able to:

- classify the elements of empathy
- illustrate each element of empathy in different situations

Module 3 Objectives: Developing Empathy Skills:

Upon completion of this module, the learner will be able to:

- recognize the ways to develop empathy skills
- apply practical exercises to develop empathy skills over time

Module 4 Objectives: Overcoming Barriers to Empathy:

Upon completion of this module, the learner will be able to:

- recognize the barriers facing empathy practices.
- identify ways to overcome the barriers against empathy promotion.

Module 5 Objectives: Applying Empathy in Relationships and Professional Settings:

Upon completion of this module, the learner will be able to:

- recognize the importance of empathy on personal and professional levels
- track the level of empathy application in your relationships

Assessment Strategies:

Module 1:

- answer interactive questions to refresh their previous knowledge about the definition of empathy and add to it through readings and multimedia.
- They will be given real-life scenario about empathy and sympathy to differentiate between the 2 concepts through an interactive activity
- Learners are asked to write down about a situation that happened to you or to a close one that you think required empathy at some level.
- Knowledge check through [Google Forms](#)

Module 2:

- answer interactive questions on real-life scenarios to check understanding the difference between the 3 elements of empathy
- Reflecting on their own situation to mention what type(s) of empathy could have been proper in the situation and why.
- Knowledge check through [Google Forms](#)

Module 3:

- A role play shown from a video on YouTube about 3 people and the learners are asked to consider them as people in their lives and to reflect on empathy development on dealing with them providing a form through Microsoft Word.
- Knowledge check through [Google Forms](#)

Module 4:

- On the situation from their life, learners are asked to list the empathy skills that others should develop to deal with a situation like theirs. Also, what were the barriers that faced others against offering their empathy in their situation.
- Knowledge check through [Google Forms](#)

Module 5:

- Learners are asked to create your own IDP (Individual Development Plan) in empathy, if they think that they learnt new things in this course and that they need to start applying or improving their empathy level and to start tracking their empathy.
- Learners are asked to share the situation of their own experience and discuss through messaging, in groups or in pairs.

Capstone Assignment:

Case Study

“You have been appointed as an organizational development consultant for a global technology company. The company operates in multiple countries with a diverse workforce with employees from various cultural backgrounds ethnicities, languages, and religions. While the organization values diversity, there have been arising concerns about inclusivity and the need to foster empathy within the workplace. Your task is to analyze the situation, develop a comprehensive plan, and provide recommendations on how empathy can be utilized to promote inclusivity and create a more empathetic work environment. The company is a leading technology company specializing in software development and digital solutions. Despite promoting diversity and inclusion, there have been instances of cultural misunderstandings, communication gaps, and bias that have negatively affected collaboration and teamwork. These challenges have led to decreased employee engagement, decreased innovation, and a negative impact on productivity.”

Resources:

Module 1

<https://dictionary.cambridge.org/dictionary/english/empathy>

<https://greatergood.berkeley.edu/topic/empathy/definition#what-is-empathy>

<https://www.helpguide.org/articles/relationships-communication/empathy.htm>

<https://www.mastersincommunications.org/empathy-what-why-how/>

<https://www.linkedin.com/pulse/empathy-role-connection-relationship-deborah-hulme-fiic/>

<https://29k.org/five-reasons-why-empathy-is-important-in-relationships>

Module 2:

<https://blog.heartmanity.com/the-three-kinds-of-empathy-emotional-cognitive-compassionate>

<https://www.6seconds.org/2022/03/14/3-parts-of-empathy/>

<https://www.linkedin.com/pulse/understanding-three-types-empathy-emotional-christy-kennedy/>

<https://www.verywellmind.com/cognitive-and-emotional-empathy-4582389>

Module 3:

<https://www.cam.ac.uk/research/news/study-finds-that-genes-play-a-role-in-empathy#:~:text=First%2C%20it%20found%20that%20how,average%20more%20empathetic%20than%20men.>

https://www.youtube.com/watch?v=MMcyu9iz51o&t=22s&ab_channel=gerlach

<https://www.verywellmind.com/how-to-develop-empathy-in-relationships-1717547>

<https://andrewsobel.com/article/eight-ways-to-improve-your-empathy/>

<https://www.mygreatlearning.com/blog/how-to-develop-empathetic-skills/>

Module 4:

<https://www.skillsyouneed.com/ips/empathy-types.html>

<https://study.com/learn/lesson/cultural-empathy->

<https://www.oneclearmessage.com/5-roadblocks-empathy-workplace/>

<https://allthingstalent.org/challenges-solutions-of-empathetic-leadership/2021/08/20/>

<https://yellowspark.in/7-barriers-to-empathy-that-block-effective-leadership/>

<https://www.entrepreneur.com/leadership/5-steps-you-can-take-to-overcome-your-empathy-barriers/426766>

<https://www.oreilly.com/library/view/empathy-at-work/9781492050483/ch04.html>

Module 5:

[https://www.linkedin.com/pulse/vital-role-empathy-organizations-m-salman-khan-/](https://www.linkedin.com/pulse/vital-role-empathy-organizations-m-salman-khan/)

<https://www.ccl.org/articles/leading-effectively-articles/empathy-in-the-workplace-a-tool-for-effective-leadership/>

<https://blog.heartmanity.com/how-to-talk-to-someone-with-empathy-and-what-to-avoid>

Videos:

https://www.youtube.com/watch?v=xkf1Wm4_mFE&ab_channel=DigitalLearningPillsInternational

https://www.youtube.com/watch?v=3oDKJsENhpU&ab_channel=MarieMiyashiro

https://www.youtube.com/watch?v=NVvLaeH5D4k&ab_channel=IndividuationPortal

https://www.youtube.com/watch?v=c3QHMuNfwc&t=137s&ab_channel=jyotsnakamath

https://www.youtube.com/watch?v=KZBTYViDPIQ&t=12s&ab_channel=DianaSimonPsihoterapeut

Images:

<https://stock.adobe.com/eg/>

<https://www.vecteezy.com/>

AI Video:

<https://app.colossyan.com/>

Real-life Scenarios: ChatGPT